



Adroddiad Blynyddol ar gydymffurfio â  
Safonau'r Gymraeg 2020-2021

Bwrdd Iechyd Prifysgol Caerdydd a'r Fro

Annual Report on the compliance to the Welsh  
Language Standards 2020-2021

Cardiff and Vale University Health Board



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Bwrdd Iechyd Prifysgol  
Caerdydd a'r Fro  
Cardiff and Vale  
University Health Board



## Cardiff and Vale University Health Board

### Annual Report on the compliance to the Welsh Language Standards 2020-2021

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## Introduction

### Executive Summary

This is Cardiff and Vale University Health Board Annual Report for 2020/2021 in relation to the Welsh Language, and focuses on the second year following the implementation of the Welsh Language Standards which were set in place in 2019.

The Health Board has been working hard to deliver its goals relating to the Welsh language standards in the context of COVID-19 pandemic. In these exceptional circumstances, the organisation has had to readjust its priorities with its Welsh Language agenda in line with a pressing issue of dealing with the COVID period. The Clinical Boards operational services have had to redesign its departments in line with the restrictions to guard against Covid.

However, it was also an opportunity for the Health Board to rethink the plan and focus on particular areas to improve the Welsh language standards compliance. A priority was made to establish an Equality and Welsh Language Translation Unit, which would assist the organisation in ensuring that all public and patient information is available bilingually.

The organisation established the Equality Strategy and Welsh Language Standards Group, chaired by the Executive Director for People and Culture and has senior leaders representing all of the Clinical Boards. The group will have representatives from key areas and ensure that the organisation is complying with the Welsh Language Standards.

It resulted in the organisation taking the first steps in ensuring that it communicates widely in Welsh and English. It established a bilingual social media presence and is currently developing the Welsh side of its website. It is expected that the website will be fully bilingual by the beginning of Autumn 2021.

The Equality and Welsh Language Unit have also established the 'Meddwl Cymraeg/ Think Welsh' campaign to spearhead the plan. It will encourage staff to think about how they include the Welsh language when providing their services to the patients, service users and the public. The success of the campaign led to an increase in awareness and understanding of the standards by the staff. The organisation has seen an increase in the amount of staff registering for the fully-funded Welsh language courses offered by the National Centre for Learning Welsh.

The Equality and Welsh Language Unit is regularly sending out 'Iaith Gwaith' and Welsh learner lanyards for staff who want to use their Welsh language skills with patients and service users.

The organisation has also seen a wide-scale use of the new Welsh Language Translation Unit and the Bilingual Cardiff translation service. The organisations' translation unit has translated over 300,000 words since December 2020.



Furthermore, Bilingual Cardiff (the Welsh Language translation service managed by Cardiff Council who are contracted to offer a service for the organisation) has translated over a million words into Welsh for the organisation.

The implementation of the standards has been highlighted and discussed by management of front-line areas, and ensuring that their staff are complying with them. A managed project plan was developed using a project management software to design and implement an overall general plan in 2020-21. The next stage is to work it down and implement onto a clinical board and departmental level.

Furthermore, the standards have been promoted via internal communications such as the official weekly newsletter, the website and messages and videos via social media. A yearbook (*Appendix a*) has been produced to showcase and highlight good practice and success Cardiff and Vale University Health Board has enjoyed in developing Welsh language services.

The organisation is co-operating with other public and third-sector organisations to share good practice and ideas to enhance compliance to the standards. It is a member of the Fforwm Caerdydd, with representatives from local organisation to discuss promotion of the Welsh Language in the city. The All Welsh Language Officer Forum, led by the Welsh Government, which has representatives from across the health boards in Wales, has continued its role in supporting and developing a programme of promoting the Welsh Language across the organisation.

However, the COVID restrictions led to restrictions on how the organisation could communicate face-to-face, this led to using digitally accessible materials being made available on the intranet and internet. The use of Microsoft Teams meant that communicating with local front-line areas about implementing the standards could be successfully continued.

The organisation recognises that its progress has been slower than it hoped due to the necessary attention to deal with a major global health emergency.

As a response, the organisation shifted its priorities during 2020 - 2021; however, a new plan is being established for 2021-2022.

## Background

On 30th May 2019, Cardiff and Vale University Health Board (CAV UHB) came under the Welsh Language Measure (2011). The specific requirements that Board would have to comply with, set by the Welsh Language Commissioner, are available [here](#).

As set out in the compliance notice, the Health Board must provide a service for patients, service users and the general public who prefer to speak Welsh. Additionally, in a marked change from the Welsh Language Scheme, the Board has to set out a range of services for its staff through the medium of Welsh.



The story of the Welsh Language in Cardiff and the Vale of Glamorgan is unique. According to the Welsh Governments' statistics, 22% of the Cardiff population speaks Welsh (11th highest in Wales) and 20% of the people in Vale of Glamorgan (15th in Wales). However, Cardiff has the third-highest number of Welsh speakers living in the capital with nearly 80,000 Welsh speakers, with an additional 25,600 residing in the Vale of Glamorgan.

As part of the public commitment towards providing an effective service for these Welsh speakers, the [organisation has set out the arrangements on the website](#).

### Accountability

The Chief Executive is corporately responsible for the Welsh Language Standards, with the Executive Director for People and Culture responsible on the Board level. The Assistant Director for Organisational Development provides the strategic leadership level. The Welsh Language Officer, working within the organisations' equality unit, is responsible for the standards from day to day and acts as a point of contact for areas to discuss the report. The Equality Strategy and Welsh Language Standards Group is responsible for assessing and ensuring compliance by the organisation whilst providing assurances to the Board's Strategy and Delivery Committee.

Complaints received by the Cardiff and Vale University Health Board are dealt with and responded to by two processes. All concerns regarding patient care and patient experience are dealt with by the Putting Things Right process administered by the organisations' concerns team. Concerns about the corporate areas not complying with the Welsh Language Standards are dealt with directly by the Welsh Language Officer. The corporate concerns process is available on the [organisation website](#).

### Organisational Wide Compliance progress

It has been an exceptionally challenging year for the organisation; it is dealing with the COVID pandemic and continues with healthcare provision under challenging circumstances.

However, under such difficulties, the organisation had continued to work hard to ensure that its complying with its Welsh Language Standards and developing a working and service culture where it welcomes patients, services users, the public and staff to use their preferred language of Welsh.

It has raised awareness of the standards across through internal campaigns and promotional days (For example, “Diwrnod Shw’mae” on October 15 and Welsh Language Rights Day on 7<sup>th</sup> December). These campaigns have helped to encourage staff to think about the Welsh Language when providing care to their patients and service users.



The Welsh Language Commissioner's 2019-2020 survey was also an opportunity for the Board to assess its position on compliance to the standards. The overall response was constructive and recognition of progress that has been made. Clinical Board, as shown below, have made a significant contribution in ensuring compliance during exceptional circumstances.

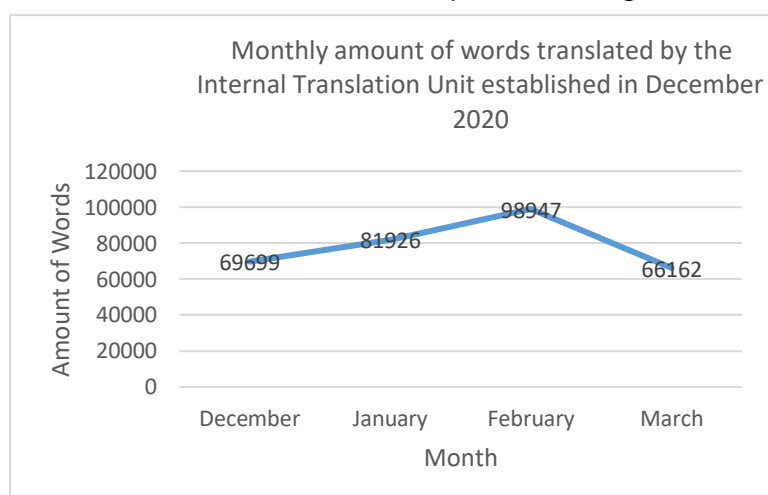
### Staff Training

The COVID pandemic has put limitations on training in general, including the Welsh Language Awareness section in the Mandatory Training and Corporate Induction, where training had to be limited due to Covid regulations.

The collaboration between the organisation and the National Centre for Learning Welsh was affected by the pandemic with the temporary closure of classes. However, the general lockdown period has also presented many opportunities for staff to develop Welsh language skills. The organisation has seen a rise in staff members enrolling on the online starter courses offered by the national centre, with a further 27% rise this amount of staff member enrolling on the course

### Translation Support

The organisation has progressed on improving the Welsh language translation support for the organisation. The Organisation has now recruited two full-time Welsh Language translators. They are, at the moment, primarily focused on providing support to the Communication team and output. The organisation is also continuing to use the



Bilingual Cardiff translation resources – it has seen a rapid rise by front line services using the services to develop bilingual material for the patients and service users.

Since the establishment of the Equality and Welsh Language translation unit in December 2020 and by the

end of the financial year, the translators have translated over 300,000 words. As seen in the graph here. Meanwhile, our service level agreement with Bilingual Cardiff (the Welsh Language Translation Unit for Cardiff City Council) has been a success. During 2020-21, the unit translated over 1 million words, allowing the organisation to offer a broader range of public and patient information in Welsh.



## Website and Social Media

The organisation is currently working with an external organisation to ensure that the website is available completely bilingual. Since establishing the contract, the organisation has seen that over 800 pages are now available in Welsh. The organisation intends for the website to be updated regularly in Welsh and English, and have all of its content available completely bilingually. To support this aim, the organisations' Welsh Language Unit will provide translation support for the Communications Team who are maintaining the site.

The organisation now is running a bilingual social media presence with separate social media accounts (Twitter and Facebook) in Welsh and English.

## Compliance with the Service Delivery Standards

The Clinical Boards, who are responsible for the delivery of healthcare, have received support and guidance in how they can comply with the Welsh Language standards when offering healthcare for the patients and service users.

A number of guidelines have been drafted and published for staff which outlines the requirements in a clear manner. The guidance is available on the organisations' intranet for managers and all employees to access. The Welsh Language Officers also regularly meet with the managers to discuss requirements on how to comply with the standards.

The Guidelines included:

- Protocols for answering the phone bilingually and dealing with calls through the medium of Welsh.
- Use of Welsh in correspondence
- A decision tree on deciding with documents (such as leaflets) need to be available bilingually.
- Arranging meetings with external guests and the public.
- Templates – out of offices, signatures etc
- An overall 'Standard Overall Procedure' pack which includes the guidelines and advice for staff who wish to improve their Welsh language skills.
- A library of temporary signage which can printed out and used for different scenarios – 'out of order' etc.

The organisation has also ensured that its branding is bilingual including on all promotional banners and letters for example. We promote and encourage staff to use "welcomes correspondence in Welsh and English" which has led to patients, service users and the public to correspond to us in Welsh.

Appointment letters for patients and automated services over the phone continue to be available bilingually. Front line areas also showed commitment to comply with the



standards even during a major incident period by ensuring that patient and service user information related to COVID was available bilingually.

The 'Meddwl Cymraeg' campaign launched in Autumn 2020 informed local areas about the importance of the Welsh Language Standards and encouraged them to consider how they can ensure they provide a service bilingually and developing their staff with Welsh language skills. The campaign was supported by a communication plan by the organisations' communications team in conjunction with the Welsh Language Officer.

The campaigns' main objective was encouraging staff to consider how the Welsh language can be incorporated into their everyday roles including how they can use their Welsh language skills at any level of fluency, think about the role they can play in encouraging the growth of the Welsh language within the Health Board and among colleagues.

As part of this campaign, the organisation piloted admission packs for patients who prefer to use Welsh. They help patients to ensure they receive healthcare in Welsh and ensure staff that they offer care through the medium of Welsh. These are currently been piloted in a range of areas and the initial response has been positive.

The rollout of the 'Iaith Gwaith' lanyards and badges continue to be successful with a lot of staff who are happy to show patients that they can speak Welsh.

Since the establishment of the Welsh Language translation unit, the demand for its use to ensure that all information is available bilingually has been extremely high (as seen in the graph in page 7). 'Bilingual Cardiff' (Cardiff City Council translation Unit) who provides the organisation with further Welsh language translation support has seen a dramatic increase in request by areas for public information (i.e. leaflets, posters etc). This clearly shows that there is an understanding in all areas of the organisation that information that is available for the patient and the public should be made available bilingually.

The Equality and Welsh Language Unit worked with the Innovation and Improvement Team to utilise the Verto Project Management system. The system assisted the organisation to receive assurances that the local areas, such as Wards and teams, were complying with the standards.

## **Standards 1 – 8 relating to correspondence made and received**

### **Medicine Clinical Board**

<b>Action taken during the year in question</b>	<b>Action to be taken in the coming year</b>
New appointment letters/waiting list acceptance letters are now available bilingually.  The correspondence for the 'Attend Anywhere' Virtual consultation is now available bilingually for patients.	The Medicine Clinical Board will ensure that all correspondence, including patient information leaflets, are available in Welsh.



## Children and Women Clinical Board

Action taken during the year in question	Action to be taken in the coming year
<p>The Patient Appointment System (PMS) automatically makes available letters in Welsh language when the patient chooses in Welsh.</p> <p>Nearly all of the correspondence letters which are sent out are now available bilingually. The Clinical Board continues to ensure that all correspondence is received in Welsh will be answered in Welsh.</p> <p>The Clinical Board is near completion in ensuring that all of its Job Descriptions are available in Welsh and English. It plans to ensure full compliance in the next financial year.</p>	<p>The Clinical Board will continue to ensure that all letters and correspondence is available bilingually.</p> <p>The Clinical Board will be updating a large proportion of letters that it regularly sends out and will ensure that they are available bilingually.</p> <p>Bilingual standard email signatures have been created for staff who are encouraged to use them.</p> <p>The Clinical Board will continually review the correspondence and update electronic patient record system to ensure it identifies where correspondence has been requested in Welsh and ensure that correspondence with be available bilingually.</p> <p>Work with our younger service users to ensure they receive the correspondence in their chosen language.</p>

## Mental Health Clinical Board

Action taken during the year in question	Action to be taken in the coming year
<p>The Mental Health Clinical Board has been continuing to review its compliance and makes changes where necessary to ensure full compliance.</p>	<p>The Clinical Board will continue to review and ensure that future correspondence will be available bilingual. It will follow the advice and guidance on bilingual correspondence from the Equality and Welsh Language Unit.</p>



## PCIC Clinical Board

Action taken during the year in question	Action to be taken in the coming year
The Clinical Board now complies with all of standards, with a 100% of it correspondence ( <i>such as appointment letters</i> ) available bilingually. It has continued to ensure any correspondence that is required to be sent out bilingually is translated accordingly.	The Clinical Board will continue to monitor and review the implementation of the Welsh Language Standards.

## Specialist Clinical Board

Action taken during the year in question	Action to be taken in the coming year
<p>The Nephrology and Haematology Directorate released an information video in Welsh to explain the process of starting a transplantation during COVID pandemic.</p> <p>The Nephrology and Haematology department have been ensuring that job descriptions are made available in Welsh.</p>	Nephrology and Haematology Directorate will continue to ensure that job descriptions will be made available bilingually.

## Clinical Diagnostics and Therapies

Action taken during the year in question	Action to be taken in the coming year
<p>The Clinical Board are now sending 100% of appointment letters, follow up letters and leaflets bilingually.</p> <p>The Clinical Board are now utilising the Welsh speaking staff within the Clinical Board to assist when receiving correspondents in Welsh.</p> <p>The Clinical Board is ensuring that films that raises awareness around Mental Health issues and Values into Action are produced with Welsh subtitles.</p> <p>A trial of Welsh Language Champions has been established to promote the</p>	<p>The Clinical Board will further develop the use of English, Welsh or bilingual letters and text reminders.</p> <p>The Clinical Board will continue to encourage Welsh Speaking staff to take on the role of a Welsh Speaking Champion in their Directorate/ Service, to promote Welsh language skills.</p>



Welsh Language and Welsh Language skills in key areas of the Clinical Board.	
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### **Surgery Clinical Board**

<b>Action taken during the year in question</b>	<b>Action to be taken in the coming year</b>
<p>The Clinical Board ensures that all written correspondence received in Welsh will be responded to in Welsh.</p> <p>All virtual consultations through our digital systems are now available bilingually.</p> <p>All patients' leaflets are available in both Welsh and English. If the patient indicated that they wish to receive Bilingual, Welsh or English correspondence, this will be generated automatically.</p>	<p>The Clinical Board will use a standardised clinical board email bilingual logo and title.</p> <p>The Clinical Board will review health pathways to ensure that patients will receive care in their preferred language of Welsh.</p>

### **Corporate, Estate, and HR Areas**

<b>Action taken during the year in question</b>	<b>Action to be taken in the coming year</b>
<p>Corporate Teams of the organisation continue to ensure that it complies with the standards, including receiving concerns through the medium of Welsh.</p> <p>For example, the Strategic and Service Planning have invited responses in Welsh and English to the engagement on Shaping Our Future Clinical Services; a number of responses were received in Welsh and included in the analysis of feedback.</p>	<p>The organisation will continue to monitor that any correspondence sent out will comply with the standards.</p> <p>The strategic and Service Planning continue to ensure that all engagement and consultation exercises will invite feedback in Welsh and English.</p>

### **Standards 8 - 21 relating to telephone calls made and received by a body**

#### **Children and Women Clinical Board**

<b>Action taken during the year in question</b>	<b>Action to be taken in the coming year</b>
The Clinical Board encourages staff members to answer calls with a Welsh	The Clinical Board will actively look to recruit welsh speakers and encourage



greeting but it requires further work to ensure full compliance.	other staff to develop Welsh language skills.
The Clinical Board has also identified a number of Welsh speaking staff who can assist in providing a service for our patients.	<p>The Clinical Board will liaise with the Welsh Language Officer to progress with meeting the standard requirement successfully.</p> <p>The Clinical Board will implement script of key phrases for all staff.</p> <p>The Clinical Board will spread and raise awareness across its staff group about the available support.</p>

### Medicine Clinical Board

Action taken during the year in question	Action to be taken in the coming year
The Clinical Board have been encouraging staff to greet callers over the phone in English and Welsh, which will assure callers use their preferred language of Welsh when calling the organisation.	The Clinical Board will introduce new standard telephone options with availability in Welsh.

### Children and Women Clinical Board

Action taken during the year in question	Action to be taken in the coming year
<p>The Clinical Board has been reviewing and assessing its compliance with the Welsh Language Standards.</p> <p>The Clinical Board are encouraging staff members to answer calls with a Welsh greeting but further work is required.</p>	<p>The Clinical Board will liaise with the Welsh Language Officer to ensure full compliance.</p> <p>The Clinical Board will actively look to recruit welsh speakers and encourage welsh learning. The Board has identified Welsh speaking staff already and will work with them to improve capacity.</p> <p>The Clinical Board will implement script of key phrases for all staff to use with patients and services users.</p> <p>The Clinical Board will ensure greater awareness across the staff areas on the importance of complying with the Welsh Language Standards when offering a phone service. It will also utilise the</p>



	Electronic Patient Record System to support this work.
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### **Mental Health Clinical Board**

<b>Action taken during the year in question</b>	<b>Action to be taken in the coming year</b>
The Mental Health Clinical Board has been continuing to review its compliance and makes changes where necessary to ensure full compliance.	The Clinical Board will continue to monitor and review the implementation of the Welsh Language Standards.

### **PCIC Clinical Board**

<b>Action taken during the year in question</b>	<b>Action to be taken in the coming year</b>
<p>The Clinical Board has been working to ensure the answerphone messages are bilingual on its telephone answering services.</p> <p>For example, the Vale Daytime Services incoming calls have message in Welsh and English and option to choose to discuss in Welsh, if available.</p> <p>The Clinical Board Reception and administrative staff are encouraged to answer main patient telephone lines bilingually welcoming patient and services to be discussed in Welsh when available.</p>	The Clinical Board will continue to monitor and review the implementation of the Welsh Language Standards.

### **Specialist Clinical Board**

<b>Action taken during the year in question</b>	<b>Action to be taken in the coming year</b>
<p>The Clinical Board is encouraging staff, via staff training, to answer telephone calls with a greeting in English and Welsh.</p> <p>The Clinical Board Automated telephone answering systems give a greeting in English and Welsh.</p>	The Clinical Board will continue to monitor and review the implementation of the Welsh Language Standards.



## Clinical Diagnostics and Therapies Clinical Board

Action taken during the year in question	Action to be taken in the coming year
<p>The Clinical Board encourages staff to greet bilingually and to highlight patients' choice including clinics that are held virtually.</p> <p>The Clinical Board has been encouraging staff to use the language further by greeting each other in Welsh.</p>	<p>The Clinical Board will increase the number of areas who greet patients bilingually.</p> <p>The Clinical Board will support staff to be more confident to use and expand their Welsh language skills with each other and patients.</p>

## Surgery Clinical Board

Action taken during the year in question	Action to be taken in the coming year
<p>The Clinical Board has identified Welsh language speakers by speciality to deal with calls through the medium of Welsh.</p> <p>Staff encouraged to answer phone with an introduction and welcome in Welsh and English.</p>	<p>The Clinical Board will actively look to recruit Welsh Speakers.</p> <p>The Clinical Board will develop a communication strategy with our recently Welsh speaking appointed PA/communications post for the clinical board.</p> <p>Further work on keeping register of Welsh speakers clearly identified and easily accessible to support where required.</p>

## Corporate, Estate, and HR Areas

Action taken during the year in question	Action to be taken in the coming year
<p>The organisations main switchboard has three Welsh speaking switchboard operators who can provide a Welsh Language service for callers.</p> <p>Switchboard staff are expected to greet all calls with a bilingual greeting.</p> <p>Strategic and Service Planning staff are aware of the requirement to answer calls bilingually. Cards with the correct greeting have issued with staff.</p>	<p>The service will work on expanding it service to provide a 24-hour switchboard service for callers who prefer to use Welsh.</p>



**Standard 22 – 25 relating to meetings and dealing face-to-face with the patients**

**Children and Women Clinical Board**

<b>Action taken during the year in question</b>	<b>Action to be taken in the coming year</b>
The Clinical Board continues to offer a translation service either face to face or via language line.	The Clinical Board will continue to monitor and review the implementation of the Welsh Language Standards.

**Medicine Clinical Board**

<b>Action taken during the year in question</b>	<b>Action to be taken in the coming year</b>
The Clinical Board has been highlighting to staff the availability of Welsh interpreters if patients prefer to speak Welsh during consultations.	The Clinical Board will assess and develop the use of language Line and video interpreter system to help patients use their preferred language of Welsh.

**Mental Health Clinical Board**

<b>Action taken during the year in question</b>	<b>Action to be taken in the coming year</b>
The Clinical Board continues to offer translation services for patients who prefer to speak Welsh during consultations.	The Clinical Board will continue to monitor and review the implementation of the Welsh Language Standards.

**PCIC Clinical Board**

<b>Action taken during the year in question</b>	<b>Action to be taken in the coming year</b>
<p>The Clinical Board can provide Welsh speakers, where available, for patients and service users if they've stated their preference.</p> <p>For example, the Community Resource Team ask patients their language preference and assign a Welsh speaking member of staff when available.</p>	The Clinical Board will continue to monitor and review the implementation of the Welsh Language Standards.



### Specialist Clinical Board

Action taken during the year in question	Action to be taken in the coming year
<p>Nephrology can offer consultations with Welsh-speaking consultants when available.</p> <p>Haematology have been distributing the 'Iaith Gwaith' badges for staff to help them be identified by patients who prefer to speak Welsh.</p>	<p>Haematology will ensure that Welsh language skills will be part of the recruitment process for new posts.</p>

### Clinical Diagnostics and Therapies Clinical Board

Action taken during the year in question	Action to be taken in the coming year
<p>All consent forms are now available bilingual.</p> <p>The Clinical Board encourages staff to use language line for patients who prefer to speak Welsh and there is no available staff with Welsh language skills.</p>	<p>The Clinical Board will ensure that the new Electronic Test Request system complies with the Welsh language standards.</p>

### Surgical Clinical Board

Action taken during the year in question	Action to be taken in the coming year
<p>The Clinical Board will offer translation service either face to face or via language line where appropriate and preferred by the Welsh speaking patients.</p> <p>The Clinical Board encourages Welsh speaking Clinicians to converse in Welsh if required.</p>	<p>The Clinical Board will strengthen job descriptions to incorporate communication and support for Welsh speakers.</p> <p>The Clinical Board will improve the assessment and recruitment of Welsh speaking staff.</p> <p>The Clinical Board will develop a system where a pool of welsh speaking staff and be called upon in key functions where face to face services provided in high volume clinics.</p>



## Corporate, Estate, and HR Areas

Action taken during the year in question	Action to be taken in the coming year
In the Strategic and Service Planning, all Stakeholder Reference Group Agendas are published in English and Welsh.	Strategic and Service Planning will seek advice on asking members of Project Teams and Project Boards etc if they wish to participate in Welsh.

## Standards 26 – 32 relating to public meetings

### Children & Women Clinical Board

Action taken during the year in question	Action to be taken in the coming year
The Clinical Board has been monitoring that it complies with the standard.	Liaison with the UHBs Welsh Language officers to progress with meeting the standard requirement and how it can be successfully implemented.

### Medicine Clinical Board

Action taken during the year in question	Action to be taken in the coming year
The Clinical Board have ensured that all new appointment letters and waiting list acceptance letters are bilingual, English or Welsh.  Attend Anywhere Virtual consultation correspondence is bilingual.	The Clinical Board will ensure all correspondence including patient information leaflets are available in Welsh.

### Mental Health Clinical Board

Action taken during the year in question	Action to be taken in the coming year
The Clinical Board has collated a list of Welsh speaking staff members who can provide a Welsh speaking service.	The Clinical Board will continue to work with the Welsh Language Officers to develop and improve the services.

### PCIC Clinical Board

Action taken during the year in question	Action to be taken in the coming year
The primary care team had organised public engagement events for the Whitchurch Road and Pentyrch Primary Care Estates developments but these were curtailed following Covid	The Clinical Board will continue to work with the Welsh Language Officers to develop and improve the services.



<p>restrictions from face to face events to a microsite which provided information on the development as well as a mechanism for people to feedback their views.</p> <p>Information on the microsite was available in English and Welsh.</p> <p>Posters were produced advising of the engagement in a bilingual format. The social media channels of the UHB and Community Health Council were used to promote and raise awareness of the engagement process; again, with all information provided in a bilingual format.</p>	
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### Specialist Clinical Board

Action taken during the year in question	Action to be taken in the coming year
The Clinical Board is aware of the requirements of the standards and will ensure compliance when organising any public events.	The Clinical Board will continue to work with the Welsh Language Officers to develop and improve the services.

### Clinical Diagnostics and Therapies Clinical Board

Action taken during the year in question	Action to be taken in the coming year
The Clinical Board ensures that any public meetings held would comply with the Welsh Language Standards.	The Clinical Board will continue to work with the Welsh Language Officers to develop and improve the services.

### Surgery Clinical Board

Action taken during the year in question	Action to be taken in the coming year
The Clinical Board has not arranged any public meetings in 2021/2022.	The Clinical Board will ensure all documentation for public meetings in bilingual as a minimum and also ensure there is a Welsh speaker available as part of the team.



## Corporate, Estate, and HR Areas

Action taken during the year in question	Action to be taken in the coming year
The public meetings held by Strategic and Service Planning to support engagement on Shaping Our Future Clinical Services provided the opportunity for simultaneous Welsh translation and for discussion in Welsh.	All public meetings held by Strategic and Service Planning in the coming year will provide the opportunity for simultaneous Welsh translation and discussion in Welsh.

## Standards 33 -38 relating to public/patient information, pamphlets and posters

### Children and Women Board

Action taken during the year in question	Action to be taken in the coming year
<p>The Clinical Board has ensured that any publicity or advertising material (signage, notifications, posters, events) that is generally produced is available bilingually.</p> <p>The Clinical Board has been able to produce a majority of its forms documentations bilingually that can be completed or accessed by patients and service users.</p>	<p>A new website about emotional wellbeing is being created for children, young people, families and professionals. It remains in development. When staff and focus groups are happy with the content, it will be translated into Welsh so that the website will be available in both languages.</p> <p>The Clinical Board will review all forms to ensure they meet Welsh Language Standards.</p>

### Specialist Clinical Board

Action taken during the year in question	Action to be taken in the coming year
<p>The Nephrology and Haematology team has been able to produce patient information leaflets bilingually.</p> <p>The Nephrology team also developed COVID 19 posters bilingually and were used within clinical areas.</p>	<p>The Clinical Board will continue to work with the Welsh Language Officers to develop and improve the services.</p>



## PCIC Clinical Board

Action taken during the year in question	Action to be taken in the coming year
<p>The Clinical Board reviewed its leaflets and updated to include Welsh.</p> <p>The Clinical Board has developed patient information and posters are displayed in bilingually for patients.</p> <p>The Covid Mass Vaccination Centres information and posters were available bilingually.</p> <p>The Clinical Board produced bilingual job description and adverts for roles in a bilingual format and were assessed for relevant level Welsh language skills.</p>	<p>The Clinical Board will continue to work with the Welsh Language Officers to develop and improve the services.</p>

## Clinical Diagnostics and Therapies Clinical Board

Action taken during the year in question	Action to be taken in the coming year
<p>The Clinical Board continues to ensure that all relevant patient and public information is available bilingually.</p>	<p>The Clinical Board will work with local directorate to review the information and to ensure it is available bilingually.</p>

## Surgical Clinical Board

Action taken during the year in question	Action to be taken in the coming year
<p>The Clinical Board has ensured that all information produced for public and patients is available bilingually.</p>	<p>The Clinical Board will review social media this year and ensure it complies with the standards for the coming year.</p> <p>Ideally, we have this information bilingually.</p>



## **Standards 50 -53 relating to reception services.**

### **Children and Women Clinical Board**

<b>Action taken during the year in question</b>	<b>Action to be taken in the coming year</b>
The Clinical Board has availability in some areas of staff who are able to provide a Welsh language reception service.	<p>The Clinical Board will continue to work with the Welsh Language Officers to develop and improve the services.</p> <p>The Clinical Board will implement script of key phrases for all staff to use when dealing with patients who prefer to speak Welsh. It will also develop and review signs in reception areas.</p>

### **Medicine Clinical Board**

<b>Action taken during the year in question</b>	<b>Action to be taken in the coming year</b>
The Clinical Board is aware of the need to ensure that patients receive services in their chosen language.	The Clinical Board will continue to work with the Welsh Language Officers to develop and improve the services.

### **Mental Health Clinical Board**

<b>Action taken during the year in question</b>	<b>Action to be taken in the coming year</b>
The Clinical Board is aware of the need to ensure that patients receive services in their chosen language.	The Clinical Board will continue to work with the Welsh Language Officers to develop and improve the services.

### **Specialist Clinical Board**

<b>Action taken during the year in question</b>	<b>Action to be taken in the coming year</b>
The Nephrology directorate has trained their receptionists and encouraged them to answer all telephone calls with a greeting in English and Welsh.	The Clinical Board will continue to work with the Welsh Language Officers to develop and improve the services.

### **PCIC Clinical Board**

<b>Action taken during the year in question</b>	<b>Action to be taken in the coming year</b>
The Clinical Board has staff available in some areas who are able to provide a Welsh language reception service	The Clinical Board will continue to work with the Welsh Language Officers to develop and improve the services.



Welsh speaking staff are able to access lanyards identifying them as a Welsh speaker.	
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### Clinical Diagnostics and Therapies Clinical Board

Action taken during the year in question	Action to be taken in the coming year
The Clinical Board encourages Welsh speaking staff who are wearing 'Iaith Gwaith' badge to offer patients and services users services in the preferred language of Welsh.	The Clinical Board will continue to work with the Welsh Language Officers to develop and improve the services.

### Surgical Clinical Board

Action taken during the year in question	Action to be taken in the coming year
The Clinical Board will attempt to ensure that if a member of the public wishes to communicate in Welsh we will call upon our team members to provide a service through the patient preferred language of Welsh.	<p>The Clinical Board will implement script of key phrases for all staff.</p> <p>The Clinical Board will work to develop the pool of Welsh speaking staff available to step in when required in reception areas.</p>

### Corporate, Estate, and HR Areas

Action taken during the year in question	Action to be taken in the coming year
All the publicity materials from Strategic and Service Planning supporting engagement in Shaping Our Future Clinical Services were bilingual.	<p>All publicity materials from Strategic and Service Planning supporting engagement will be bilingual.</p> <p>Any resources produced for engagement with local communities regarding Health and Wellbeing Centres and Wellbeing Hubs will be bilingual.</p> <p>Advice will be sought on funding to translate Welsh Government approved business cases into Welsh for publication on the UHB webpage.</p>



### Standards 38 – 46 relating to website and social media

Action taken in the year in question	Action to be taken in the coming year
<p>The Communications team has been working with an external contractor to ensure that the organisations official website is available bilingually.</p> <p>The Communications Team and the Welsh Language Translation Unit has been working together to ensure that the organisations' main social media messaging is bilingual.</p>	<p>A fully bilingual website is plan to be available by the beginning of Autumn 2021.</p> <p>The Communications Team will work with local and front-line areas to ensure that their own social media accounts comply with the standards.</p>

### Standards 47 – 49 relating to public signs

Action taken in the year in question	Action to be taken in the coming year
<p>The organisation continues to ensure that all public signs are displayed bilingually.</p> <p>The organisation has established a temporary sign library where staff can print off temporary signs when necessary. (Out of Order etc).</p>	<p>The Estates team will continue to work with the Welsh Language Officers to ensure that signs comply with the standards.</p>

### Standards 54 – 56 relating to grants

Action taken in the year in question	Action to be taken in the coming year
<p>The organisation has continued to ensure that any grant processes it has complies with the Welsh Language Standards.</p>	<p>Teams which manages any grant programme will work with the Welsh Language Officers to ensure full compliance.</p>

### Standards 57-60 relating to tender and procurement of external services

Action taken in the year in question	Action to be taken in the coming year
<p>The organisation continues to comply with the Welsh language standards in terms of the tendering process.</p>	<p>The organisation will monitor and ensure that the tendering process will continue to comply with the process.</p>



### Standards 60-61 promotion of services

Action taken in the year in question	Action to be taken in the coming year
<p>The organisation has been using the 'Meddwl Cymraeg / Think Welsh' campaign to promote services offered through the medium of Welsh.</p> <p>As part of this project, it ran an award ceremony to showcase staff who have run Welsh medium services for patients and service users.</p> <p>The website and the social media presence have given the organisation the potential to promote services that are available in Welsh.</p>	<p>The organisation will use the groundwork of the 'Meddwl Cymraeg/ Think Welsh' campaign to find and promote Welsh language services.</p>

### Standards 62 relating to corporate identity

Action taken in the year in question	Action to be taken in the coming year
<p>The Communications team has produced all corporate branding in a bilingual format.</p>	<p>The Communication team will continue to ensure that all branding is bilingual.</p>

### Standards 63 relating to educational courses

Action taken in the year in question	Action to be taken in the coming year
<p>Due to the COVID period, many of our courses were postponed. However, Learning Education and Development have continued to provide limited, COVID regulations compliant training opportunities were necessary including Statutory and Mandatory training.</p> <p>Learning, Education and Development can also offer translation facilities in session where Welsh speaking staff prefer to speak Welsh.</p>	<p>The Board will continue to offer staff the opportunity to use Welsh when receiving training.</p>



## Standards 64 relating to announced recorded public messages

Action taken in the year in question	Action to be taken in the coming year
The Estates team continue to ensure that the organisation provides bilingual announcement in its locations. For example, lift floor announcements.	The Estates team will continue to ensure that the organisation provides bilingual recorded announcements.

## Standards 65-68 relating to the provision of primary care

Action taken in the year in question	Action to be taken in the coming year
<p>The organisation has a section on its website that shows which GP surgeries which can provide a Welsh Language service.</p> <p>The organisation has developed an online depository of bilingual signs which local primary care providers can download and use.</p> <p>It continues to engage with local providers to ensure that any primary care staff can receive and wear the 'Iaith Gwaith' badge</p>	<p>The organisation will consult with the primary care providers to develop the most effective means to deliver Welsh language awareness training.</p> <p>The organisation will continue to update the webpage section that shows which GP surgeries can provide a Welsh Language service.</p>

## Compliance with the Policy Making Standards

The Welsh Language is fully integrated into the Equality Health Impact Assessment process. All drafted policies are required to be assessed under the process before approval by the relevant committee.

Due to the organisational focus on dealing with the pandemic, the number of policies approved were curtailed in 2020-2021 with a total of 4 policies been approved in this year. However, the two examples set out below shows how the Welsh Language has been mainstreamed in general policy development process:

### Mental Health Policy

The policy's Equality Health Impact Assessment sets out the demographics of the Welsh-speaking population in Cardiff and Vale of Glamorgan. The assessment also sets out how people of different ages can be affected by mental health problems, whether children/young or older. This is in line on the importance placed on effective Welsh language service for patients/service users who are children/young people or older people.



Furthermore, the impact assessment goes on to explain the importance of allowing the patient to use his preferred language: *“A key duty is that the Doctor must be fully aware of the diverse needs of the patient when considering detention and must take them into account at all times. They must ensure the patient fully understands what is happening to them in language and format which they are able to understand.”*

## **Equality, Inclusion and Human Rights Policy**

The organisational Equality, Inclusion and Human Rights Policy encourages equality and inclusion in the workplace as they are both good practices and make business sense. It also aims to create a working environment free of bullying, harassment, victimisation and unlawful discrimination, promoting dignity and respect for all, and where individual differences and the contributions of all staff are recognised and valued.

The policy also recognises the importance of the Welsh Language. The Welsh Language Standards and the characteristics set within the Equality Act can further positively impact patients and staff who prefer to use Welsh.

The impact of the Welsh language is shown to be positive within the Equality Health Impact Assessment. The policy states that while the language is not protected under the equality act, the policy sets out that Welsh speakers will be treated inclusively and equally in accordance with the stipulations of the policy.

## **Standards 65-78 relating to the policy standards**

<b>Action taken in the year in question</b>	<b>Action to be taken in the coming year</b>
The Welsh Language continues to be a part of the organisations' Equality and Health Impact Assessment. The exercise is an integral part of the organisations' policy development process.	The organisation will develop a stand-alone Welsh Language Assessment exercise during the policy development process.
The primary care policy has been drafted and is currently being discussed and assessed.	The organisation will approve and implement the policy.

## **Compliance with the Operational Standards**

The intranet site has the latest information on the Welsh Language learning opportunities the staff can access, helping them develop their Welsh language skills as part of their working lives.

Over 2020/21, the Board has been promoting these resources as part of a 'Meddwl Cymraeg/Think Welsh' campaign as well as official promotional days such as 'Welsh Language Rights Day' and the 'Diwrnod Shw'mae'. The Welsh Language Unit has produced for example, helpful phrases to use over the phone and guidelines on



chairing bilingual meetings. These resources are promoted to all staff during the Statutory and Mandatory training lessons as well as online via official newsletters and social media messages.

All policies and documentation relating to staff employment are now available bilingually. The all Wales policies such as Behaviour in the Workplace, Absence from Work, Health and Well-Being at Work are now available bilingually.

The Welsh Language spelling and word grammar checker 'Cysill' and 'Cysgair' is now available bilingually for all staff to use to help them write in clear and correct Welsh. The Welsh language intranet site also expanded with further guidance and support for areas to improve their services and ensure compliance to the Welsh Language Standards.

### **Standards relating to employment of staff 79 - 82**

<b>Action taken in the year in question</b>	<b>Action to be taken in the coming year</b>
<p>The Board employment Contracts are generated via Trac by Shared Services Recruitment. All Contracts are now issued in English and Welsh.</p> <p>The Health Board now offers all employment correspondence is available in English and in Welsh.</p> <p>The Health Board offers all forms within the Managing Attendance at Work Policy (MAAW) in English and Welsh.</p> <p>The Health Board has been working with other NHS Wales organisation to offer 'All-Wales' policies bilingually.</p> <p>The Health Board has been able to translate a number of internal policies bilingually.</p> <p>The Values Based Appraisal (VBA) documentation is now available bilingually.</p>	<p>The Flexible Working procedure and accompanying forms will be made available bilingually.</p> <p>The Board will continue to translate internal policies and procedures into Welsh.</p>

### **Standards relating to staff disciplinary procedures 83 - 88**

<b>Action taken in the year in question</b>	<b>Action to be taken in the coming year</b>
<p>The organisation is now fully compliant.</p>	<p>The Board will continue to review and take the necessary actions to ensure compliance.</p>



### Standards relating to tools for staff and intranet 89 - 95

Action taken in the year in question	Action to be taken in the coming year
<p>The Welsh Language section of the intranet was regularly updated during 2020-2021 with staff guidelines and information to develop Welsh language skills.</p> <p>To improve access to information for all staff, the organisation has been focusing on providing the information, that would it have on the intranet, on its website instead. As noted above, the website is currently being translated into Welsh.</p>	<p>The organisation has begun to move over to the new SharePoint system or transferred fully onto the website.</p> <p>It will continue to ensure that website and the SharePoint will be available bilingually.</p>

### Standards relating to Welsh Language skills and training 96 - 105

Action taken in the year in question	Action to be taken in the coming year
<p>Staff can register their Welsh language skills on the Electronic Staff Record.</p> <p>Learning, Education and Development can provide translation services for staff who wish to undertake courses through their preferred language of Welsh.</p> <p>The organisation continues to include Welsh Language awareness as part of the Mandatory Training and the Corporate Induction training.</p> <p>The organisation co-operates with the National Welsh Language Learning Centre to provide Welsh language lessons for the staff. 72 members of staff have registered on the Learn Welsh online courses in 2020-2021.</p> <p>The Welsh Language section on the organisation's intranet page includes a section where staff can download wording and logo to show that they are</p>	<p>The organisation will include an assessment of the Welsh language skills as part of the mandatory training.</p> <p>The organisation will secure a budget to ensure that the staff can continue to communicate in Welsh during the courses.</p> <p>The organisation will continue improving the Welsh Language awareness training within its mandatory training and corporate induction training.</p> <p>The organisation will continue to promote the opportunities for staff to learn Welsh through it 'Meddwl Cymraeg / Think Welsh' campaign.</p> <p>The Welsh language section will be moved onto a new Sharepoint site in the coming year. The information will be transferred onto this new site.</p>



<p>out of the office or welcome correspondence in Welsh.</p> <p>The 'Iaith Gwaith' badges are being promoted across the organisation through the 'Meddwl Cymraeg / Think Welsh' Campaign.</p>	<p>The Welsh language section will be moved onto a new Sharepoint site in the coming year. Staff will continue to request for 'Iaith Gwaith' badges or signs through the new site.</p>
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### Standards relating to recruitment of Welsh Language skills 106 - 109

Action taken in the year in question	Action to be taken in the coming year
The organisation is now fully compliant.	The Board will continue to review and take the necessary actions to ensure compliance.

### Standards relating to the clinical consultation policy 110 – 110A

Action taken in the year in question	Action to be taken in the coming year
The organisation is currently developing the clinical consultation policy.	To draft, approve and approve the policy.

### Standards relating to internal signs and announcements 111 – 115

Action taken in the year in question	Action to be taken in the coming year
The organisation ensures that all internal signs and notices are in a bilingual format. Staff can also utilise the bilingual signs library to printout any temporary signs. It also ensures that internal recorded announcements (i.e. lifts) are bilingual.	The organisation will continue to ensure that all internal signs and recorded announcements will be bilingual.

### Complaints and Concerns

Standards Group	Complaints Received Directly	Complaints received by the Welsh Language Commissioner
Service Delivery Standards	0	7
Policy Delivery Standards	0	0
Operational Delivery Standards	0	0



Complaint	Details	Action Taken
Lack of Welsh language service offered by a local GP Practice.	A local GP was not offering bilingual voicemail messages.	The GP service has no contractual obligation to provide Welsh language services. However, Cardiff and Vale UHB will work with the local primary care sector to encourage them to think about the Welsh language.
Lack of Welsh Language service on the Dental Service hotline.	A caller who opted to deal in Welsh was left waiting for her call to be answered longer than an English caller.	The dental service has now been transformed to CAV/247. The teams have arrangements in place to ensure that callers will receive a Welsh language services.
A letter was sent out by the Health Visiting Team in English only.	The Health Visiting team sent out a letter explaining the changes taking place due to the COVID period. The letter was sent out in English only.	The Health Visiting Teams will review all the letters to ensure that they comply with the organisations' Welsh Language Standards.
Lack of primary Care information on the organisation's website	The organisation did not provide information of local primary care service in Welsh on the website.	The organisation is currently carrying out the recommendations of the final report.
Cardiff and Vale University Health Board social media presence.	The organisations' social media services were in English only.	The Communication Team has now established a Welsh social media presence through the Welsh Language Translation Unit.
Lack of bilingual information with car parking monitoring service.	The car parking ticket was printed in English only.	The organisation has been working with Parking Eye (who monitoring and manage the car parking on all sites) to ensure all parking notices and information are bilingual.
Lack of bilingual signs on site	A sign was in English only	The sign was produced with an external organisation with no involvement with the organisation.

### Welsh Language Skills of Staff

All Cardiff and Vale University Health Board staff are expected to provide an assessment of Welsh Language skills when they join the organisation. All records of Welsh Language skills are held on the Electronic Staff Record. While the organisation has been assessing via the 5 levels of Welsh Language skills, there is large group of staff who have assessed their Welsh Language skills under the former



3 levels of Welsh Language skills. These Welsh Language skills of staff under the two different competencies have been set out below under two separate tables.

To meet the sudden demand for healthcare services during the pandemic, the organisation had to carry out rapid recruitment of a large number of staff over the year. Due to this and the urgent need for them to be placed at the front line, Welsh language registration skills were not completed. Work now continues to ensure that all members of staff will register their Welsh language skills.

This will include an expectation that all staff will refresh their registration of their Welsh Language Skills through the online statutory and mandatory training process. As part of the process, the Learning, Education and Development team has created and publicised a guideline document for staff to follow on how to register on their ESR self-service account.

The organisation will continually monitor all areas whose staff have not registered, and will work with them to ensure that their staff update their personal record.

### **Welsh Language Training**

Welsh Language training has been impacted due to the COVID period with many of the opportunities to learn Welsh through formal (classes) and informal ('cinio a chlonc') been curtailed or switched to online lessons only. However, the organisation saw a continued rise in those who were registered onto the short introductory '*Work Welsh*' online courses. There was 38% increase in staff members enrolling on these online courses in 2021/2022. These courses offered staff to learn key Welsh language skills in particular social and health care environments, this has been helpful to assist staff to see how Welsh can be used in their immediate work environment.

These Work Welsh courses continued to be promoted across the organisation through the 'Meddwl Cymraeg/ Think Welsh' campaign as well as during statutory and mandatory training for staff.

The rollout of the 'Iaith Gwaith' learners' badge has been successful with staff who are happy to show they are learning and to use their learnt Welsh language skills with patients, service users and the public.

The workforce and organisational development team has been focusing on working with Clinical Boards to ensure that job descriptions are available in Welsh and English. Clinical Boards have been successful in offering job descriptions in Welsh as well as assessing the Welsh language needs for posts.

The breakdown of Welsh Language Skills of the organisation's staff under the current 5 levels of Welsh Language skills: **Annex A**

The breakdown of Welsh Language Skills of the organisation's staff under the former 3 levels of Welsh Language skills: **Annex B**



## Training

### Induction

Unfortunately, due to COVID 19, delivery of the UHBs ½ day Corporate Induction programme was reduced. During April 2020-March 2021, 5 classroom sessions were delivered with a total of 112 staff attending; and who also attended the welsh language awareness stand. Venues were difficult to utilise, and social distancing reduced the number of places available. Moving forward a revised Corporate Induction is being implemented which provides staff with an opportunity for a Teams Welcome, which is led by our Executive Director of People and Culture, following the new starters will be directed to watch a short library of videos developed for key subjects, as well as their mandatory training.

### Mandatory Training

As previously mentioned, classroom training was significantly reduced during COVID. However, during this time, e-learning was still available for all staff. Of the mandatory training modules currently available in Welsh, approximately 50-70 staff from the UHB completed this version during the year April 2020 – March 2021. Going forward, all of the Core Skills Training Framework (CSTF) All Wales mandatory training e-learning packages will be translated into Welsh and it is anticipated they will be available August 2021.

### Values Based Appraisal and Recruitment

All training materials have been translated and are available in Welsh. When these courses are advertised, staff have the opportunity to request delivery in Welsh - to date, we have not received any requests.

### Welsh Language Competencies

Currently approximately 5,000 staff have utilised the functionality within Electronic Staff Record to record and rate their listening, speaking & competence level. The aim is to increase this figure, with each staff member being required to complete their Welsh language skills on their record. When staff view their competence profile, they will be presented with a red field indicating they need to update these records. Further guidance and communication will be sent to all staff, along with a recorded Teams video to show staff what they need to do to update their records.

Type of training	Number who attended the Welsh version	Number who attended the English version	Percentage that attended the Welsh version
Recruitment and interviewing	Total: 0 Values Based Recruitment : 0 Training: 0	Total: 0 Values Based Recruitment : 0 Training: 0	Total: 0 % Values Based Recruitment: 0% Training: 0%
Performance management	Total: 0	Total: 0	Total: 0%



	Values Based Appraisal Training: 0 Coaching Skills for Leaders & Managers : 0	Values Based Appraisal Training: 0 Coaching Skills for Leaders & Managers: 0 Course 3: 0	Values Based Appraisal Training: 0% Coaching Skills for Leaders & Managers: 0%
Complaints and disciplinary procedures	Total: 0 Course 1: 0 Course 2: 0 Course 3: 0	Total: 0 Course 1: 0 Course 2: 0 Course 3: 0	Total: 0 Course 1: 0 Course 2: 0 Course 3: 0
Induction	Total: 0 Corporate Induction: 0 Committed to Caring - HCSW Induction: 0	Total: 52 Corporate Induction: 52 Committed to Caring - HCSW Induction:	Total: 0% Corporate Induction: 0% Committed to Caring - HCSW Induction: 0%
Dealing with the public	Total: SIMA - Modules A - C Total: Communication Programmes (various) Total: 0	Total: SIMA - Modules A - C Total: Communication Programmes (various) Total:	Total: 0% SIMA - Modules A - C Total: 0% Communication Programmes (various) Total: 0%
Health and safety	Total: 0 Health & Safety 0 Risk Assessment & Working Safely : 0 Violence & Aggression : 0	Total: Health & Safety – 6429 Risk Assessment & Working Safely - 3615 Violence & Aggression = 1875	Total: 0% Health & Safety - Risk Assessment & Working Safely = 0% Violence & Aggression = 0%

### New and Vacant Posts

Category	Number of posts categorised	Percentage of Post categorised
Essential	4	0.1%
Desirable	1926	92%
Need to learn	4	0.1%
Not necessary	157	8%

### Conclusion:

The COVID pandemic has impacted on the ability of the organisation to progress on its Welsh Language agenda over 2020 – 2021.

The organisation had to be redesigned to deal with sudden demand for healthcare from those infected, leading staff to be reallocated away from their usual roles. This



meant that staff who were tasked with or worked on the Welsh language agenda in their areas were not available to progress. This meant that the need for services to comply with the standards took less of a priority in comparison to maintaining essential health services.

However, the period allowed the organisation to reflect and decide on how to progress on the agenda and where to focus. Since then, it has achieved some notable aims, including establishing a Welsh Language translation unit; it has begun to progress on developing a fully bilingual website and social media service.

The Welsh Language agenda was promoted under the 'Meddwl Cymraeg / Think Welsh' campaign brand. The Cardiff and Vale University Health Board will encourage staff to think about how they can ensure that our services provide the best level of Welsh Language care.

The newly established Equality Strategy and Welsh Language Standards Group is chaired by the Executive Director for People and Culture will scrutinise and receive assurances that the organisation is taking the Welsh Language agenda across the areas forward.

The organisation will also push for further partnership working and collaboration. Representatives from the organisation will continue to attend the Fforwm Caerdydd, which links into the range of local and public organisation in the City. It will also be further involved with the 'More than Just Words' Group, which links in between social care and child development teams in Cardiff and the Vale of Glamorgan.

The organisation, through these links, plan to raise awareness amongst students and young people in Cardiff and the Vale's Welsh medium schools about the career opportunities working in healthcare. There was a major school careers fair planned in early 2020, but it was cancelled due to the COVID period. In the meantime, the organisation has been engaging with Careers Wales and give talks to students about the careers in healthcare in online meetings via Microsoft Teams.

Working with the Primary Care sector and ensuring it complies with the standards will also be a priority in 2021/2022. Work is already underway with a consultation exercise with local GP surgeries with their preferred means of receiving Welsh Language awareness training.

The work will be assessed by the Equality Strategy and the Welsh Language Standards Group who will receive assurances on behalf of the Board that it complies with the Welsh Language Standards and promote a culture of where patients, service users and staff can use Welsh as their preferred language.

Its important to note however, the impact of the COVID pandemic in delivery of our goals. It has been challenging for the organisation to promote the language and the compliance in the standards during an exceptionally difficult moment in the history of the NHS. It should be noted that the organisation is still going through a difficult period, targets and ambition might have to be readjusted. On the other hand, it has shown that this period has created a new thinking and approach, with staff



demonstrating a dedication and commitment in ensuring that patients and service users receive care in their preferred language of Welsh.

## Recommendations

Based on the report from the Welsh Language Commissioner report 2020-2021 and assessing the progress from this report, the organisation will focus the following in 2021-2022:

- To ensure that 75% of staff have recorded their Welsh Language skills through their mandatory training.
- To provide a fully bilingual website, including all documents including patient information.
- Ensure that Welsh Language skills is integrated into the assessment of all new or vacant posts.
- All standard letters (such as appointment letters) are sent out in the patient/service users' language of choice.
- Promote the importance of Welsh language health through the "Meddwl Cymraeg / Think Welsh" campaign.
- Roll out the Welsh Language welcome pack across areas that deal with patients deemed as a priority to receive healthcare in their chosen language of Welsh.
- Roll out Awareness training for the Cardiff and Vale primary care sector.
- Work with local Welsh medium schools to encourage students to consider a career in healthcare.

**Annex A:** The breakdown of Welsh Language Skills of the organisation's staff under the current 5 levels of Welsh Language skills:

**Annex B:** The breakdown of Welsh Language Skills of the organisation's staff under the former 3 levels of Welsh Language skills:

## Other Supporting Documents:

- Appendix 1: Protocols for answering the phone bilingually and dealing with calls through the medium of Welsh.
- Appendix 2: A decision tree on deciding with documents (such as leaflets) need to be available bilingually.
- Appendix 3: Arranging meetings with external guests and the public.
- Appendix 4: Templates – e.g. out of office
- Appendix 5: An overall 'Standard Overall Procedure' pack which includes the guidelines and advice for staff who wish to improve their Welsh language skills.
- Appendix 6: The Welsh Language Year Book



Appendix A: Cardiff and Vale University Health Board Welsh Language skills of staff based on the five grades

Department	Number of staff with Welsh language skills	Amount	Known number of Staff without Welsh language skills* (level 0)	Not Assessed	Percentage of staff with Welsh language skills	Percentage
Children and Women	Total	2277	482	1668		
	Level 5:	30			Level 5:	1.3%
	Level 4:	19			Level 4:	0.8%
	Level 3:	11			Level 3:	0.5%
	Level 2:	12			Level 2:	0.5%
	Level 1:	55			Level 1:	2.4%
	Level 0:	482			Level 0:	21.2%

Department	Number of Staff with Welsh language skills	Amount	Known Number of Staff without Welsh language skills* (level 0)	Not Assessed	Percentage of staff with Welsh language skills	Percentage
Capital Estates and Facilities	Total	1372	249	1097		
	Level 5:	12			Level 5:	0.9%
	Level 4:	4			Level 4:	0.3%
	Level 3:	2			Level 3:	0.1%
	Level 2:	5			Level 2:	0.4%
	Level 1:	3			Level 1:	0.2%
	Level 0:	249			Level 0:	18.1%

Department	Number of staff with Welsh language skills	Amount	Known Number of staff without Welsh language skills* (level 0)	Not Assessed	Percentage of staff with Welsh language skills	Percentage
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PCIC	Total	1514	328	1113	Level 5:	1.1%
	Level 5:	17			Level 4:	0.7%
	Level 4:	10			Level 3:	0.5%
	Level 3:	7			Level 2:	0.8%
	Level 2:	12			Level 1:	1.7%
	Level 1:	26			Level 0:	21.7%
	Level 0:	328			blank	0.1%
	Blank	1				

Department	Number of staff with Welsh language skills	Amount	Known Number of staff without Welsh language skills* (level 0)	Not Assessed	Percentage of staff with Welsh language skills	Percentage
Clinical Diagnostics and Therapeutics	Total	2414	558	1698		
	Level 5:	31			Level 5:	1.3%
	Level 4:	22			Level 4:	0.9%
	Level 3:	18			Level 3:	0.7%
	Level 2:	25			Level 2:	1.0%
	Level 1:	62			Level 1:	2.6%
	Level 0:	558			Level 0:	23.1%

Department	Number of staff with Welsh language skills	Amount	Known Number of staff without Welsh language skills* (level 0)	Not Assessed	Percentage of staff with Welsh language skills	Percentage
Surgical	Total	2356	376	1892		
	Level 5:	14			Level 5:	0.6%
	Level 4:	15			Level 4:	0.6%
	Level 3:	12			Level 3:	0.5%
	Level 2:	12			Level 2:	0.5%
	Level 1:	35			Level 1:	1.5%
	Level 0:	376			Level 0:	16.0%



Department	Number of staff with Welsh language skills	Amount	Known Number of staff without Welsh language skills* (level 0)	Not Assessed	Percentage of staff with Welsh language skills	Percentage
Medicine	Total Level 5: Level 4: Level 3: Level 2: Level 1: Level 0:	1880 17 8 5 13 32 381	381	1424	Level 5: Level 4: Level 3: Level 2: Level 1: Level 0:	0.9% 0.4% 0.3% 0.7% 1.7% 20.3%

Department	Number of staff with Welsh language skills	Amount	Known Number of staff without Welsh language skills* (level 0)	Not Assessed	Percentage of staff with Welsh language skills	Percentage
Mental Health	Total Level 5: Level 4: Level 3: Level 2: Level 1: Level 0:	1520 11 9 9 13 39 326	326	1113	Level 5: Level 4: Level 3: Level 2: Level 1: Level 0:	0.7% 0.6% 0.6% 0.9% 2.6% 21.4%

Department	Number of staff with Welsh language skills	Amount	Known Number of staff without Welsh language skills* (level 0)	Not Assessed	Percentage of staff with Welsh language skills	Percentage
Specialist Services	Total Level 5: Level 4: Level 3: Level 2:	2021 11 16 14 25	401	1516	Level 5: Level 4: Level 3: Level 2:	0.5% 0.8% 0.7% 1.2%



	Level 1:	38			Level 1:	1.9%
	Level 0:	401			Level 0:	19.8%

Department	Number of staff with Welsh language skills	Amount	Known number of staff without Welsh language skills* (level 0)	Not Assessed	Percentage of staff with Welsh language skills	Percentage
Corporate	Total	883	196	619		
	Level 5:	9			Level 5:	1.0%
	Level 4:	7			Level 4:	0.8%
	Level 3:	7			Level 3:	0.8%
	Level 2:	17			Level 2:	1.9%
	Level 1:	28			Level 1:	3.2%
	Level 0:	196			Level 0:	22.2%

Appendix B: Cardiff and Vale University Health Board Welsh Language skills of the staff based on the three grades

Department	Number of Staff with Welsh language skills	Amount	Percentage of Staff with Welsh language skills	%
Children and Women	Total	674		
	Level 3:	47	Level 3:	7.0%
	Level 2:	95	Level 2:	14.1%
	Level 1:	532	Level 1:	78.9%

Department	Number of Staff with Welsh language skills	Amount	Percentage of Staff with Welsh language skills	%
Capital Estates and Facilities	Total	385		
	Level 3:	7	Level 3:	1.8%
	Level 2:	37	Level 2:	9.6%
	Level 1:	341	Level 1:	88.6%



Department	Number of Staff with Welsh language skills	Amount	Percentage of Staff with Welsh language skills	%
PCIC	Total	78		
	Level 3:	11	Level 3:	14.1%
	Level 2:	12	Level 2:	15.4%
	Level 1:	55	Level 1:	70.5%

Department	Number of Staff with Welsh language skills	Amount	Percentage of Staff with Welsh language skills	%
Clinical Diagnostics and Therapeutics	Total	754		
	Level 3:	40	Level 3:	5.3%
	Level 2:	136	Level 2:	18.0%
	Level 1:	578	Level 1:	76.7%

Department	Number of Staff with Welsh language skills	Amount	Percentage of Staff with Welsh language skills	%
Surgical	Total	729		
	Level 3:	45	Level 3:	6.2%
	Level 2:	112	Level 2:	15.4%
	Level 1:	572	Level 1:	78.5%

Department	Number of Staff with Welsh language skills	Amount	Percentage of Staff with Welsh language skills	%
Medicine	Total	475		
	Level 3:	369	Level 3:	77.7%
	Level 2:	91	Level 2:	19.2%
	Level 1:	15	Level 1:	3.2%

Department	Number of Staff with Welsh language skills	Amount	Percentage of Staff with Welsh language skills	%
Mental Health	Total	390		
	Level 3:	21	Level 3:	5.4%
	Level 2:	55	Level 2:	14.1%
	Level 1:	314	Level 1:	80.5%



Department	Number of Staff with Welsh language skills	Amount	Percentage of Staff with Welsh language skills	%
Specialist Services	Total	537		
	Level 3:	31	Level 3:	5.8%
	Level 2:	98	Level 2:	18.2%
	Level 1:	408	Level 1:	76.0%

Department	Number of Staff with Welsh language skills	Amount	Percentage of Staff with Welsh language skills	%
Corporate	Total	251		
	Level 3:	8	Level 3:	3.2%
	Level 2:	56	Level 2:	22.3%
	Level 1:	187	Level 1:	74.5%









## Welsh Language Standards

### What to do when you receive a Welsh phone call?

- ✓ Please use the following greeting when answering

Welsh	English Phonetic	English
Bore Da	<i>Bo-ruh Dah</i>	Good Morning
Prynhawn Da	<i>prin-hown dah</i>	Good Afternoon
Diolch yn fawr	<i>Jolch un vowr</i>	Thank you very much

If the caller want to discuss the matter in Welsh, then take these simple steps:

1. If you are unable to discuss the matter in Welsh then find a colleague who can.
2. If there is nobody then explain to the caller that there is no one available and ask if they would like to continue in English.
3. Alternatively, they are welcome to email your team and will respond in Welsh.

For more information, please visit the Welsh Language section on the internet and intranet.



# Does it need translation?

## How to use this tool

Select the document or type of text from the [list on the next page](#), and answer any subsequent questions until you are presented with an answer.

There is guidance on the [Welsh Language section on the intranet](#) about sourcing translators and the best way to present your text, including any corporate statements that will need to be added and advice on bilingual design.

If you have any more problems or queries, please get in touch with the [Welsh Language Officer](#).



## What is your document?

- [Consultation document](#)  
[Email/letter](#)
- [Flyer/leaflet/poster](#)  
[Form](#)
- [Invitation to a meeting/event going to someone outside of](#)  
[CAVUHB Invitation to a meeting/event being shared solely within](#)  
[CAVUHB Job description / person specification / job advertisement](#)
- [News story for Comms](#)  
[Newsletter](#)
- [Notice/sign](#)  
[Display](#)
- [Policy](#)
- [Powerpoint presentation](#)  
[Questionnaire/survey](#)
- [Report](#)
- [Social media post for an official CAVUHB](#)  
[account Text for internet page](#)
- [Text for intranet page](#)  
[HR documents](#)



Is this to be read by people outside of CAVUHB?

<u>Yes</u>	<u>No</u>
------------	-----------



What is the language choice of the recipient(s)?

<u>Welsh</u>	<u>Mixture</u>
<u>English</u>	<u>Don't know</u>



Will anyone other than CAVUHB staff need to read this?

<u><b>Yes</b></u>	<u><b>No</b></u>
-------------------	------------------



Is this to do with annual leave, taking absence or flexible working?

<a href="#"><u>Yes</u></a>	<a href="#"><u>No</u></a>
----------------------------	---------------------------



Has your Welsh language skills assessment resulted in this job being allocated Welsh essential or Welsh skills to be learnt in post?

<a href="#"><u>Yes</u></a>	<a href="#"><u>No</u></a>
----------------------------	---------------------------



Is this policy about any of the following topics?

- the Welsh language;
- behaviour in the workplace;
- health and wellbeing at work;
- salaries or workplace benefits;
- performance management;
- absence from work;
- conditions;
- work patterns

[Yes](#)

[No](#)



Is this display in a CAVUHB work space not open to the public?

<u><a href="#">Yes</a></u>	<u><a href="#">No</a></u>
----------------------------	---------------------------



Does this document contribute to :

- outlining a member of staff's training needs?
- outlining a member of staff's performance objectives?
- outlining or recording a member of staff's career plan?
- documentation of complaints and/or disciplinary procedures?

<u><b>Yes</b></u>	<u><b>No</b></u>
-------------------	------------------



Does the employee in question wish for these procedures to take place in Welsh?

<u><b>Yes</b></u>	<u><b>No</b></u>
-------------------	------------------



Is this person a member of the public (such as a service user) or someone acting in a professional capacity (for a private, public-sector or third-sector organisation, including volunteers)?

<a href="#"><u>Public</u></a>	<a href="#"><u>Professional</u></a>
-------------------------------	-------------------------------------



Is this intranet page about any of the following topics?

- the Welsh language;
- complaints made by staff;
- disciplining staff;
- developing skills through planning and training the workforce;
- recruiting and appointing

<a href="#"><u>Yes</u></a>	<a href="#"><u>No</u></a>



Translate and send in Welsh

For more information on how to find a translator see the Welsh Language [section on the intranet](#).



Translate and send bilingually

For more information on how to find a translator see the Welsh Language [section on the intranet](#).



No need to translate – can be sent in English



Translate and produce bilingually (either both languages on the same document, or two equal documents with one in Welsh and the other in English)

For more information on how to find a translator see the Welsh Language [section on the intranet](#).

For advice and guidance on best practice when laying out bilingual documents see the [bilingual design guidelines](#)



No need to translate



Translate and produce bilingually (or separate Welsh and English versions)

For more information on how to find a translator see the Welsh Language [section on the intranet](#).

For advice and guidance on best practice when laying out bilingual documents see the [bilingual design guidelines](#)



Translate, and upload Welsh versions to Trac along with the English versions

For more information on how to find a translator see the Welsh Language [section on the intranet](#).



No need to translate at present, but be aware that there will be a requirement to do so in the future



Translate, and send both Welsh and English versions

For more information on how to find a translator see the Welsh Language [section on the intranet](#).



This is going to depend on the subject matter, proposed purpose and expected readership of the document – please contact the Welsh Language Officer for further advice.



## ***Guidelines on the Welsh Language Standards for meetings and public meetings***

Cardiff and Vales University Health Board is committed to provide the best level of services for our patients, service users and the greater public in their chosen language of Welsh or English.

The organisation, as means to consult, inform, listen and discuss with the people they serve, regularly holds meetings with the patient and service user groups and local communities.

Under the new Welsh Language Standards, all promotions for the meeting should include question on whether attendees would prefer to speak Welsh or English during the meeting.

You can use the following examples as questions for forms, posters and leaflets:

### **Question for the registration form:**

Which language would you prefer to use during the meeting: Welsh [ ] English [ ]	Pa iaith hoffech defnyddio yn y cyfarfod: Cymraeg [ ] Saesneg [ ]
---	--

### **Question for the posters/leaflets:**

Please let us know the language you will be using at the meeting of either English or Welsh. Our email is <a href="mailto:XXXXXXX@Wales.nhs.uk">XXXXXXX@Wales.nhs.uk</a> . Please let us know by: <i>(10 working days before the event)</i>  Rhowch wybod i ni pa iaith hoffech defnyddio gydol y cyfarfod o unai Cymraeg neu Saesneg. Ebstiwch ni ar <a href="mailto:xxxxxxx@wales.nhs.uk">xxxxxxx@wales.nhs.uk</a> . Rhowch wybod i ni erbyn: <i>(10 working days before the event)</i>
---

### **How do you decide when you should provide a simultaneous translation?**

If you have not received any requests or any response by attendees to run a bilingual meeting, then you can the meeting can be held in English only. If you have received one or more, then you must provide simultaneous translation and welcome attendees to contribute in the meeting in Welsh.

### **Promotion and other written material**

All promotion of the public event will need to be promoted bilingually which means all advertising and letters of invitation will be published and distributed bilingually.

Written material for the public event itself will also need to be available bilingually.



### **Speakers at a public event**

All invited speakers to public events can present in Welsh or in English. The simultaneous translator can provide simultaneous translation to the audience if the speaker presents in Welsh.

### **Non Public Meetings**

Cardiff and Vale University Health Boards arranges and conducts many meetings in addition to those open to the public generally. They include personal visits by the public to workplaces, professional visits by staff, private interviews, group meetings, site meetings, conferences and other face-to-face dealings.

In addition to the need to meet the preferences of Welsh speakers generally, the Board is conscious that there are circumstances, stress and illness for example, where it is a disadvantage for service users not to be able to use their first language.

Members of the public who wish to use Welsh at such meetings are welcome to do so; the Council will meet the need and provide this service by:-

- establishing in advance the preferred language of service users;
- making the necessary arrangements for service users to address meetings in Welsh;
- Arranging a translation service for group meetings where the preference for using Welsh has been established in advance.

Simultaneous translation facilities will be provided, together with mobile facilities to assist in holding public and other meetings bilingually if a member of the public chooses to use Welsh.

### **Meetings between a Body and One Other Invited Person**

If you are holding a meeting with another invited person you must:

Ask them if they wish to use the Welsh language at the meeting, and inform them that a translation services with be provided for that purpose.

If a person has informed you that they wish to use Welsh at the meeting you must arrange for a simultaneous translation service to be made available at the meeting.

You can use the questions from the top of this document in the invitation letter/email.

### **Meetings between a Body and More Than One Invited Person**

If you are holding a meeting with more than one invited person you must:

If the meeting relates to the well-being of one of more of the individuals invited, you must ask them if they wish to use Welsh at the meeting, and inform them that a translation service will be provided for that purpose unless the meeting is conducted in Welsh.



If the meeting does not relate to the well-being of one or more of the individuals invited, you must ask them if they wish to use Welsh at the meeting, and if at least 10% of the persons invited have informed you that they wish to use the Welsh language, you must arrange for a simultaneous translation service to be available at the meeting.

If a person has informed you that they wish to use Welsh at the meeting you must arrange for a simultaneous translation service to be made available at the meeting.

### **What is Simultaneous Translation?**

'Simultaneous translation' means translating from one language to another as someone is speaking, which is different to 'consecutive translation' where the translator offers the translation after the speaker has spoken a series of sentences. By using translation equipment, it is possible to translate simultaneously with the speaker, which means that the meeting does not become too long. In Wales, we usually translate from Welsh into English unless the meeting concerns the well-being of an individual, because in most cases Welsh speakers understand English, which means that this is generally a service for non-Welsh speakers.

The service ensures that Welsh speakers are able to speak the language of their choice and non-Welsh speakers are able to take part in the meeting with no difficulty.

### **How to book simultaneous translation:**

The organisation has an agreement in place with Cardiff City Council to provide simultaneous translation for the Cardiff and Vale University Health Board. You need to book a simultaneous translator 10 days before the event to ensure an interpreter is available.

### **For more information:**

For further information and contact details for queries, please visit the Welsh Language section of the intranet and internet.



## Creating an Out of Office message

Here is a simple step to creating a bilingual Out of Office message:

- Type the message below into your Out of Office:

*(Insert the date when you return)*

Diolch am eich neges.

Rwyf allan o'r swyddfa tan y dyddiad uchod.

Os yw'ch neges yn un frys, cysylltwch a *(insert colleague name)* ar *(phone number and email)*.

---

Thank you for your message.

I am out of the office until the date above.

If your message is urgent, please contact *(insert colleague name)* on *(phone number and email)*.

- When you switch it on, you just need insert the date of your return at the top of the message.



---

## *Standard Operating Procedure: Welsh Language*

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How to use the new portal to book Welsh language translation.....	7
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## Creating an Out of Office message

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*(Insert the date when you return)*

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Rwyf allan o'r swyddfa tan y dyddiad uchod.

Os yw'ch neges yn un frys, cysylltwch a *(insert colleague name)* ar *(phone number and email)*.

---

Thank you for your message.

I am out of the office until the date above.

If your message is urgent, please contact *(insert colleague name)* on *(phone number and email)*.

- When you switch it on, you just need insert the date of your return at the top of the message.



## Bilingual Signatures for email

### UHW

[Your Name]

[Your Job Role]

[Bwrdd Iechyd Prifysgol Caerdydd a'r Fro / Cardiff & Vale University Health Board](#)

Ysbyty Prifysgol Cymru	University Hospital of Wales,
Parc Mynydd Bach	Heath Park
Caerdydd	Cardiff
CF14 4XW	CF14 4XW
Ffon:	Phone:

### Llandough Hospital

[Your Name]

[Your Job Role]

[Bwrdd Iechyd Prifysgol Caerdydd a'r Fro / Cardiff & Vale University Health Board](#)

Ysbyty Athrofaol Llandochau	Llandough University Hospital,
Ffordd Penlan	Penlan Road
Llandochau	Llandough
CF64 2XX	CF64 2XX
Ffon:	Phone:

### Rookwood Hospital

[Your name]

[Your Job Role]

[Bwrdd Iechyd Prifysgol Caerdydd a'r Fro / Cardiff & Vale University Health Board](#)

Ysbyty Rookwood	Rookwood Hospital
18-20 Fairwater Road	18-20 Fairwater Road
Llandaf	Llandaff
Caerdydd	Cardiff
CF5 2YN	CF5 2YN
Ffon:	Phone:

### Barry Hospital

[Your name]

[Your Job Role]

[Bwrdd Iechyd Prifysgol Caerdydd a'r Fro / Cardiff & Vale University Health Board](#)

Ysbyty Barri	Barry Hospital
Ffordd Colcot	Colcot Road
Bari	Barry
CF62 8YH	CF62 8YH



Ffon:	Phone:		
<b>For CRI</b>			
<div style="border: 1px solid black; padding: 10px; min-height: 150px;"> <p>[Your name]  [Your Job Role]  <a href="#">Bwrdd Iechyd Prifysgol Caerdydd a'r Fro / Cardiff &amp; Vale University Health Board</a></p>   <table style="width: 100%; border: none;"> <tr> <td style="width: 50%; vertical-align: top;"> Ysbyty Brenhinol Caerdydd  Glossop Road  Caerdydd  CF24 0SZ  Ffon: </td> <td style="width: 50%; vertical-align: top;"> Cardiff Royal Infirmary  Ffordd Glossop  Cardiff  CF24 0SZ  Phone: </td> </tr> </table> </div>		Ysbyty Brenhinol Caerdydd Glossop Road Caerdydd CF24 0SZ Ffon:	Cardiff Royal Infirmary Ffordd Glossop Cardiff CF24 0SZ Phone:
Ysbyty Brenhinol Caerdydd Glossop Road Caerdydd CF24 0SZ Ffon:	Cardiff Royal Infirmary Ffordd Glossop Cardiff CF24 0SZ Phone:		
<b>For St David's Hospital</b>			
<div style="border: 1px solid black; padding: 10px; min-height: 150px;"> <p>[Your name]  [Your Job Role]  <a href="#">Bwrdd Iechyd Prifysgol Caerdydd a'r Fro / Cardiff &amp; Vale University Health Board</a></p>   <table style="width: 100%; border: none;"> <tr> <td style="width: 50%; vertical-align: top;"> Ysbyty Dewi Sant  Cowbridge Road East  Caerdydd  CF11 9XB  Ffon: </td> <td style="width: 50%; vertical-align: top;"> St David's Hospital  Cowbridge Road East  Cardiff  CF11 9XB  Phone: </td> </tr> </table> </div>		Ysbyty Dewi Sant Cowbridge Road East Caerdydd CF11 9XB Ffon:	St David's Hospital Cowbridge Road East Cardiff CF11 9XB Phone:
Ysbyty Dewi Sant Cowbridge Road East Caerdydd CF11 9XB Ffon:	St David's Hospital Cowbridge Road East Cardiff CF11 9XB Phone:		
<b>For Woodland House</b>			
<div style="border: 1px solid black; padding: 10px; min-height: 150px;"> <p>[Your name]  [Your Job Role]  <a href="#">Bwrdd Iechyd Prifysgol Caerdydd a'r Fro / Cardiff &amp; Vale University Health Board</a></p>   <table style="width: 100%; border: none;"> <tr> <td style="width: 50%; vertical-align: top;"> Ty Coetir  Ffordd Maes y Coed  Caerdydd  CF14 4HH  Ffon: </td> <td style="width: 50%; vertical-align: top;"> Woodland House  Maes y Coed Road  Cardiff  CF14 4HH  Phone: </td> </tr> </table> </div>		Ty Coetir Ffordd Maes y Coed Caerdydd CF14 4HH Ffon:	Woodland House Maes y Coed Road Cardiff CF14 4HH Phone:
Ty Coetir Ffordd Maes y Coed Caerdydd CF14 4HH Ffon:	Woodland House Maes y Coed Road Cardiff CF14 4HH Phone:		



## Translating documents into Welsh (such as patient and public information)

If you need to get a document translated into Welsh you can use the Welsh Language translation service offered by Cardiff City Council. The Cardiff and Vale UHB has established an agreement with the council. The offer the following:

- Free of charge translation for 30 words or fewer (ideal for translation of signs or job titles)
- No minimum charge
- 1000 words for £80

Cardiff City Council adheres to all data and privacy protection measures.

All translation can be done through their website which users can upload their documents to. A guide on how to book translation is available on the [page 7](#).

### **Simultaenous Translation**

- The agreement can also offer simultaenous translation (for example to provide translation for those who prefer to speak Welsh in meetings)
- They charge £30 an hour
- Headsets cost £2 per set to rent.
- They require 5 days notice to bok.
- There is flex

If you need discuss anything specific with the Cardiff City Council translation team, you can contact them directly via:

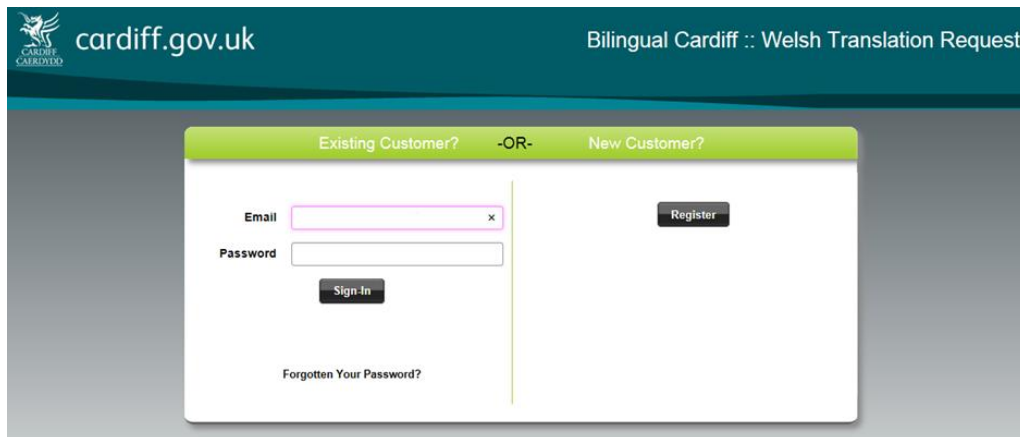
Email: [bilingualcardiff@cardiff.gov.uk](mailto:bilingualcardiff@cardiff.gov.uk)

Telephone: 029 2087 2527



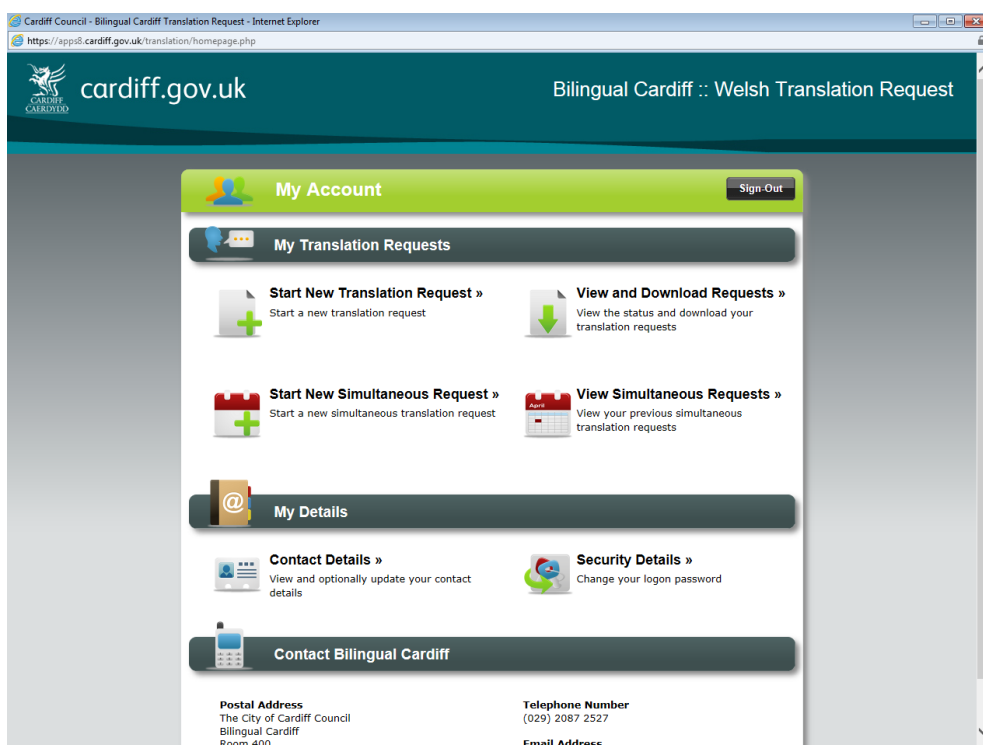
## How to use the portal to book Welsh language translation.

1. Click on the following link **<https://tinyurl.com/cyfieithucav>** to register for a new account:



The screenshot shows the registration page for the Cardiff Council Bilingual Cardiff Welsh Translation Request portal. The header includes the Cardiff Council logo and the text 'cardiff.gov.uk' and 'Bilingual Cardiff :: Welsh Translation Request'. The main content area has a green bar with 'Existing Customer?' and 'New Customer?' separated by '-OR-'. Below this, there are input fields for 'Email' and 'Password', a 'Sign-In' button, and a 'Register' button. A link for 'Forgotten Your Password?' is also present.

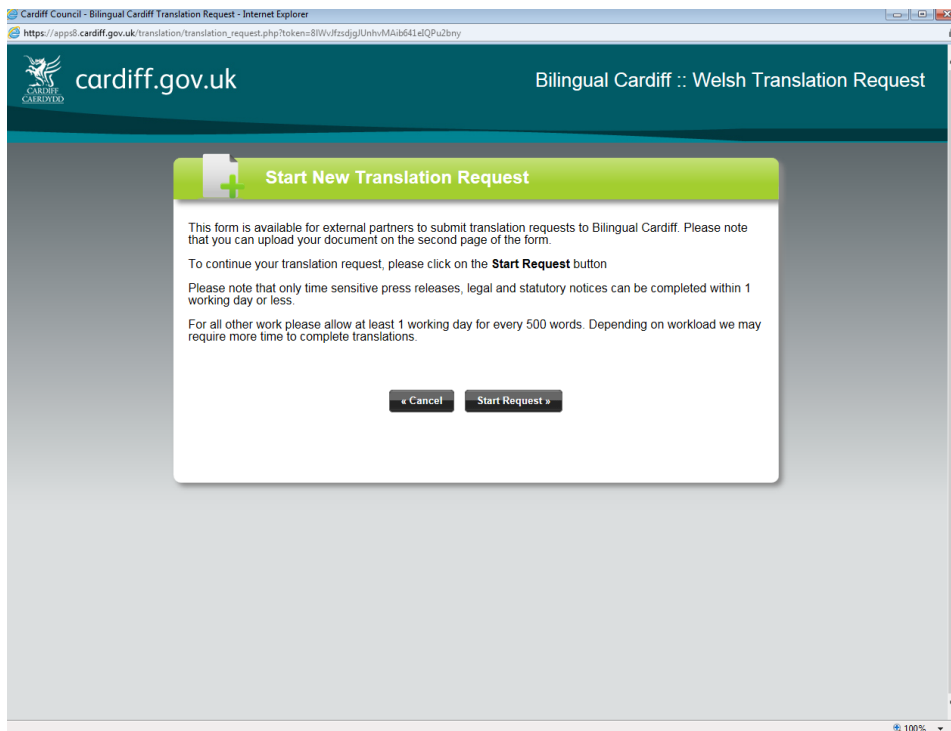
2. After registering and logged on, you go to the following window. To start ordering translation, click on 'Start new translation requests':



The screenshot shows the user dashboard after logging in. The header is the same as the registration page. The main content area has a green bar with 'My Account' and a 'Sign Out' button. Below this, there are several sections: 'My Translation Requests' with links for 'Start New Translation Request »' and 'View and Download Requests »'; 'Start New Simultaneous Request »' and 'View Simultaneous Requests »'; 'My Details' with links for 'Contact Details »' and 'Security Details »'; and 'Contact Bilingual Cardiff'. At the bottom, there is contact information for the Cardiff Council, including the postal address, telephone number, and email address.

3. Please read the the requirements and press on 'start request' :





4. Fill out the details of the form, including providing a cost code (usually the purchase order number) and make sure that you correctly tick the boxes around data protection. Provide a deadline when you want the translation to be ready. You should allow 1 working day for 500 words. However, contact them if you need to translate a large document which needs to be translated urgently.



5. Click on next to upload the document and then click on finish.

Cardiff Council - Bilingual Cardiff Translation Request - Internet Explorer  
https://apps8.cardiff.gov.uk/translation/translation\_request.php

cardiff.gov.uk Bilingual Cardiff :: Welsh Translation Request

### New Translation Request - Document Upload Form

Thank you for your translation request.

Your translation job number is **TRA106268**. You should receive a confirmation email containing this number.

Please upload your document(s) to translate. Valid document types are Microsoft Word (.DOC/.DOCX/.RTF), Microsoft Excel (.XLS/.XLSX), Microsoft Publisher (.PUB), and Microsoft Powerpoint (.PPT/.PPTX). Documents not submitted in Word format may take longer to translate. **The confirmation email will be sent once you have uploaded your document(s) and click the finish button below.**

You can upload a maximum of 5 documents. Once you have finished, click on Finish.

If you are unable to upload your document(s), please contact Bilingual Cardiff using the link below.

[Email Bilingual Cardiff](#)

6. Click on the 'View and download requests' to view progress of the translation work.



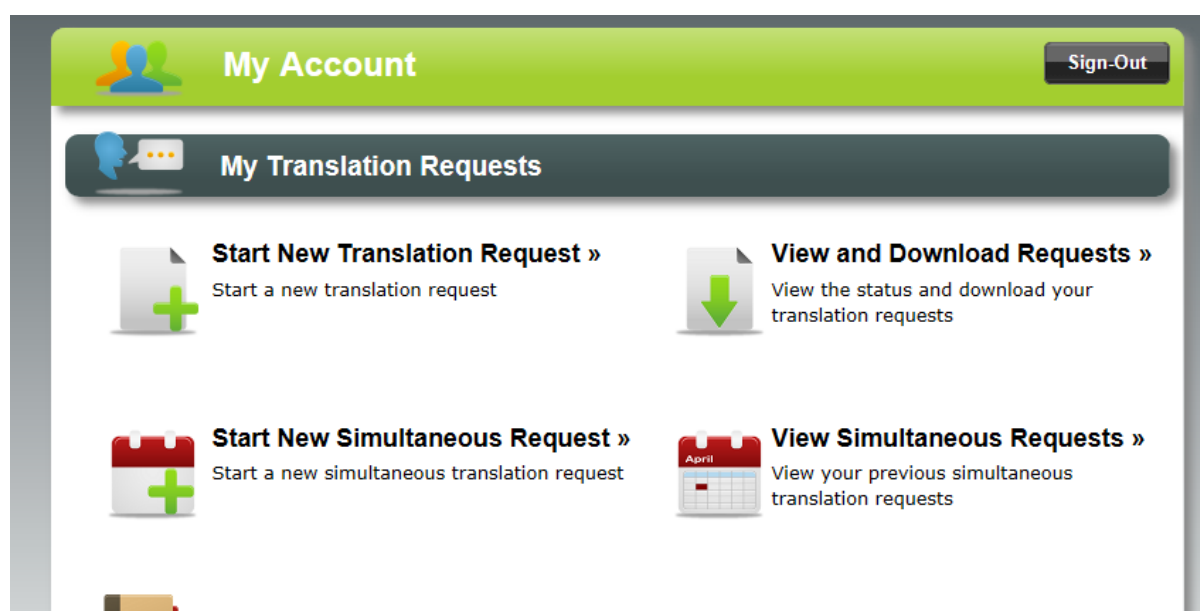
## How to book simultaenous translation

Cardiff Council can also provide simultaenous translations for meetings, public events and other appointments.

- Simultaenous translator will cost £30 per hour.
- Each participant of the meeting who are unable to understand Welsh will require a headset (*to hear the translation*). The cost to rent the £2 per headset for each meeting.
- The travelling cost of the translator to the meeting should also need to be considered. Please discuss these requirements with Cardiff Council beforehand.

Use the translation portal to book simultaenous translation:

Click on Start new simultaenous request:




You can also contact them on:

Email: [bilingualcardiff@cardiff.gov.uk](mailto:bilingualcardiff@cardiff.gov.uk)

Telephone: 029 2087 2527



Make sure you are happy with the conditions of the service before you start the request:

 **Start New Simultaneous Translation Request**

This form is available for external partners to submit simultaneous translation requests to Bilingual Cardiff.

**CONDITIONS OF SERVICE**

Bilingual Cardiff will contact you to confirm the booking. Completing the booking form does not guarantee the availability of the equipment/translators on the dates specified.

The Customer should ensure access to the venue and sufficient time is available to enable installation and testing of equipment and that all platforms or tables are in position for the equipment.

The Customer is liable for any loss, theft or damage to equipment and shall reimburse the Council £200 per lost or damaged headset. We advise the Chair of the meeting should remind the attendees to leave the headsets at the end of event.

Conference documents should be forwarded in advance to the translator so that interpreters can familiarise themselves with the content of the meeting.

« Cancel Start Request »

- After you've started the request, include a cost centre to help with the monitoring such as a purchase order number.
- Include the details of the meeting and then press submit request

Cost Centre For Monitoring Only:

**Event/Meeting Details**

Event/Meeting Title:

Location of Event/Meeting:

Date of Event/Meeting:

Time of Event/Meeting:  :  (24 hour format)

Duration:

Number of Headsets Needed:

Do you require a translator: ☐ Yes ☐ No

Comments:



## Work Welsh Taster Course

### Welsh Language lessons available

## Welsh Language Training

---

**Course Description:** This free, 10-hour taster course introduces everyday greetings and phrases. It has been developed as part of the Work Welsh programme and is open to everyone.

**Intended Audience:** For staff who wanted to start learning Welsh and use it when dealing with patients and service users.

### Course Objectives:

By the end of this course the candidate will:

- Learn some basic Welsh greetings and phrases that can be used with patients and service users.

### Offering:

This course is a 10 hour online course. Students can participate using their office computer or their personal devices.

### How to Apply:

Employees can register by clicking on the following link: <https://tinyurl.com/workwelsh>  
List your employer as Cardiff and Vale University Health Board during the registration process. Your details of participation will be transferred to your ESR record.

### .Additional Information:

For further information on the content of this course please contact **Alun Williams** on 02920 742265 or [alun.williams4@cardiff.wales.uk](mailto:alun.williams4@cardiff.wales.uk)

For administration queries with this course please contact **Name** in the Learning, Education and Development department on Whitchurch 01873 6036 or [email@wales.nhs.uk](mailto:email@wales.nhs.uk)





# Welsh Language Training

## Work Welsh Taster Course “Welcome Back”

---

**Course Description:** This free, 10-hour course is a follow up to the 'Welcome' course and will help you learn more Welsh. It has been developed as part of the Work Welsh programme and is open to everyone.

**Intended Audience:** For staff who have completed the Work Welsh and want to continue their learning.

### Course Objectives:

By the end of this course the candidate will:

- Learn further basic Welsh greetings and phrases that can be used when welcoming patients and service users face-to-face or over the phone.

### Offering:

This course is a 10 hour online course. Students can participate using their office computer or their personal devices.

### How to Apply:

Employees can register by clicking on the following link: <https://tinyurl.com/workwelsh2>

List your employer as Cardiff and Vale University Health Board during the registration process. Your details of participation will be transferred to your ESR record.

### Additional Information:

For further information on the content of this course please contact **Alun Williams** on 02920 742265 or [alun.williams4@cardiff.wales.uk](mailto:alun.williams4@cardiff.wales.uk)

For administration queries with this course please contact **Name** in the Learning, Education and Development department on Whitchurch 01873 6036 or [email@wales.nhs.uk](mailto:email@wales.nhs.uk)





# Welsh Language Training

## Residential Welsh Course

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**Course Description:** Free for staff residential course to build confidence and improve language skills.

**Intended Audience:** The course is designed for learners who have already achieved intermediate to advanced level in speaking Welsh but would like to gain more confidence and practice.

### Course Objectives:

By the end of this course the candidate will:

- understand and use conversational Welsh tailored for a health workplace.

**Offering:** The course will be taking place over 4 days in a range of locations in Wales - Nant Gwrtheyrn Residential Centre on the Llŷn Peninsula, Coed y Mwstwr Hotel in Bridgend, Llechwen Hall Hotel near Pontypridd and Cardigan Castle.

### How to Apply:

Click here to view available dates and spaces: <https://learnwelsh.cymru/work-welsh/residential-courses/> .Discuss with your line manager the appropriate date and location you wish to attend on before [filling out this form](#):

### .Additional Information:

For further information on the content of this course please contact **Alun Williams** on 02920 742265 or [alun.williams4@cardiff.wales.uk](mailto:alun.williams4@cardiff.wales.uk)

For administration queries with this course please contact **Name** in the Learning, Education and Development department on Whitchurch 01873 6036 or [email@wales.nhs.uk](mailto:email@wales.nhs.uk)





# Welsh Language Training

## Intensive Welsh Course

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**Course Description:** Intensive courses offered over an extended period are the best way of progressing quickly to learn Welsh.

**Intended Audience:** The course is designed for staff who wish to develop advance Welsh language skills which can be used in a range of different environments such as talking with patients/service users and staff as well.

The course content will include workplace relevant terminology and will enable learners to learn Welsh that can be used within a work context.

### Course Objectives:

By the end of this course the candidate will:

- understand and use conversational Welsh tailored for a health workplace.

### Offering:

The course times and dates will be tailored according to the availability of those participating.

**How to Apply:** Discuss availability with your line manager

### Additional Information:

For further information on the content of this course please contact **Alun Williams** on 02920 742265 or [alun.williams4@cardiff.wales.uk](mailto:alun.williams4@cardiff.wales.uk)

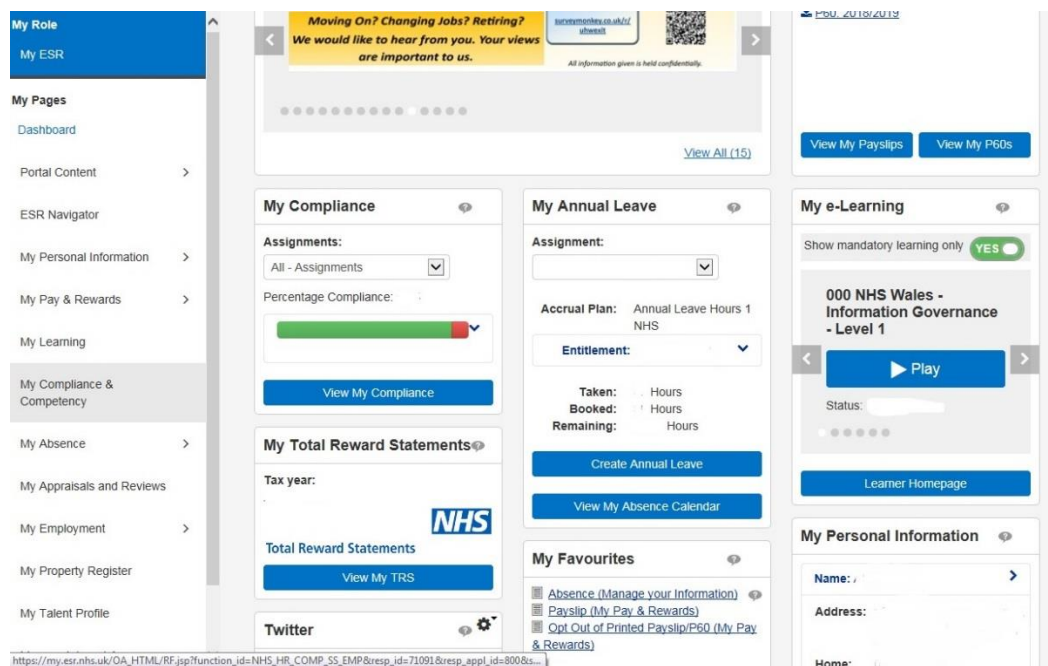
For administration queries with this course please contact **Name** in the Learning, Education and Development department on Whitchurch 01873 6036 or [email@wales.nhs.uk](mailto:email@wales.nhs.uk)



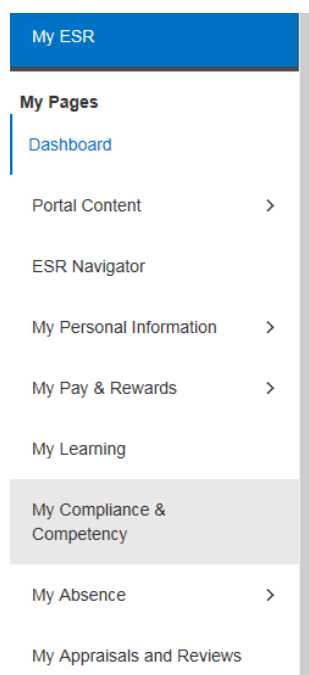
## How to register your Welsh language skills on ESR

If you wish to register your Welsh Language Skills onto your ESR records, then please take the following steps.

1. Log onto your ESR account and you'll be taken to the front page of your account:



2. Go to the left hand column of the page and click on ***'My Compliance and Competency'*** :





3. Click on the 'Add Competencies', which is on the right-hand corner.

Compliance and Competency

**TIP** Enter any changes below. Click Add Competencies to add a new competence, or click Edit to update an existing competence. Click Review and Submit to finalise your changes, or click Back to return to the previous page. Click All Competencies to see a chronology of your competence record. WARNING: If a Competence End Date is not entered when the Competence Profile is updated, a validated End Date will be entered, based on the Competence Renewal Period. If a Competence End Date is entered, this will be saved on the Competence Profile.

[Learner Home Page](#) [Add Competencies](#)

4. Click on 'Find competencies'

Compliance and Competency: Add Competencies

\* Indicates required field

[Find Competencies](#)

Details	Competency Name	Competence Level	Start Date
	No results found.		

5. In the 'Name' field type the following: **%Welsh%** and click on Go.

Search and Select: Competencies

Search

Note that the search is case insensitive

Name

☐ Required Competencies

Type

[Go](#) [Clear](#)

Details	Competency Name
	No search conducted.




- Go down to the list and click on the “NHS|LANG|Listening/Speaking/ Welsh/” in the box on the right and a tick will appear. Press select at the bottom right of the screen.



Details	Competency Name ▲
<input checked="" type="checkbox"/>	NHS LANG Listening/Speaking Welsh
<input type="checkbox"/>	NHS LANG Reading Welsh
<input type="checkbox"/>	NHS LANG Welsh Language Awareness - 1 Year
<input type="checkbox"/>	NHS LANG Welsh Language Awareness - 2 Years
<input type="checkbox"/>	NHS LANG Welsh Language Awareness - 3 Years
<input type="checkbox"/>	NHS LANG Welsh Language Awareness - No Specified Renewal
<input type="checkbox"/>	NHS LANG Writing Welsh

- Click on the drop down list on the competence level and decide the Welsh Language skill level that you have, ranging from 1 to 5.

Indicates required field



Competency Name	Competence Level
NHS LANG Listening/Speaking Welsh	<div> 0-No Skills / Dim Sgiliau  1-Entry/ Mynediad  2-Foundation / Sylfaen  3-Intermediate / Canolradd  4-Higher / Uwch  5-Proficiency / Hyfedredd </div>

Current Proficiency Level

- Once completed, click on ‘Apply’ and return to the main ESR window.



# BLWYDDLYFR Y GYMRAEG 2020/21 WELSH LANGUAGE YEARBOOK




GIG  
CYMRU  
NHS  
WALES

Bwrdd Iechyd Prifysgol  
Caerdydd a'r Fro  
Cardiff and Vale  
University Health Board

Meddwl Think Cymraeg  
Welsh





“Mae'r Gymraeg yn un o'r ieithoedd sy'n tyfu gyflymaf yn y byd, ac fel sefydliad sy'n gweithredu yng nghalon prifddinas Cymru, mae'n bwysig bod y Bwrdd Iechyd yn gwneud popeth o fewn ei allu i gofleidio a dathlu'r iaith. “Trwy fabwysiadu'r dull rhagweithiol newydd hwn, ochr yn ochr â lansiad diweddar ein hymgyrch Meddwl Cymraeg - Think Welsh, gallwn hyrwyddo'r Gymraeg yma ym Mwrdd Iechyd Caerdydd a'r Fro, a gweithio tuag at fod yn sefydliad gwirioneddol ddwyieithog.”



## Neges gan...

Croeso i Flwyddlyfr y Gymraeg cyntaf Bwrdd Iechyd Prifysgol Caerdydd a'r Fro, sy'n canolbwyntio ar y gweithgareddau a gyflawnwyd dros y flwyddyn ddiwethaf i hybu'r Gymraeg o fewn ein sefydliad.

Rydym yn falch o fod yn un o'r sefydliadau mwyaf sy'n gweithredu yng nghanol prifddinas y genedl a'r cyffiniau. Mae'n rhoi cyfrifoldeb arnom i ddathlu a hyrwyddo treftadaeth a diwylliant y genedl, yn ogystal â'i hiaith.

Rydym wedi gwneud cynnydd rhagorol yn wyneb heriau gweithredol sylweddol dros y 12 mis diwethaf. Er gwaethaf pwysau pandemig COVID-19, rydym wedi cynyddu ein hymdrechion i feithrin diwylliant gwirioneddol ddwyieithog ar draws ein sefydliad a gwneud gwelliannau i fodloni ein dyletswyddau o dan Safonau'r Gymraeg. Yr elfen allweddol sydd wedi galluogi hyn yw'r gweithgareddau amrywiol a gyflawnwyd yn rhan o'r ymgyrch Meddwl Cymraeg – Think Welsh newydd a lansiwyd ar Ddiwrnod Hawliau'r Gymraeg ym mis Rhagfyr, sy'n annog aelodau staff i roi'r Gymraeg ar flaen eu meddwl wrth ddarparu gwasanaethau.

Mae nifer o heriau i'w hwynebu a'u goresgyn o hyd. O dan arweiniad ein Grŵp Strategaeth Cydraddoldeb a Safonau'r Iaith Gymraeg, ac wrth ganolbwyntio ar yr effaith wirioneddol y gall cael mynediad at ein gwasanaethau yn Gymraeg ei gael ar gleifion, rydym yn hyderus ac yn benderfynol o lwyddo.



**Len Richards**  
**Prif Weithredwr**



**Charles Janczewski**  
**Cadeirydd**



# Staff y Bwrdd Iechyd yn cael eu hannog i Feddwl yn Gymraeg - Think Welsh...

Mae Bwrdd Iechyd Prifysgol Caerdydd a'r Fro wedi lansio ymgyrch newydd i annog y defnydd o'r Gymraeg ac i hyrwyddo diwylliant a threftadaeth Cymru.

Bydd ymgyrch Meddwl Cymraeg – Think Welsh yn annog gweithwyr y Bwrdd Iechyd i feddwl yn weithredol am y Gymraeg, ac ystyried sut y gallent gyfrannu at wneud gwasanaethau yn fwy hygyrch i siaradwyr Cymraeg.

Mae'r ymgyrch, sy'n cael ei lansio ar Ddiwrnod Hawliau'r Gymraeg, yn cydnabod hawliau pobl i ddefnyddio'r Gymraeg, ac yn bwriadu ei gwneud hi'n haws i gleifion a staff y Bwrdd Iechyd wneud hynny.

Yn rhan o'r ymgyrch, bydd ystod o wybodaeth, adnoddau a gweithgareddau ar gael i staff dros y misoedd nesaf i'w hannog i gael yr hyder i siarad Cymraeg ar unrhyw lefel o ruglder, cefnogi staff di-Gymraeg i wella eu sgiliau, a helpu gwasanaethau i gynyddu eu defnydd o'r iaith.

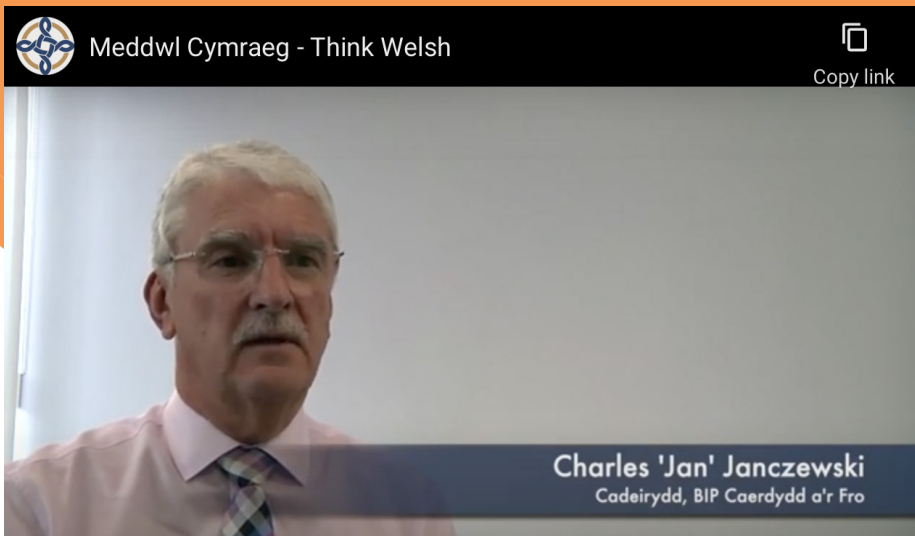
**Meddwl  
Think** **Cymraeg  
Welsh**

Dywedodd y Dirprwy Brif Weithredwr: "Fel un o'r prif sefydliadau ym mhhrifdinas Caerdydd a'r cyffiniau, mae gan y Bwrdd Iechyd gyfrifoldeb i ddathlu a hyrwyddo treftadaeth a diwylliant y genedl, sy'n cynnwys y defnydd o'r Gymraeg.

"Trwy weithredu ymgyrch Meddwl Cymraeg – Think Welsh, rydym yn annog staff i feddwl am y Gymraeg yn barhaus ac ystyried ffyrdd y gallant ei hymgorffori yn eu rolau i gefnogi ein cleifion a'n cydweithwyr sy'n siarad Cymraeg.

"Rydym wedi gweld sut y gall defnyddio'r ymadroddion mwyaf syml yn Gymraeg gael effaith sylweddol ar ofal cleifion, felly byddwn yn annog yr holl staff sydd hyd yn oed â'r sgiliau Cymraeg mwyaf sylfaenol i gael hyder i'w defnyddio.

"Gyda chefnogaeth lawn gan bawb i'r ymgyrch, rydw i'n hyderus y gallwn ni wir godi momentwm a chyflawni ein huchelgais o ddod yn sefydliad cwbl ddwyieithog, fel bod modd i bobl gael mynediad at unrhyw un o'n gwasanaethau yn Gymraeg."





# Murlun Ward y Gofod Newydd yn Serennu...

Mae murlun dwyieithog newydd wedi'i osod yn Ward y Gofod yn Ysbyty Arch Noa i Blant Cymru i helpu annog cleifion sy'n siarad Cymraeg i deimlo'n gyfforddus i ddefnyddio eu dewis iaith ar y ward.

Lansiwyd y murlun ar thema'r gofod, a gefnogwyd gan y Celfyddydau ar gyfer lechyd a Lles, Elusen lechyd Caerdydd a'r Fro, ar Ddydd Gŵyl Dewi.

Mae'r murlun, a ddyluniwyd gan ddefnyddio syniadau gan gleifion a staff o Ward y Gofod, yn cynnwys ymadroddion Cymraeg a lluniau o dirnodau poblogaidd yng Nghymru, megis yr Wyddfa, Castell Coch a Stadiwm Principality, i annog cleifion ifanc, eu teuluoedd a staff y Bwrdd lechyd i deimlo'n falch o'n treftadaeth a chael mynediad at wasanaethau'r Bwrdd lechyd trwy gyfrwng y Gymraeg.

Yn rhan o'r murlun, mae'r Bwrdd lechyd hefyd wedi cyflwyno masgot newydd o'r enw Cadog, a fydd yn wyneb mwy a mwy cyfarwydd ledled y Bwrdd lechyd i helpu i hyrwyddo'r Gymraeg.



Dywedodd Jessica Sharp, Swyddog y Gymraeg yn BIP Caerdydd a'r Fro: "Mae'n bwysig bod ein cleifion o bob oedran sy'n siarad Cymraeg yn teimlo'n gyfforddus i ddefnyddio ein gwasanaethau trwy gyfrwng y Gymraeg os mai dyna yw eu dewis iaith, felly rydw i'n falch iawn o'r murlun newydd hwn."

"Hoffwn ddiolch i Elusen lechyd Caerdydd a'r Fro am wneud y prosiect hwn yn bosibl, ac i gleifion a staff yn ysbyty'r plant am ddod â thaith Cadog drwy'r gofod yn fyw gyda'u syniadau gwych."



Mae'r murlun yn un cam bach sy'n rhan o nod y Bwrdd lechyd i ddod yn sefydliad cwbl ddwyieithog. Mae'n rhan o'r ymgyrch Meddwl Cymraeg - Think Welsh, sy'n annog gweithwyr y Bwrdd lechyd i roi'r Gymraeg ym mlaen eu meddwl, ac ystyried sut y gallant gyfrannu at wneud gwasanaethau yn fwy hygyrch i siaradwyr Cymraeg.



Grosvenor Interiors oedd yn gyfrifol am ddylunio a gosod y murlun newydd, a chafwyd cefnogaeth gan Elusen lechyd Caerdydd a'r Fro.



**Meddwl Think Cymraeg Welsh**





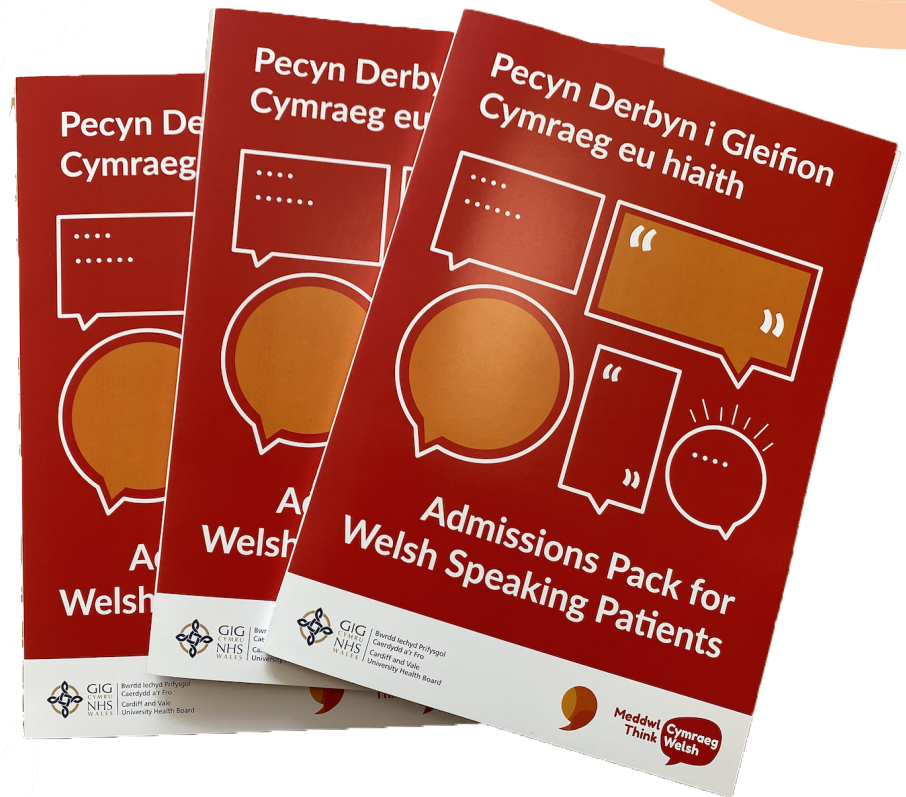
# Pecyn Derbyn i Gleifion sy'n Siarad Cymraeg...

Mae Pecyn Derbyn Peilot ar gyfer Cleifion sy'n siarad Cymraeg wedi cael ei weithredu o fewn wardiau lechyd Meddwl, Pediatreg a'r Uned Gofal Dwys gyda'r nod o'i gyflwyno i'r holl wardiau ar draws y Bwrdd Iechyd yn dilyn cyfnod ymgynghori o chwe wythnos.

Nod y pecyn yw cynorthwyo staff wrth sefydlu p'un a yw claf mewnol yn dymuno defnyddio'r Gymraeg yn ystod ei gyfnod yn yr ysbyty.

Dylid gofyn i gleifion beth yw eu hiaith ddewisol ar y diwrnod cyntaf ar ôl iddynt gael eu derbyn. Os yw claf yn cael trafferth yn cyfathrebu am unrhyw reswm, a cheir amheuaeth y gallai'r claf fod yn siaradwr Cymraeg, mae gweithdrefn i'w dilyn i sicrhau bod y gofal yn cael ei ddarparu trwy gyfrwng y Gymraeg, gyda chymorth y Language Line ac aelodau o staff sy'n siarad Cymraeg o fewn yr adrannau.

Ar ôl sefydlu p'un a yw'r claf yn siaradwr Cymraeg, mae'n rhaid gwneud pob ymdrech i gyfathrebu â'r claf yn Gymraeg trwy gydol ei gyfnod fel claf mewnol.





# Staff yn cael eu cydnabod am eu cyfraniad i'r Gymraeg...



Cafodd Lorraine Coultis, Arweinydd Clinigol Theatrau Plant, Ysbyty Arch Noa i Blant Cymru, ei dewis ar gyfer y wobr am ei brwdfrydedd a'i hymdrech i sicrhau bod yr holl gleifion a staff yn gallu defnyddio'r Gymraeg pan fyddant mewn Theatrau Plant, drwy greu arddangosfeydd Cymraeg i gleifion edrych arnynt cyn eu llawdriniaeth.

Mae tri aelod o staff Bwrdd Iechyd Prifysgol Caerdydd a'r Fro wedi derbyn cydnabyddiaeth am eu hymdrechion i hyrwyddo'r Gymraeg ar Ddydd Gŵyl Dewi 2021 a byddant yn cael eu rhoi'n flynyddol i amlygu'r unigolion hynny sydd wedi gwneud newidiadau yn eu gwaith i sicrhau bod y Gymraeg yn cael ei hymgorffori'n llawn.

Cyflwynwyd y gwobrau newydd, a noddwyd gan Elusen Iechyd Caerdydd a'r Fro, gan Rachel Gidman, Cyfarwyddwr Gweithredol Dros Dro y Gweithlu a Datblygu Sefydliadol a Swyddog y Gymraeg, Jessica Sharp, i gydnabod a dathlu staff sydd wedi gwneud cyfraniad gwych i ddatblygiad y Gymraeg yn eu hadrannau a meysydd gwasanaeth.



Dr Hywel Roberts, Meddyg Ymgynghorol mewn Meddygaeth Gofal Critigol yn Ysbyty Athrofaol Cymru, yw ail enillydd y gwobrau newydd hyn, am iddo sicrhau bod yr holl staff sy'n siarad Cymraeg, a'r rhai nad ydynt yn siarad Cymraeg ar ei ward, yn gallu cael gafael ar sticeri a greodd yn ei amser ei hun i staff gael dangos i gleifion eu bod yn siarad Cymraeg, tra eu bod yn gwisgo PPE yn ystod y pandemig COVID-19. Roedd Hywel hefyd yn ddigon caredig i rannu'r syniad hwn gydag Adran y Gymraeg i staff gael defnyddio'r sticeri ar wardiau eraill pe bai angen.

Trydydd enillydd eleni yw Lorena Garcia-Wright, Therapi Galwedigaethol, Ysbyty Athrofaol Llandochoau, am weithio gyda chleifion hŷn sy'n siarad Cymraeg ar wardiau iechyd meddwl yr henoed, E12 yn enwedig, a chreu wal ryngweithiol iddynt ei defnyddio ochr yn ochr â staff, lle gallant roi'r diwrnod, y dyddiad, y tymor a phethau eraill yn ddyddiol i gadw eu meddwl yn effro, gan ymgorffori'r Gymraeg ar yr un pryd.





# Y Bwrdd Iechyd yn Cryfhau ei Ymrwymiad i'r Gymraeg trwy ESWLSG...

Mae Bwrdd Iechyd Prifysgol Caerdydd a'r Fro wedi ymrwymo i fabwysiadu dull newydd, rhagweithiol o ymgorffori'r Gymraeg yn ei weithrediadau.

Mae Grŵp Strategaeth Cydraddoldeb a Safonau'r Gymraeg (ESWLSG) y Bwrdd Iechyd wedi cymeradwyo'r dull o weithredu sy'n ceisio meithrin a chyflymu'r defnydd cynyddol o'r Gymraeg ledled y sefydliad.

Mae'r grŵp, wedi'i gadeirio gan Cyfarwyddwr Gweithredol Dros Dro y Gweithlu a Datblygu Sefydliadol, a'i gefnogi gan Aelodau Annibynnol y Bwrdd, yn hyrwyddo'r agendâu Cydraddoldeb a'r Gymraeg o fewn y sefydliad.

Mae datblygiadau diweddar wedi cynnwys gwerthuso adnoddau'r sefydliad a ddyrannwyd i weithredu'n ddwyieithog, a datblygu a threialu adnoddau newydd i wneud gwasanaethau ysbytai yn fwy hygyrch i gleifion sy'n dewis defnyddio'r Gymraeg.

Mae'r grŵp hwn hefyd wedi cefnogi lansiad ymgyrch newydd y Bwrdd Iechyd, Meddwl Cymraeg - Think Welsh, sy'n annog gweithwyr ledled y bwrdd iechyd i ystyried sut i wneud mwy o ddefnydd o'r Gymraeg o fewn eu rolau, ac i ddefnyddio eu sgiliau Cymraeg ar unrhyw lefel o ruglder.





# Penodi Tîm Cyfieithu Cymraeg Newydd...

Mae Bwrdd Iechyd Prifysgol Caerdydd a'r Fro wedi penodi tîm newydd o ddau swyddog cyfieithu Cymraeg i helpu'r sefydliad i gyhoeddi gwybodaeth yn ddwyieithog.

Mae Anna a Nia wedi ymuno â'r sefydliad i gefnogi'r gwaith o gyfieithu dogfennau corfforaethol, polisïau, newyddion a chyhoeddiadau yn rhan o ymrwymiad y Bwrdd Iechyd o'r newydd i feithrin diwylliant cwbl ddwyieithog o fewn y sefydliad.

Y tîm newydd yw adnodd mewnol pwrpasol cyntaf y Bwrdd Iechyd ar gyfer cyfieithu i'r Gymraeg, a fydd yn ategu'r gwasanaeth cyfieithu y mae'r sefydliad yn gallu ei ddefnyddio trwy Gyngor Caerdydd.

I gael rhagor o wybodaeth am gyfieithu cynnwys ar gyfer eich gwasanaeth, ewch i dudalen y Gymraeg ar fewnrwyd y staff.



Nia McLellan

Anna Powys



# Masgot y Gymraeg...

Yn rhan o ailfrandio a datblygu prosiectau Cymraeg ar draws y Bwrdd Iechyd, rydym hefyd wedi cyflwyno masgot newydd o'r enw Cadog, a fydd yn wyneb mwy a mwy cyfarwydd ledled ein hysbytai i helpu i hyrwyddo'r defnydd o'r Gymraeg.

Cyn dylunio'r masgot, cynhaliom gystadleuaeth fach gyda chleifion yn adran therapi chwarae Ysbyty Arch Noa i Blant a fu'n gyfrifol am ddewis lliw, dyluniad ac enw posibl yr un ar gyfer y ddraig. Er bod yr holl geisiadau ar gyfer ei enw yn wych, ysbrydolwyd yr enw Cadog, sy'n golygu brwydr, gan glaf ifanc a aeth i weld y murlun ar ei ffordd i gael llawdriniaeth.

Mae'r enw a ddewiswyd yn nodweddiadol o'r ysbryd brwydro a welir gan gleifion yn yr ysbyty plant bob dydd.





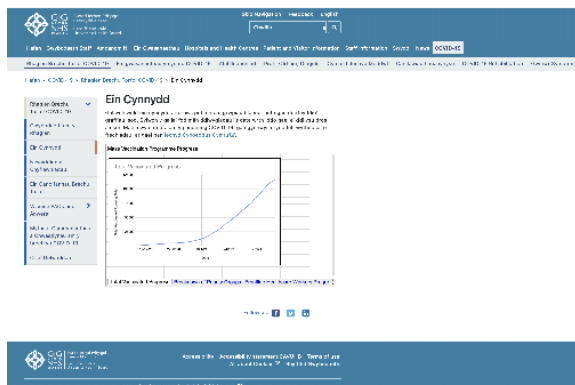
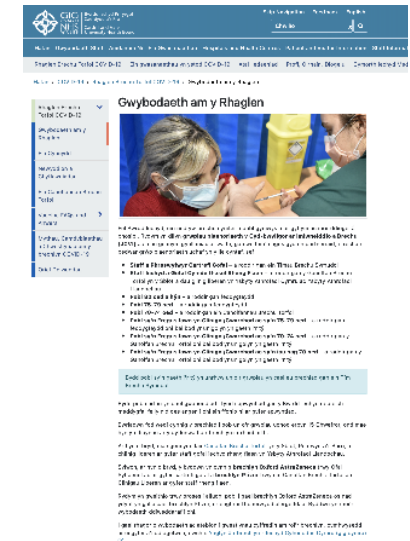
# Y gwaith o gyfieithu gwefan newydd y Bwrdd lechyd yn mynd rhagddo...

Lansiodd BIP Caerdydd a'r Fro wefan gorfforaethol newydd ym mis Awst 2020, a oedd yn benllanw prosiect i symud cynnwys o system reoli cynnwys gwaddol y Bwrdd lechyd i system newydd.

Fel rhan o'r prosiect, mae tua 2,000 o dudalennau o gynnwys Saesneg wedi symud i'r wefan, a phenodwyd asiantaeth cyfieithu gan y Bwrdd lechyd i ymgymryd â'r gwaith o gyfieithu a chyhoeddi'r cynnwys yn Gymraeg.

Mae'r gwaith o gyfieithu'r wefan yn mynd rhagddo, ac mae'r asiantaeth a benodwyd i wneud y gwaith wedi cadarnhau ei bod yn disgwyl i tua hanner y cynnwys fod wedi'i gyfieithu erbyn diwedd Ebrill 2021.

Yn dilyn y gwaith cyfieithu cychwynnol, ac wrth i aelodau o staff ar draws y Bwrdd lechyd gael eu cyflwyno'n raddol i ddiweddaru'r wefan, bydd gofyn i'r holl ddefnyddwyr sicrhau bod unrhyw ddiwedd-dariadau i'r wefan yn cael eu gwneud yn ddwyieithog, a bydd angen defnyddio tîm cyfieithu'r Bwrdd lechyd a/neu ddarparwyr cyfieithu allanol i wneud hynny fel y bo'n briodol.

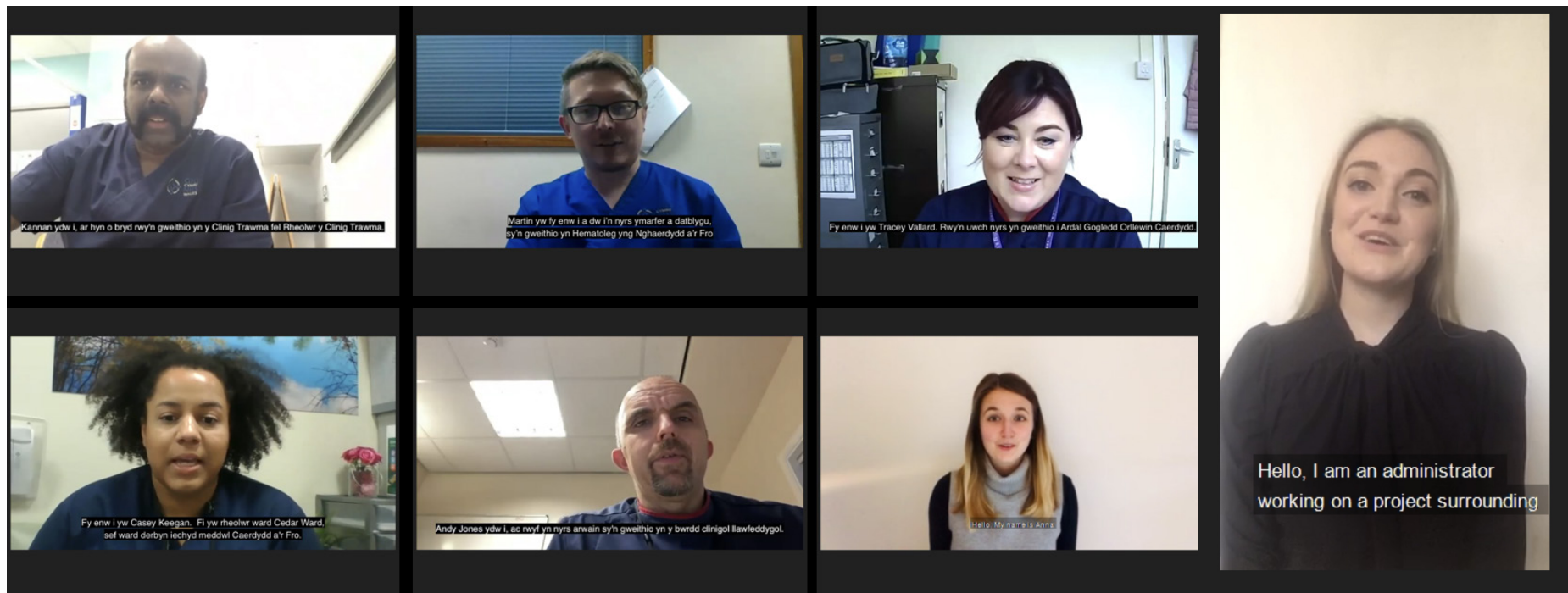




# Ffair Gyrfaoedd Rhithwir Cymraeg...

Gwirfoddolodd staff Bwrdd Iechyd Prifysgol Caerdydd a'r Fro eu hamser i recordio neges fer gyda'r nod o ysbrydoli disgyblion ysgol uwchradd sydd naill ai'n dechrau ar eu hastudi-aethau a'u gyrfaoedd neu sy'n ansicr o ran pa lwybr i'w ddilyn.

Daeth staff o amrywiaeth o gefndiroedd, grwpiau ethnig, addysg a rolau at ei gilydd (yn rhithwir) i annog oedolion ifanc i ystyried eu hopsiynau'n ofalus wrth ddewis proffesiwn ond hefyd i egluro beth sy'n wych am yrfa yn y GIG, boed mewn rôl glinigol, rôl gorfforaethol neu rôl iaith arbenigol hyd yn oed.





# Annog staff i 'gamu ymlaen' a gwella eu sgiliau Cymraeg...

Bydd staff Bwrdd Iechyd Prifysgol (BIP) Caerdydd a'r Fro yn datblygu eu sgiliau Cymraeg diolch i waith celf newydd sydd wedi'i osod wrth ymyl y grisiau ym mhencadlys y sefydliad yn Nhŷ Coetir.

Mae'r gwaith celf newydd, sy'n cynnwys tirnodau yng Nghymru a geiriau Cymraeg cyffredin, wedi cael ei ariannu drwy garedigrwydd Elusen Iechyd Caerdydd a'r Fro.

Fe'i gosodwyd fel rhan o'r ymgyrch Meddwl Cymraeg – Think Welsh a lansiwyd yn ddiweddar, sy'n annog gweithwyr y Bwrdd Iechyd i feddwl yn weithredol am y Gymraeg, ac ystyried sut y gallant gyfrannu at wneud gwasanaethau yn fwy hygyrch i siaradwyr Cymraeg.

Mae'r ymgyrch yn rhan o ymdrechion ehangach i ddathlu treftadaeth y Bwrdd Iechyd fel prif sefydliad sector cyhoeddus ym mhrifddinas Cymru, a bwriad mentrau fel gosod y gwaith celf newydd yw gwella'r defnydd o'r Gymraeg.



Dywedodd Jessica Sharp, Swyddog y Gymraeg yn BIP Caerdydd a'r Fro: "Mae hwn yn gam enfawr ymlaen i ni yn BIP Caerdydd a'r Fro, o ran proffil y Gymraeg.

"Mae tua 65 y cant o'r boblogaeth yn ddysgwyr gweledol, ac felly, drwy osod y gwaith celf hwn mewn ardaloedd prysur, gobeithiwn y bydd staff yn dechrau sylwi arno a dysgu'r cyfarchion a'r ymadroddion syml hyn, i'w defnyddio gyda chydweithwyr a chleifion - man cychwyn holl bwysig wrth i ni geisio ymgorffori diwylliant cwbl ddwyieithog.

"Rydym yn ddiolchgar iawn i gael cefnogaeth y Tîm Gweithredol, ac Abi Harris, Cyfarwyddwr Gweithredol Cynllunio Strategol yn arbennig, fel Hyrwyddwr dynodedig y Gymraeg ar gyfer y Bwrdd Iechyd, a chefnogaeth lawn y Timau Cyfalaf, Ystadau a Chyfleusterau. Hoffwn hefyd ddiolch i Grosvenor Interiors am eu cefnogaeth a'u cymorth parhaus i gynhyrchu'r gwaith celf hwn."



# Poster Arfer Da...



## Rydym yn cynnig nifer o drawsnewidiadau i'r ffordd rydym yn darparu gofal.

Nod y rhaglen Llunio ein Gwasanaethau Clinigol i'r Dyfodol yw eich hysbysu am ein gweledigaeth ar gyfer gofal yn y dyfodol a chanfod yr hyn sy'n bwysig i chi. Bydd hyn yn dylanwadu ar ein cyfeiriad teithio.

### Ymhlith ein huchelgeisiau mae:

- Datblygu ein dau safle ysbyty aciwrt mawr, Ysbyty Athrofaol Cymru ac Ysbyty Athrofaol Llandochoau, fel canolfannau rhagoriaeth - y bydd gan y ddau rôl ddiffiniedig.
- Dod â gofal yn agosach at ein cymunedau, parhau i ddatblygu Canolfannau Iechyd a Lles a Hybiau Lles, yn ogystal â gwella ein model ar gyfer gofal yn y cartref.

Mae'n bwysig ein bod yn clywed eich adborth wrth i ni ddechrau datblygu ein cynlluniau.

Rhagor o wybodaeth a chyfle i ddweud eich dweud...

Ewch i: [www.shapingourfuturewellbeing.com](http://www.shapingourfuturewellbeing.com)

E-bostiwch: [engage.cav@wales.nhs.uk](mailto:engage.cav@wales.nhs.uk)

Ffoniwch: 029 218 36078

Chwiliwch am #LlunioEinCAF ar y cyfryngau cymdeithasol



British Medical Research Council and the Cardiff and Vale University Health Board



DE-DDWYRAIN CYMRU  
RHWYDWAITH FASGWLAIDD

## Dyfodol Gwasanaethau Fasgwlaidd yn Ne-ddwyrain Cymru

Mae Byrddau Iechyd ar draws y rhanbarth wedi dod at ei gilydd i gynnal model newydd o ofal ar gyfer darparu gwasanaethau fasgwlaidd. Byddai'r strwythur newydd yn cynnig ystod o fuddion i'n poblogaeth ac yn gwneud y gwasanaeth yn gynaliadwy ar gyfer y dyfodol.

Mae'r gwasanaethau hyn yn rhan hanfodol o'n seilwaith gofal iechyd yn Ne-ddwyrain Cymru.



### Hoffem glywed gennych...

Mae'n bwysig ein bod yn clywed eich meddyliau a'ch safbwyntiau wrth i ni ddechrau datblygu ein cynlluniau. Ewch i'n tudalen we neu cysylltwch â ni, er mwyn i ni allu dweud mwy wrthydd am y cynlluniau arfaethedig a'ch gwahodd i gwblhau ein ffurflen adborth fyr.

Ewch i'n gwefan:

[www.bipcaf.gig.cymru/fasgwlaiddDDdCymru](http://www.bipcaf.gig.cymru/fasgwlaiddDDdCymru)

Anfonwch e-bost atom: [sewales.vascular@wales.nhs.uk](mailto:sewales.vascular@wales.nhs.uk)

Ffoniwch ni: 02921 836068

Chwiliwch am

#FasgwlaiddDDdCymru ar y cyfryngau cymdeithasol






**Meddwl  
Think**



**Cymraeg  
Welsh**





“The Welsh language is among the world’s fastest growing languages, and as an organisation operating at the heart of the nation’s capital it’s important that the Health Board does all it can to embrace and celebrate it.

“Through adopting this new proactive approach, alongside the recent launch of our Meddwl Cymraeg – Think Welsh campaign, we can really push the Welsh language forward here at Cardiff and Vale UHB, towards becoming a truly bilingual organisation.”





## A message from...

Welcome to Cardiff and Vale University Health Board's first Welsh Language Yearbook, which focuses on the activity that we have undertaken over the past year to drive forward the Welsh language within our organisation.

We are proud to be one of the largest organisations operating in the heart of the nation's capital and its surrounding areas. It puts on us a responsibility to celebrate and elevate the nation's heritage and culture and its language.

We have made great progress in the face of significant operational challenges in the past 12 months. Despite the pressures of the COVID-19 pandemic, we have upped our game to foster a truly bilingual culture across our organisation and made strong progress in working to meeting our duties under the Welsh Language Standards. Key to this has been the various activities we have undertaken as part of the new Meddwl Cymraeg – Think Welsh campaign that we launched on Welsh Language Rights Day in December, which encourages members of staff to put the Welsh language at the forefront of their minds in delivering services.

There remain a number of challenges and hurdles that we need to address and overcome, which driven by our Equality Strategy and Welsh Language Standards Group and with a focus on the real impact that we know being able to access our services in Welsh can have for our patients, we are confident and determined to achieve.



**Len Richards**  
Chief Executive



**Charles Janczewski**  
Chair



# Health board staff encouraged to 'Meddwl Cymraeg' - Think Welsh...

Cardiff and Vale University Health Board has launched a new campaign to encourage use of the Welsh language and promote Welsh culture and heritage.

The Meddwl Cymraeg - Think Welsh campaign will encourage Health Board employees to actively think about the Welsh language, and consider how they can contribute to making services more accessible to Welsh speakers.

Launching on Diwrnod Hawliau, Welsh Language Rights Day, the campaign recognises people's right to use the Welsh language, and sets out to make doing so easier for the Health Board's patients and staff.

As part of the campaign, a range of information, resources and activities will be made available to staff in the coming months to encourage staff to have the confidence to speak Welsh at any level of fluency, support non-Welsh speaking staff to improve their skills, and help services to increase their use of the language.

**Meddwl  
Think** **Cymraeg  
Welsh**

Deputy Chief Executive, said: "As one of the major organisations in and around Wales' capital, the Health Board has a responsibility to celebrate and push forward the nation's heritage and culture, which includes using the Welsh language.

"Through implementing the Meddwl Cymraeg – Think Welsh campaign, we're encouraging staff to continually think of the Welsh language and consider ways they can incorporate it into their roles in support of our Welsh speaking patients and colleagues.

"We've seen how using even the simplest phrases in Welsh can have a significant impact on patient care, so I would encourage all staff with even the most basic Welsh language skills to have the confidence to use them.

"With everybody's full support of this campaign, I'm confident that we can really build momentum towards achieving our ambition of becoming a fully bilingual organisation, so that people can access any of our services using Welsh."





# New Space Ward Mural is Out of This World...

A new bilingual mural has been installed on Space Ward at the Noah's Ark Children's Hospital for Wales to help encourage Welsh speaking patients feel comfortable using their chosen language on the ward. Supported by Cardiff & Vale Health Charity Arts for Health and Wellbeing, the space-themed mural has launched on St David's day.

The mural, which was designed using ideas from patients and staff from Space Ward, features Welsh phrases and images of popular Welsh landmarks such as Snowdonia, Castell Coch and the Principality Stadium, to encourage young patients, their families and Health Board staff to be proud of our heritage and to access the Health Board's services through the medium of Welsh. As part of the mural, the Health Board has also introduced a new mascot named Cadog, which will become an increasingly familiar face throughout the Health Board to help promote the Welsh Language.



Jessica Sharp, Welsh Language Officer at Cardiff and Vale UHB said: "It's important that our Welsh speaking patients of all ages can feel comfortable accessing our services through the medium of Welsh if it is their chosen language, so I am very pleased with the installation of this new mural."



The mural is one small step as part of the Health Board's mission to become a fully bilingual organisation. It forms part of the Meddwl Cymraeg - Think Welsh campaign, which encourages Health Board employees to put the Welsh Language at the forefront of their thinking, and consider how they can contribute to making services more accessible to Welsh speakers.

The design and installation of the new mural was supplied by Grosvenor Interiors and was supported by Cardiff & Vale Health Charity.



**Meddwl Cymraeg  
Think Welsh**





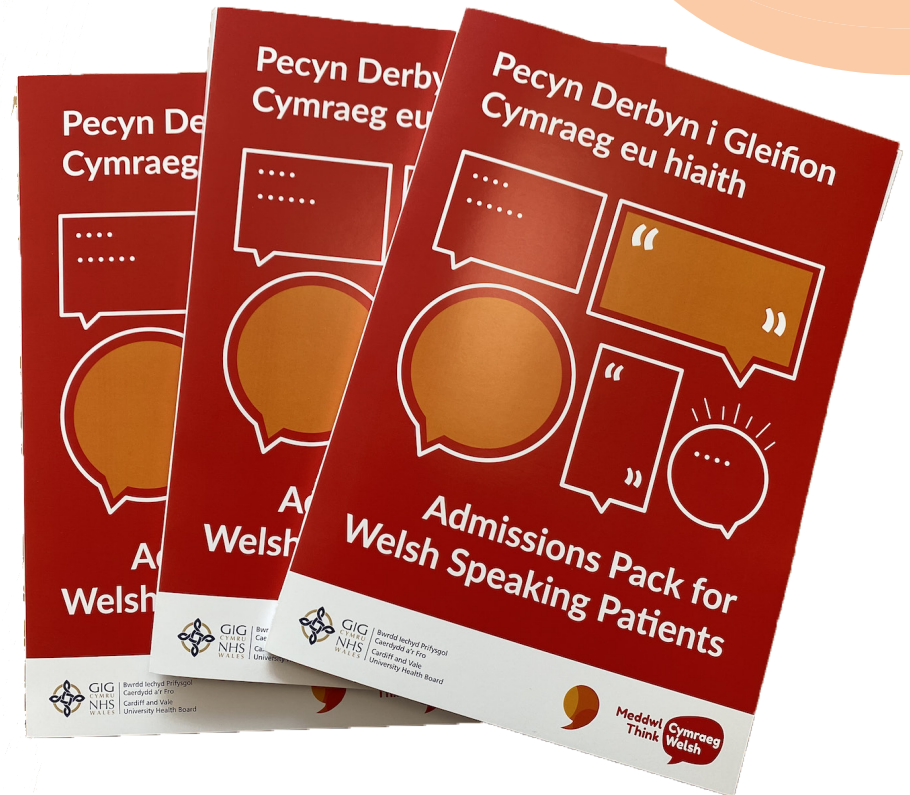
# Admissions Pack for Welsh Speaking Patients...

A Pilot Admissions Pack for Welsh Speaking Patients has been implemented within Mental Health, Paediatrics and ICU wards with the intention of rolling out to all wards across the Health Board after a six week consultation period.

The pack aims to assist staff in establishing whether an in-patient wishes to use the Welsh language during their admission.

All patients should be asked their preferred language on the first day of their in-patient admission. If a patient is unable to communicate for any reason, and it is suspected that the patient could be a Welsh speaker, there is a procedure to follow to ensure their care is provided through the medium of Welsh, which is assisted by LanguageLine and members of Welsh speaking staff within the departments.

On establishing that the patient is a Welsh speaker, every effort must be made to communicate with the patient in Welsh throughout their in-patient stay.





# Staff Recognised for Contribution to Welsh Language...



Lorraine Coultis, Children's Theatres Clinical Leader, Noah's Ark Children's Hospital, was chosen for the award for her enthusiasm and drive to ensure all patients and staff are able to access the Welsh Language while in Children's Theatres by creating Welsh Language displays for patients. <https://elis-dafydd-sharp-portfolio.squarespace.com/>

Three members of Cardiff and Vale University Health Board staff have received recognition for their efforts to promote the Welsh language on St David's Day 2021 and will be given annually to highlight those individuals who have made changes in their working practice to ensure that the Welsh language is fully embraced.

Then new awards, Sponsored by Cardiff & Vale Health Charity, were presented by Rachel Gidman, Interim Executive Director of Workforce and Welsh Language Officer, Jessica Sharp, to recognise and celebrate staff who have made a great contribution to the development of the Welsh language in their departments and service areas.



The second inaugural award winner is Dr Hywel Roberts, Consultant in Critical Care Medicine, University Hospital of Wales, for ensuring all Welsh speaking and non-Welsh speaking staff on his ward had access to stickers he created in his own time for staff to identify themselves to patients as Welsh speaking, while wearing PPE during the COVID-19 pandemic. Hywel also kindly offered to share this idea with the Welsh Language Department for staff to use on other wards if needed.

This year's third winner is Lorena Garcia-Wright, within Occupational therapy, UHL, for working with elderly Welsh speaking patients on older people's mental health wards, E12 in particular, and creating a wall for them to interact with alongside staff where they place the day, date, season, among other things on a daily basis to keep their minds active, which incorporated the Welsh Language.





# Health Board Strengthens Commitment to Welsh Language through ESWLSG...

Cardiff and Vale University Health Board has committed to taking a new, proactive approach to embedding the Welsh language into its operations.

The Health Board's Equality Strategy and Welsh Language Standards Group (ESWLSG) has endorsed the approach that aims to nurture and accelerate the growing use of the Welsh language throughout the organisation.

Chaired by interim Executive Director of Workforce and supported by Independent Members of the Board, the group champions the Equalities and Welsh language agendas within the organisation.

Recent developments have included evaluating the organisation's resource allocated to operating bilingually, and developing and piloting new resources to make hospital services more accessible to patients whose chosen language is Welsh.

The group has also supported the launch of the Health Board's new Meddwl Cymraeg - Think Welsh campaign that encourages employees throughout the health board to actively consider how they can integrate the Welsh language into their roles, and to use their Welsh language skills at any level of fluency.





# Welsh Language Translators...

Cardiff and Vale University Health Board has appointed a new team of two Welsh language translation officers to help the organisation publish information bilingually.

Anna and Nia have joined the organisation to support the translation of corporate documents, policies and news and announcements, as part of the Health Board's renewed commitment to achieving a truly bilingual organisation culture.

The new team is the Health Board's first dedicated in-house resource for Welsh language translation, which will complement the translation service that the organisation is able to access through Cardiff Council.

To find out more about translating content for your service, visit the Welsh language page on the staff intranet.



Nia McLellan

Anna Powys



# Welsh Language Mascot...

As part of the rebranding and development of Welsh Language projects across the Health Board, we have also introduced a new mascot named Cadog, which will become an increasingly familiar face throughout our hospitals to help promote the use of the Welsh Language.

Prior to the mascot being designed, we held a small competition with patients in the Play therapy department of Noah's Ark Children's Hospital who each chose a colour scheme, design and a potential name for the dragon. Although all entries for its name were fantastic, Cadog's name, which means battle, was inspired by a young patient who visited the mural after it was installed on his way into surgery.

The name chosen typifies the fighting spirit seen by patients at the children's hospital every single day.





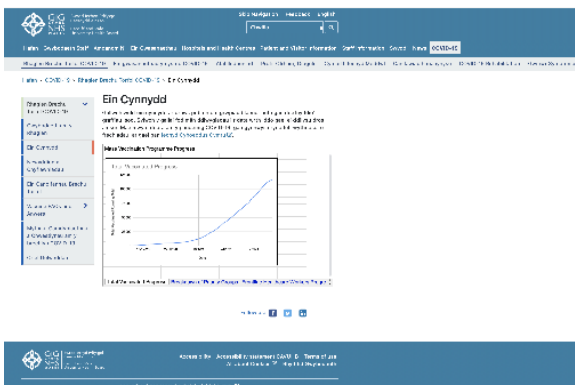
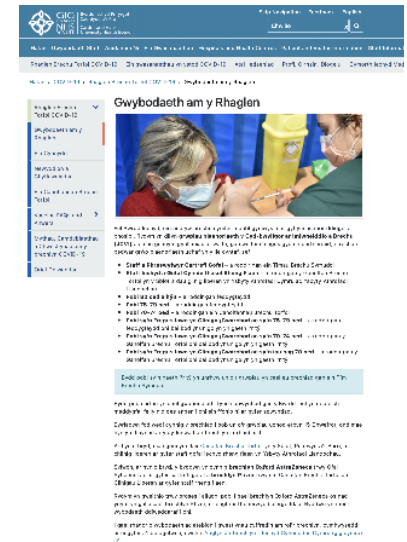
# New Health Board website translation underway...

Cardiff and Vale UHB launched a new corporate website in August 2020, which was the culmination of a project to migrate content from the Health Board's legacy content management system into a new system.

The project has seen approximately 2,000 webpages of English language content migrated into the website, and the Health Board has appointed a Welsh language translation agency to undertake translation and publication of this content in Welsh.

Translation of the website is underway, and the agency that has been appointed to undertake this work has confirmed that it expects approximately half of the content to have been translated by the end of April 2021.

Following this initial translation, and as members of staff across the Health Board are increasingly introduced to update the website, all users will be directed to ensure that any updates to the website are made bilingually, which they will need to resource via the Health Board's translation team and/or external translation providers as appropriate.

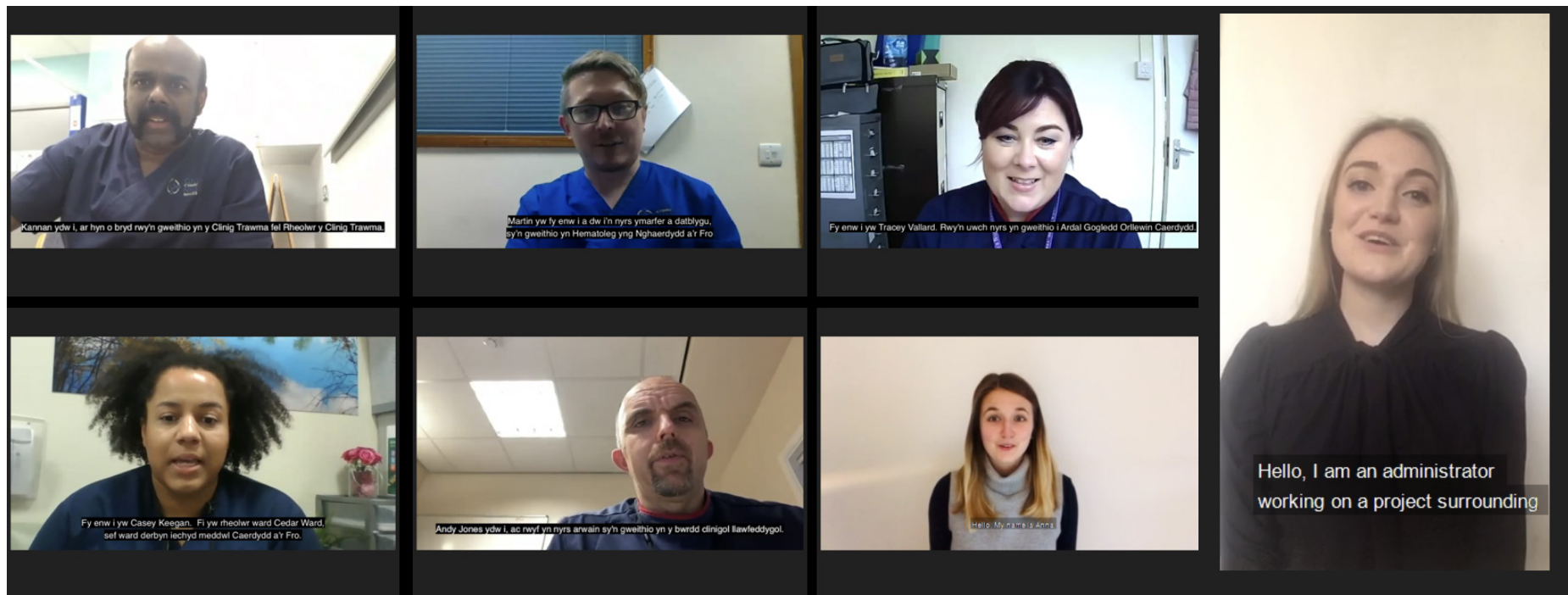




# Virtual Welsh Careers Fair...

Cardiff and Vale University Health Board staff volunteered their time to record a short message aiming to inspire secondary school pupils that are either commencing their studies and careers or are unsure of which path to follow.

Staff from varied backgrounds, ethnicities, education and roles came together (virtually) to encourage young adults to carefully consider their choices when choosing a profession but also to explain all that is great about a career in the NHS, be that in a clinical role, a corporate role or even a specialist language role.





# Staff to 'Step up' their Welsh Language Skills...

Cardiff and Vale University Health Board (UHB) staff will be stepping up their Welsh language skills thanks to new artwork which has been installed on the stairwells at the organisation's Woodland House headquarters.

The new artwork, which features Welsh landmarks and common Welsh words was kindly funded by Cardiff & Vale Health Charity.

It has been installed as part of the recently-launched Meddwl Cymraeg - Think Welsh campaign, which encourages Health Board employees to actively think about the Welsh language, and consider how they can contribute to making services more accessible to Welsh speakers.

The campaign is part of wider efforts to celebrate the Health Board's heritage as a major public sector organisation in the Welsh capital, with initiatives such as the installation of the new artwork designed to further the use of the Welsh language.



Jessica Sharp, Welsh Language Officer at Cardiff and Vale UHB said: "This is a big step forward for us within Cardiff and Vale UHB with regards to the profile of the Welsh language.

"Approximately 65 per cent of the population are visual learners, and so, by placing these art works in busy circulation areas we hope that staff will begin to notice and learn these simple greetings and phrases to use with colleagues and patients – an important starting point as we look to embed a truly bilingual culture.

"We are very grateful to have the support of the Executive Team, Abi Harris, Executive Director of Strategic Planning in particular, as our designated Board Welsh Language Champion, and with the full support from the Capital, Estates and Facilities Teams. I'd also like to thank Grosvenor Interiors for their continued support and help in producing the artwork."





# Good Practice Posters...



## Rydym yn cynnig nifer o drawsnewidiadau i'r ffordd rydym yn darparu gofal.

Nod y rhaglen Lluio ein Gwasanaethau Clinigol i'r Dyfodol yw eich hysbysu am ein gweledigaeth ar gyfer gofal yn y dyfodol a chanfod yr hyn sy'n bwysig i chi. Bydd hyn yn dylanwadu ar ein cyfeiriad teithio.

### Ymhlith ein huchelgeisiau mae:

- Datblygu ein dau safle ysbyty aciwrt mawr, Ysbyty Athrofaol Cymru ac Ysbyty Athrofaol Llandochoau, fel canolfannau rhagoriaeth - y bydd gan y ddau rôl ddiffiniedig.
- Dod â gofal yn agosach at ein cymunedau, parhau i ddatblygu Canolfannau Iechyd a Lles a Hyblau Lles, yn ogystal â gwella ein model ar gyfer gofal yn y cartref.

Mae'n bwysig ein bod yn dlywed eich adborth wrth i ni ddechrau datblygu ein cynlluniau.

Rhagor o wybodaeth a chyfle i ddweud eich dweud...

Ewch i: [www.shapingourfuturewellbeing.com](http://www.shapingourfuturewellbeing.com)

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Ffoniwch: 029 218 36078

Chwiliwch am #LluioEinCAF

ar y cyfryngau cymdeithasol



## DE-DDWYRAIN CYMRU RHWYDWAITH FASGWLAIDD

### Dyfodol Gwasanaethau Fasgwlaidd yn Ne-ddwyrain Cymru

Mae Byrddau Iechyd ar draws y rhanbarth wedi dod at ei gilydd i gynnal model newydd o ofal ar gyfer darparu gwasanaethau fasgwlaidd. Byddai'r strwythur newydd yn cynnig ystod o fuddion i'n poblogaeth ac yn gwneud y gwasanaeth yn gynaliadwy ar gyfer y dyfodol.

Mae'r gwasanaethau hyn yn rhan hanfodol o'n seilwaith gofal iechyd yn Ne-ddwyrain Cymru.



### Hoffem glywed gennych...

Mae'n bwysig ein bod yn dlywed eich meddyliau a'ch safbwyntiau wrth i ni ddechrau datblygu ein cynlluniau. Ewch i'n tudalen we neu cysylltwch â ni, er mwyn i ni allu dweud mwy wrthydd am y cynlluniau arfaethedig a'ch gwahodd i gwblhau ein ffurflen adborth fyr.

Ewch i'n gwefan:  
[www.bipcaf.gig.cymru/  
FasgwlaiddDDdCymru](http://www.bipcaf.gig.cymru/FasgwlaiddDDdCymru)

Anfonwch e-bost atom:  
[sewales.vascular@wales.nhs.uk](mailto:sewales.vascular@wales.nhs.uk)

Ffoniwch ni: 02921 836068

Chwiliwch am  
#FasgwlaiddDDdCymru  
ar y cyfryngau cymdeithasol







**GIG**  
CYMRU  
**NHS**  
WALES

Bwrdd Iechyd Prifysgol  
Caerdydd a'r Fro  
Cardiff and Vale  
University Health Board

**Meddwl** **Cymraeg**  
**Think** **Welsh**