



NEWSLETTER COMPILED BY THE PEOPLE AND CULTURE TEAMS

Welcome to the third issue of the People & Culture Newsletter

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LISA FRANKLIN
Senior Nurse for Nurse Education

The Ambition

We want to invest in education and learning to deliver the skills and capabilities needed to meet the future needs of the people we care for and to support our people to progress their careers.

The provision of high-quality education and development is fundamental to providing safe, high quality patient care. It is also vital that our people are able to access the development they need to feel valued, motivated and resilient.


We need a highly skilled and capable workforce with the values and behaviours necessary to support effective service delivery, the UHB strategy and the COVID recovery plan. Our workforce must also have access to the education, development and support they need to develop the level of competence required to deliver safe and effective care, enhance their skill set and ultimately to progress their careers.



This investment in our workforce is crucial as all employees continue to face the challenges brought about by the pandemic and recovery plan. It will also support an integrated, whole-system model and improved seamless working.

To achieve this ambition, we will:

- Ensure our educational infrastructure is highly responsive to service needs and accessible to the workforce.
- Foster an inclusive culture which values the contribution and development needs of the entire workforce.
- Develop creative and transformational approaches to education and development which will support service transformation, integration and health and social care, workforce redesign, health and wellbeing and maintain patient safety.
- Maintain strong working relationships with stakeholders.
- Market existing opportunities and show how development can support career pathways.



To see the People and Culture Plan in full please click here:

[People and Culture Plan - Cardiff and Vale University Health Board \(nhs.wales\)](#)



The Story So Far...

Cardiff and Vale UHB Centre of Excellence for Health Education (CAV-CHE)

The educational infrastructure is changing in Cardiff and Vale UHB to reflect the need for educational innovation and contemporary education programmes to support us to achieve our ambition.

CAV-CHE is the new overarching educational infrastructure and the CAV-CHE website will be launching in the next couple of months. CAV-CHE will comprise of:

1. The Education, Culture and Organisational Development Department (ECOD)
2. The Academy of Clinical Education
3. The Academy of Coaching and Team Development
4. The Leadership and Management Academy
5. The Apprenticeship Academy
6. The Academy of Learning

Here is an update on where things are at for each of these components...



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Education, Culture and Organisational Development (ECOD)



The Learning, Education and Development (LED) department has been renamed to align to the People and Culture plan and is now known as Education, Culture and Organisational Development (ECOD).

Contact details for enquiries are:

Email: Cardiff and Vale ECOD on global: cav.ECOD@wales.nhs.uk

Telephone: 02921 847834 (external)
47834 (internal)



You can also follow the team on Twitter @CAV_ECOD

The Academy of Clinical Education (CAV-ACE)

CAV-ACE will ensure that clinical staff can access the clinical education necessary for them to provide safe patient care. It will also foster a culture of interprofessional collaboration and interprofessional education, helping to ensure effective multi-professional working in clinical teams.

A strategic Multi-professional Clinical Education Group (MCEG) has been

developed to support the development of the academy and a UHB Clinical Education Strategy. The Nursing and Midwifery Education Sub-Group (NMES) has also re-launched to support development of CAV-ACE and finalise the UHB's Nursing and Midwifery Career and Development Framework. Here are some updates from some of the CAV-ACE workstreams.

Practice Learning

In March 2022 a student experience improvement plan was developed in collaboration with Cardiff University School of Healthcare Sciences and Student Nurse Representatives, who had shared their experiences of working in practice during the pandemic. Health Education and Improvement Wales (HEIW) have recently agreed to fund a six-month Practice Learning Lead post to deliver this plan.

The post holder, Venetia Yarr, will be working closely with Clinical Board Nursing teams to drive forward this agenda and we encourage students to continue to let us know about the challenges they face in practice. A key element of the plan will be to urgently increase student nurse placement capacity.



If you / your team are interested in offering a short-term placement for student nurses please contact venetia.yarr@wales.nhs.uk



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HEIW have also committed to funding:

- A Midwifery Lead Practice Facilitator: Kate Shinkwin has joined the ECOD team in this role.
- Three part time posts to look at the placement challenges within Allied Health Professions.

In January 2022 the UHB led All Wales Practice Learning Framework was launched across Wales following approval by the All-Wales Pre-registration Nursing and Midwifery Group. The framework provides clarity around the scope of practice for student nurses studying the new 'Future Nurse' curriculum and supports their acquisition of clinical skills. The framework is currently undergoing a nationwide review with Version 2 due for release by 30/11/22. All placement areas will be provided with a copy of Version 2 following approval.

HCSW Education

Since 2020, the Healthcare Support Worker (HCSW) Education Team have delivered induction to approximately 900 new HCSW as part of multiple phases of mass recruitment. A new extended induction programme is launching in October 2022 to prepare HCSW who are currently being recruited in preparation for winter pressures.

Each year the UHB is required to provide a report to HEIW and Welsh Government which details the organisational compliance with the HCSW Career and Development Framework for Wales. This has traditionally been a very complex and time-consuming

process. The ECOD team have developed an electronic compliance reporting process to calculate compliance across all clinical professions. This system is now being rolled out across other NHS Wales organisations.

The Overseas Nurses' Education Centre

The UHB's Overseas Nurses' Adaptation Programme (ONAP) was originally developed to support UK based internationally trained nurses to achieve registration with the Nursing and Midwifery Council (NMC) and join the UHB as staff nurses.



Over the last 3 years the ONAP has also supported the UHB's international nurse recruitment strategy, with international nurses being a highly valued part of the UHB's nursing team.

The ONAP provides essential education to help internationally trained nurses to prepare for both their NMC Part II Test of Competence, the OSCE, and working as a registered nurse in Wales. To date the ONAP Education Team have helped a total of 388 nurses to achieve NMC registration.



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Learning@Wales

Over the past 18 months, we have been developing virtual learning content on an All-Wales virtual learning platform called Learning@Wales. Initially directed by a need for distanced learning during COVID, we have continued to develop new, accessible ways for our staff to access training flexibly in line with service demands.

We currently offer virtual, self-directed learning across a variety of areas including our First Steps to Management, Essential Management Skills, Medicines Management, IV Drug Administration, Clozapine Awareness, Overseas Nursing Adaptation Programme, as well as more bespoke resources for Counter Fraud and Phlebotomy. We have plans to expand our use of self-directed distanced learning in conjunction with traditional classroom training to provide multiple avenues for staff to access the training and development that is right for them, in the format most suited to the approaches they prefer.

Royal College of Nursing (RCN) Cadets Scheme

In July ECOD were delighted to welcome our first cohort of 13 Royal College of Nursing (RCN) Cadets to an observational placement in Cardiff and Vale UHB. The RCN Cadet Scheme aims to develop young people aged 16 to 25 years old and support them in their journey towards nursing careers.

Cadets are recruited to uniformed youth organisations e.g. RAF, Army or Navy cadet schemes or St John's Ambulance and undertake healthcare related modules.

They then join the UHB for a clinical observational placement and complete a portfolio of reflection to gain their completion certificate. The Cadets are then supported by the RCN onto their next steps into a healthcare or nursing career, which can lead to a HCSW interview in the UHB.



As an opportunity to improve diversity in the workforce, the RCN worked with Cardiff and Vale UHB and Fitzalan High School to prioritise the recruitment of young BAME people onto the scheme. The cadets spent the four-day observational placement with clinical staff and Practice Development Nurses from across all clinical boards.

Feedback from the Cadets and the RCN has been excellent and plans are underway to recruit to the next cohort.



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The Apprenticeship Academy

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In 2016 the UHB Apprenticeship Academy was launched to enable entry level apprentices to work and learn across varying departments in the UHB, and continue to work with us at the end of their apprenticeship. The Academy also supports our existing staff to undertake fully funded apprenticeship opportunities.

Apprenticeships for existing staff have been coming in steadily for the last few months and our training providers are working through getting people enrolled. New eligibility criteria has been released by Welsh Government in August and this has meant that some popular apprenticeship routes are no longer available e.g. the ILM Management Level 3. We are investigating how this can be delivered through an alternative route.

Uptake across the different routes is increasing with additional learners coming through the higher-level Business Administration qualification, digital application support, project management and information advice and guidance.

Further work will be undertaken in October to promote the frameworks and ensure staff are engaging with these where it has been identified as part of their values-based appraisal.

The Academy of Coaching and Team Development (CAV-ACT)

During the pandemic many nursing leaders were promoted into leadership roles, however could not be released to undertake the vital leadership and management development that they required. In order to provide these leaders with inward support a UHB coaching network was developed and two cohorts of coach trainees commenced the ILM Level 5 Certificate in Coaching and Mentoring.

To date these 20 coach trainees are providing coaching to a total of 48 nursing leaders. Three of the UHBs experienced coaches are embarking on their Coaching Supervision training in order to provide support to these developing coaches.

Phase two of the network is currently under discussion. Phase 2 will aim to grow the network to be accessible to leaders across the UHB, both clinical and non-clinical.



If you are a coach who has completed a Level 5 or Level 7 ILM Coaching qualification who would like to join the network please contact Rebecca Corbin, Senior ECOD Manager: rebecca.corbin@wales.nhs.uk



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Leadership and Management Academy (CAV-LAMA)

Management Programmes

This year saw the re-launch of the revised 'Essential Management Skills' and 'First Steps into Management' programmes. A total of 50 have attended the programmes since their re-launch. Another 2 cohorts are in progress. Participant feedback has been very positive and highlighted the benefits of attending the programmes. If you would like to apply for future cohorts of these programmes please see programme information on the link and to submit you're [Expression of Interest](#).

ACCELER8

This year also saw the launch of ACCELER8, the UHBs Senior Leadership Programme.



The first cohort of 10 Senior Leaders from across the UHB completed the ACCELER8 programme in September 2022. The second cohort of 18 Senior Leaders, spanning different directorates and professions are due to start later this month (September 2022).

It is anticipated that the next cohort will begin Spring 2023. Applications can be

submitted in advance of that and will be considered closer to the time. Details of the programme are available [here](#).

Anybody who wishes to apply for the programme can submit their application now using [this link](#).

COLLABOR8

A second innovative leadership programme is being launched in October 2022 called COLLABOR8. This 12-month programme that will provide participants with the skills to work effectively with others across services to bring about change. Details of the programme are available [here](#).

The programme will run regularly so anybody who wishes to apply for the programme can submit their application using [this link](#).

The Academy of Learning (Support Services)

This academy is currently under development. The development team is committed to developing an academy which ensures an inclusive approach to education and ensures that staff working across all support services have access to the education they need to undertake their roles and progress their careers. Support services are considered to be non-clinical roles who provide vital support for example: operational services, estates, administration, health records, IT and restaurant services.

The ECOD team are very keen to engage with staff working in non-clinical services so that we can ensure that the academy is fit for purpose. If you would like to be involved please email: CAV.ECOD@wales.nhs.uk.



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Update on a Page

We are delighted to introduce a new way of experiencing our Plan. The People and Culture Plan Virtual Tour is an immersive tool which introduces you to the [seven key themes](#) in animated form. It sets out what we will do and provides more background information and links to more websites, videos etc. than in the published booklet.

The information is provided in an accessible way, in both English and Welsh, and you can choose whether to explore the whole plan or delve into particular areas of interest.

We would encourage you to take the time to have a look at the virtual tour and find out more about our ambitions and how we intend to achieve them.



[People and Culture Plan Virtual Tour](#)

Digitally Ready Workforce

- We are working collaboratively with University of South Wales to broaden opportunities for staff to enhance their digital skills.
- We are also investigating a tool to enhance digital wellbeing.

Seamless Workforce Models

Work continues to:

- Establish the infrastructure to support and develop the Peer Support worker (with lived experience) role.
- Embed the Physician Associate Role while reinforcing the infrastructure.

Leadership and Succession

- There has been a high take up for the Inner Wellbeing Seminars delivered so far. The third in the series will be held on 22nd September, spaces are still available and can be booked via ESR.
- A streamlined VBA form has been designed and cascaded. If you require further information please contact Education, Culture & OD.
- More detailed information regarding the leadership programmes will be included in subsequent editions of this newsletter.

Workforce Supply & Shape

- E-Rostering has been rolled out to 51 areas.
- Agreement secured to progress with procurement tendering process for an e-rostering system for M&D workforce.



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Attract Recruit Retain

- Feedback from July recruitment event participants show that after attending the careers event 100% thought a career at CAVUHB sounded Attractive and 92% would attend another one of our recruitment events in the future.
- Mass Recruitment drive for Ward Support staff has commenced. 28 staff appointed to date and 180 applications are now being reviewed for shortlisting.

Engaged, Motivated & Healthy Workforce

- Medical workforce wellbeing survey is now closed and analysis is underway.
- The 3 month pilot with the winning temp engagement tool is nearing an end, however there is still opportunity for nurses, midwives, ODPS and HCSW to have their say – analysis is underway and results will be fed back over the next couple of months.
- Employee Wellbeing team continuing to provide both 'open access' and bespoke support to teams/departments.

The rise in the Cost of Living and struggling to stay on top of bills can leave people not knowing which way to turn.

Now more than ever, people need money guidance and debt advice to get their finances back on track.

Cardiff and Vale UHB are currently looking at ways to best support staff through this difficult time and will be cascading key messages and resources over the coming weeks all designed to help with the Cost of Living crisis and general financial wellbeing matters.

As a direct consequences CAV UHB are working closely with 'Money Helper'* to help staff find their way forward and manage their money in these uncertain times.

Money Helper have launched 'bite size' and practical guidance, blogs, resources and tools to support people. These include:

- Everything you need to know about the governments' cost of living support, food bills etc. [English](#) / [Welsh](#).
- Developing your own [budget planner](#) so you know exactly where your money is being spent, and how much you've got coming in.
- Help for people to sort and prioritise bills and payments and explains how to avoid missing payments – [Struggling to keep on top of their bills and payments](#).
- Guidance to help squeezed incomes go further, including how to track your spending, cut back on costs and sign posting to additional support – [Experiencing a reduction in income or squeezed budget](#).
- Help and guidance with any debts – [Talking to your creditor](#).
- Help budgeting your finances with a baby on the way – [Baby Costs Calculator](#).



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*Money Helper provide free, clear and impartial money and pensions guidance, that's backed up by government for people all across the UK.

For further information please see:

Money Helper

www.moneyhelper.org.uk

0800 138 7777 (Money Guidance)

WhatsApp: +44 7701 342744

0800 011 3797 (Pension Guidance)

www.helpwrrarian.org.uk

0800 138 0555 (Welsh Money Guidance)

0800 756 1012 (Welsh Pension Guidance)

Welsh Government

[Get help with the cost of living](#) – Specifically looking at benefits, housing, financial help, health and wellbeing.



If you missed the last issue of the People and Culture newsletter, you can find past issues [here](#).



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