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University Health Board

# Welsh Language Standards Annual Report

## Cwm Taf Morgannwg University Health Board

April 2021 – March 2022

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## Foreword

This year has yet again seen the clear commitment by our staff to provide our Welsh-speaking service users with quality care, which for many means care in Welsh. The comments from our clinicians on the effect Welsh language services have on patient satisfaction and care outcomes, and from four of our 55 staff members, who have begun learning Welsh this year, are testament to how the importance of care in Welsh and the standards around patient communication have become embedded.

This report also highlights the work undertaken across all areas of the Health Board, from direct care, patient letters and leaflets, to social media, to ensure our organisation is bilingual and provides our 45,000 strong Welsh-speaking population with Welsh language services, in all their contacts. Aside from what we have achieved this year, we also recognise that we have more to do. While the COVID-19 pandemic has slowed progress, as it has in many other organisations, we are committed to continuous improvement. We are working towards improving our bilingual provision and understand the importance of doing so from a patient-care perspective, not solely a legal one. That is why we have again included this year a forward plan for what we intend to achieve with specific goals, which will guide our work over the next year and help us move towards our goal of being a fully bilingual organisation in the future.

I look forward over the next year to supporting the organisation to ensure the provision of patient-centred services supported by quality Welsh language services.

Paul Mears, Chief Executive  
Cwm Taf Morgannwg University Health Board

## Executive Summary

This report describes how Cwm Taf Morgannwg University Health Board (CTMUHB) has worked to comply with our statutory Welsh Language Standards duties, to ensure we have treated the Welsh language no less favourably than the English language. This report is published to comply with Standard 120 of the standards.

An important step forward has been taken this year with agreement to establish our Welsh Language Steering Group, chaired by the Executive Director for People. This Steering Group, attended by senior Health Board leaders, will drive monitoring to improve compliance across the organisation. A further important development has been Welsh language audits within clinical areas, starting with the Merthyr and Cynon Integrated Locality Group (ILG). These audits were the first of its kind and yielded important data. It was heartening to see most areas knew who their Welsh speakers were, which is essential to offering care in Welsh. Further work to build on this and improve compliance will be undertaken this year, through a renewed focus on action planning, followed by further audits.

Many of the standards revolve around communication, which is central to effective care. This year has seen further work in relation to social media and digital content, including our corporate website, bilingual documents and forms, patient correspondence, signage and Welsh courses for staff. A comprehensive guide was created and issued to the Communications and Engagement Team to support their work and ensure the standards relevant to social media and the website are clear. Over 2.2 million words have been translated, a very significant amount of work has been completed on the corporate website and over 64% of all patient letters sent by the Health Board are now sent bilingually. A total of 55 staff have also begun learning Welsh, with 17 of these having completed the reception skills course, which will greatly facilitate compliance around reception areas and telephony. The comments on page 9 of the report demonstrate how the "Active Offer" is embedding across the Health Board, with many positive experiences of bilingual care attested to.

Work has continued to ensure we have a Welsh-speaking workforce of sufficient size to serve our bilingual population. This year we have provided training to staff on the Bilingual Skills Strategy (BSS). There has been a small increase in the number of roles where Welsh skills were essential and where the post-holder would be required to learn Welsh on appointment, when compared to 2021-2022 (increase of 2 and 3 respectively). These numbers need to increase significantly, therefore work will continue to embed the BSS in the recruitment process, through targeted training and awareness sessions.

Work will also continue in year with Primary Care. A work plan for April 2022 - March 2023 has been developed and will include providing training, advice and resources to Primary Care providers, starting with GP surgeries, to enable them to meet their six common duties for Welsh language provision. The scoping work carried out during this reporting period is essential to enable the Welsh Language Team to progress work in this important healthcare area.

As a final note, CTMUHB recognises the importance of Welsh and is on a journey of continuous improvement to provide a more consistent provision for its 45,000 Welsh-speaking population. This report demonstrates the steps we have taken to date and those we intend to take on the journey ahead.

## Introduction

This section briefly describes the Welsh Language Standards Policy Framework, which sets the context of this report.

### The Welsh Language Standards

The Welsh Language Measure (Wales) 2011 established the legal framework for the Welsh Government to lay Welsh Language Standards Regulations, which could then be imposed on organisations in the form of a compliance notice, by the Welsh Language Commissioner. One of these organisations is Cwm Taf Morgannwg University Health Board (CTMUHB), and it must comply with the Welsh Language Standards Regulations (No.7) 2018 and the compliance notice based on them. This compliance notice can be found on our website [here](#). Any complaints regarding a possible lack of compliance with the standards are made through our Concerns Team [here](#) or directly to the Welsh Language Commissioner.

The purpose of the Welsh Language Standards is to:

- Give clarity to Welsh speakers about which services they can expect to receive in Welsh;
- Ensure consistency of Welsh language services; and
- Improve the quality of Welsh language services.

While there are many standards within five groups, the basic principle is organisations under the standards in Wales should not treat the Welsh language less favourably than English and respect the official status Welsh has in Wales. The groups of standards are:

1. Service Delivery Standards (related mainly to how we provide services to the public);
2. Policy Making Standards (related to how we make policy decisions and the consideration we give to Welsh when doing so);
3. Operational Standards (related mainly to aspects of how we work internally and the consideration we give to Welsh when doing so);
4. Record Keeping Standards (related to certain records we must keep in relation to Welsh); and
5. Standards which deal with Supplementary Matters (other standards related to this report, complaints and publishing certain information).

Under a requirement of the standards, the Health Board must publish an annual report on:

- Compliance with the standards;
- number of complaints it has received regarding Welsh language services;
- number of posts it has advertised in relation to Welsh language skills needed; and
- language skills profile of its staff.

This report has been published to satisfy these requirements, specifically Standard 120, as part of the Supplementary Standards.



## **Governance and Accountability**

Welsh Language Services sit within the Workforce and Organisational Development Directorate within CTMUHB. The Executive Director for People has Board-level responsibility for compliance with the Welsh Language Standards and is the Board's "More Than Just Words" Champion.

## **Welsh Language Steering Group**

A notable step forward this year was agreement to establish a new bi-monthly Welsh Language Steering Group, to drive and monitor compliance with the standards. Each Care Group as part of the organisation's revised operating model will have a strategic lead for Welsh language matters on this group.

The Steering Group will be chaired by the Executive Director for People and the membership will consist of key senior managers, reporting to the People and Culture Committee, a sub-committee of the Board. This approach will ensure high-level responsibility and accountability for ensuring compliance with the standards and clear lines of ownership. The Welsh Language Steering Group will form the structure through which compliance with the standards is monitored, and highlight reports provided to the People and Culture Committee, will be one of the methods through which Board-level scrutiny of standards compliance will take place.

## **Monitoring Compliance within the Health Board**

In addition to the Steering Group structure, which will allow senior managers to scrutinise compliance and put right any weaknesses or deficits, the Welsh Language Team has also progressed the ward auditing initiative. This involves asking clinical managers to complete a short series of questions for their area of their responsibility, using a simple online audit tool, which specifically asks:

- Are signage and displayed material bilingual? (Standards 47 & 48);
- Are all forms and documents available in Welsh? (Standards 36 & 37);
- Do staff answer the telephone bilingually? (Standards 17 & 18);
- Does the area know if it has any Welsh speakers and if so who they are? (Standard 23/23A);
- Does the area need any 'Iaith Gwaith' lanyards or badges, or embroidered uniforms? (Standards 53 & 105);
- Do they ask patients whether they wish to use Welsh and is this information recorded prominently, so that other staff are aware? (Standard 23 & 23A); and
- Does the area have a designated Welsh Language Champion?

The audit initiative was used for the first time during this reporting period, and concentrated on the Merthyr and Cynon ILG, which includes Ysbyty Cwm Cynon and Prince Charles Hospital. Of the 15 wards and clinical areas that took part, the overall compliance rate was 50%. While it may seem counterintuitive to include this in a report on compliance with the standards, the point of auditing is to improve compliance, rather than simply to find a lack of it. This data enabled the Welsh Language Team to go back to those areas and offer targeted support based on their responses to increase compliance. More importantly, the

initiative shows the steps the Health Board has started to take to self-monitor. The fact that an overall rate of 50% was achieved, in one of the worst areas hit by the COVID-19 pandemic, only two years after imposition of standards, is testament to the commitment of our staff to the Welsh language. The most common failings were a lack of signage, not answering the telephone bilingually and lack of embroidered uniforms or lanyards, all of which were easy to rectify. Most areas that took part also knew who their Welsh-speaking staff were, which is crucial to offering a Welsh service to patients. Most areas also had all written information available in Welsh.

The best performing areas were Ward 9, Outpatients and the CDU in Prince Charles Hospital, who all achieved 100% compliance. This led to certificates of recognition being awarded to these areas. This work will now continue across the two other ILGs over the next reporting period, to complement renewed action planning across the Health Board.

### **Target for next reporting period**



Repeat ward audits part of the previous Merthyr and Cynon ILG to check progress on the weaknesses identified. Carry out audits across the new Care Groups, using the auditing monitoring spreadsheet to chart progress.

The Health Board has ensured it has taken action to put in place effective structures to support, monitor and scrutinise compliance at the appropriate levels and to thread Welsh through the work of the Health Board, at all levels from Board down to department level.

### **Ensuring Compliance with the Standards**

This section describes how the Health Board has complied with the standards. Action planning is first discussed as this is the key mechanism for ensuring various areas know what the expectations are, where improvements need to be implemented, who is responsible and accountable and by when. These discussions and the actions taken from the last reporting period and this year help to identify areas where there is either no or low compliance and where more work is needed, or where compliance with the standards has been met, under the themes; '*Communication with patients*', '*Considering Welsh when forming policies*' and '*Recruiting Welsh speakers and learning Welsh*'. Work in relation to Primary Care is set out in the next section.

### **Action Planning**

Following the introduction of the standards, action plans were formulated for the relevant areas across the Health Board. Issuing these action plans for wider areas, namely for the Communications and Engagement Team, Corporate Services, Estates and Facilities, Workforce and Organisation Development and each of the three ILGs responsible for the various clinical services has resulted in good progress across the organisation in terms of increasing Welsh language provision.

As the Health Board moves from pandemic to endemic, a renewed focus is needed on action planning for clinical areas, recognising significant progress already made in the other areas.

A new action plan template was created in February 2022. This document contains a stronger focus on the link between compliance with the standards and patient experience, to encourage clinical management to see the value in compliance with Welsh language legislation in a health care setting. The new action plan templates will be used by all clinical areas over the next reporting period. They will be tailored to each individual area and the services it provides, to consider the work that has already been done. Some areas may have four or five action points while others may only have one, as each plan will be tailored and bespoke to include only the relevant requirements for the area, making it more meaningful to the staff and manageable in its implementation.

All action plans will be collated into a master document, which will act as the Health Board's strategy for improving compliance. Progress with these new action plans will be monitored through the new Welsh Language Steering Group (reporting to the People and Culture Committee) and through the ongoing Ward Auditing initiative.

### **Target for next reporting period**



Ensure clinical areas (wards, clinics and services) receive their bespoke action plan, with subsequent ward auditing to ensure action plans have led to the required level of identified improvement.

### **Communication with Patients**

This year has seen further work undertaken to ensure that the Health Board communicates in Welsh with patients, whether through correspondence, on a ward face to face or via social media. Updates on the following areas of communication are set out below:

- Patient correspondence; (Standards 1-7);
- Social media; (Standard 45 & 46);
- The Active Offer; (Standard 23 & 23A);
- Documents and forms; (Standards 36-38);
- Posters, signage and displayed material; (Standards 47-49 and 111-113);
- The corporate website; (Standards 39-43);
- Meetings and events; (Standards 22A-22CH and 25-29) and
- Reception services (Standards 50-53) and Telephony (Standards 8-20).

### **Patient correspondence**

The Health Board has worked hard to ensure written correspondence to patients is bilingual. The main electronic system used is the *Welsh Patient Administration System (WPAS)*, which generates most patient letters. WPAS data provided by Digital and Health Care Wales (DHCW) shows that 64% of all our letters were sent bilingually from this system in 2021. This work has continued throughout this year with Nutrition and Dietetics having added their bilingual letters to the system. Another important piece of work this reporting period has been to ensure the comparatively small number of patient letters on the patient communication systems for Radiology, Audiology and Community Dentistry across the Health Board are bilingual. This work has led to the translation of over 30 letters, which will be sent bilingually.



The Health Board is aware it has a duty to ensure all written communication to the public is bilingual, where the language choice of the patient is unknown. Over the next reporting period, work will continue to increase the number of written communications sent bilingually, supported by the Welsh Language Steering Group. Given the progress already achieved, this work will aim to ensure the minority of Health Board correspondence that is sent in English only is sent in Welsh and in English.

### **Target for next reporting period**



Ensure the remaining small percentage of patient correspondence (36%) is sent bilingually across the organisation. This will be monitored by WPAS data provided by DHCW.

## **Social Media**

Social media is an important way for the Health Board to communicate and engage with its patients and language is obviously an important element of this. The Health Board therefore recognises the importance of ensuring it treats Welsh no less favourably than the English language on its social media accounts. During this reporting period the Health Board has made a concerted effort to ensure its posts on social media, including digital media, are bilingual. To help ensure all of its social media output is bilingual, the Welsh Language Team created a comprehensive, user-friendly guide, on what the principle of treating Welsh no less favourably means practically. The guide breaks down the simple steps that are to be taken to comply with the standards, according to activity type.

The Welsh Language Services Manager was also given the opportunity to lead a team development session for the Communications and Engagement Team in April 2022, which included a brief Welsh language awareness session and a discussion on the basic requirements under the standards, where the guide was also explained and shared with the team.

## **The Active Offer**

The importance of asking a patient beforehand, which language they wish to use is an important element of the Welsh Government's "More Than Just Words Framework" and many of the standards. The Health Board recognises the responsibility should be on the patient and there are important psychological principles at the heart of the Active Offer.

This section of the report focuses on the Health Board's compliance with the standards specifically the Active Offer and asking patients about their language choice (Standard 23) (including in-patients)), recording it (Standard 23A) and the service they subsequently receive. The comments from staff below demonstrate how the all services across the Health Board ensure language is a central consideration when caring for Welsh-speaking patients. Another useful data source is the Patient Reported Experience Measures (PROMs), which demonstrates how well the Health Board is performing against these standards.

Since September 2021 the Health Board has asked patients to report on their experience

of care via an online questionnaire. The questionnaire includes the question '[Where you] able to speak in Welsh or your preferred language to staff, if you needed to?' with the responses 'Always', 'Usually', 'Sometimes', 'Never' and 'Not Applicable'. To date 15 patients have responded to this question, with 5 answering 'Always', 2 'Usually', 2 'Sometimes' and the rest 'Not Applicable'. This data is monitored annually to ensure compliance with these standards and to ensure an appropriate intervention, should a trend be identified.

I ask the patient which language they prefer at the beginning of each assessment and I recently assessed a patient in Welsh. I feel this had a hugely positive effect on the patient, and it was much easier to build a rapport with the patient as well. In my opinion, the patient was more involved in the assessment because it was in their language of choice. I noted in their medical notes that they speak Welsh.

I use Welsh weekly in a special needs school. The staff regularly say how the pupil's face changes instantly when they hear Welsh lullabies, and that they smile from ear to ear. A parent has also recently told me how thankful they are that their children can receive their physiotherapy in Welsh.

*Clinician, Physiotherapy*

I recently had to calm a dementia patient on the ward, who was throwing plates and cups at staff and shouting. The patient was using Welsh and a Welsh speaker was called for. As soon as I spoke Welsh the situation de-escalated, I took their food order in Welsh and the patient became calm. I have also used Welsh with patients this year having established language choice, and I've seen how this affects outcomes. Patients are much more relaxed and do more for you, as they are much more comfortable.

We have an Advanced Nurse Practitioner who had an appointment with a young person with mental health needs this week. The young person was quite guarded and very reluctant to open up. Whilst doing the assessment it became clear that the young person attended a Welsh-speaking school so attempted to communicate in Welsh. The ANP tried to speak some Welsh and the young person found this quite amusing, and was a lot more open from this.

*Clinician, Mental Health*

### Target for next reporting period



Ensure that the new Corporate Induction video for Welsh includes a brief discussion of the importance of the Active Offer and what this means practically for staff, to ensure new starters are aware of the Health Board's expectation that the Active Offer be made to all patients, to build on the positive experiences shared above.

### Documents and Forms

Since the beginning of January 2019, the Health Board has had a dedicated translation service, which is available to all staff free of charge through a dedicated inbox. This year, the Translation Team translated 2,207,947 words. This is a great deal of work and demonstrates this service is well used. As translation is a key enabler of compliance with many of the standards, this statistic shows that the Health Board has responded to comply with the standards, related to documents and forms under Standards 37 and 38. Another important aspect in terms of translation and the requirement to ensure we publish various types of documents and forms bilingually is the use of translation technology, in particular translation memory and machine translation. The Health Board is using technology to ensure our translator works efficiently, effectively and follows best practice in the field.

An important piece of work undertaken by the Welsh Language Team during this reporting period was co-operating on a booklet, '*How to access local services*'. This was an 18 page, full-colour and printed guide, sent to each home in the Health Board geographical area via a mailshot. The booklet was bilingual, which will be of great use to the local population who can access this information in either Welsh or English.

### Target for next reporting period



Work in relation to documents and forms will concentrate this year on ensuring all patient information leaflets and consent to treatment forms produced by the Health Board are available bilingually, to build on the already extensive work on Standards 37 and 38 mentioned in previous reports. Further ward auditing will contribute to this work as will further communication with clinical managers to encourage them send documents and leaflets etc. from their areas to the Welsh Language Team to be translated.

### Posters, Signage and Displayed Material

Estates and Facilities are proactive in their involvement of the Welsh Language team to offer Welsh language translation or to check accuracy of permanent signage. An example of this is the new permanent signs for developments on the Prince Charles Hospital site. There is also signage on the Health Board's Welsh Language Team's SharePoint page, which contains many common signs in bilingual format for staff to download. Any signs not available are sent to the Team to translate. The Team has translated a large number of internal and public-facing signs during this reporting period.

### *Advertising the Welsh language team's services and the requirements under the Standards*

The Welsh Language Team created a poster, sent to management leads across the Health Board, noting many of the basic requirements under the standards, including how to obtain a translation. By doing so, the poster was cascaded to various areas and departments. This has contributed to ensuring Health Board staff know that posters, signage and patient documentation need to be provided bilingually and crucially how to obtain an accurate Welsh version.

#### **Target for next reporting period**



Work with the Communications and Engagement Team to publicise the Welsh Language requirements, through the staff update section on SharePoint. The update will be provided at the beginning of the reporting period and during the period, to coincide with ward auditing.

### **The Corporate Website**

The Health Board launched a new corporate website using the Mura content management system during this reporting period. Since the beginning of this project, work has been ongoing to ensure the whole website is bilingual. Further work was completed by the end of March 2022, which included auditing the website, ensuring that non-compliant pages (in terms of lack of images, lack of links or lack of documents on the Welsh side for example) were corrected and compliant. This involved auditing over 400 pages and ensuring the written content was bilingual and correct. This included information for patients on services available.

The nature of the website requires the content to be added, edited and removed continually. The new guide mentioned above, produced for the Communications and Engagement Team, detail what the requirements are for the website under the standards going forward and what a good and what a poor page would like look under the requirements. The guide also includes a step-by-step guide for members of the Communications and Engagement Team on how to use the Mura content management system correctly, to ensure pages are added in a way which complies with Welsh language legislation.

### **Meetings and Events**

The COVID-19 pandemic has altered the way organisations work. One of these being a reliance on online meetings and the decline in face-to-face meetings. This trend is likely to continue. Since 2020, the Health Board has held all its public meetings online, including the Annual General Meeting and meetings of the Health Board. These meetings during this reporting period, as in previous years, begin and end bilingually with the agenda and minutes available in both Welsh and English. All meetings that are to be held in the future will consider Welsh language requirements. The guide mentioned has a section on how to treat Welsh in Communications and Engagement work and the requirements for various

types of meetings and engagement events.

### **Target for next reporting period**



The use of Microsoft Teams for meetings will continue, and when the interpreter function for the platform eventually arrives, reportedly during 2022, the Welsh Language Team will ensure a short guide for meeting conveners is created. This will ensure staff know how to arrange and manage meetings, where an interpreter is required to be present, in accordance with the standards.

### **Considering Welsh when Forming Policies**

All Health Board policies must be drafted in line with the 'Policy for the Development, Review and Approval of Organisational Wide Policies'. This policy outlines the process for the development, consultation, approval, dissemination, and review of key organisational documents, such as policies, strategies, procedures, guidelines and protocols. The purpose of this policy is to ensure that all written key documents comply in terms of their format and content.

The above policy covers the requirement of Welsh Language Standard 82, which requires specific policies to be made available in Welsh. Where Standard 82 applies, this is clearly indicated on the template cover of the policy to ensure it is also made available in Welsh. A Welsh version of a policy has equal status and authority to an English version. The Health Board ensures both versions of the policy are published at the same time and any changes made to either version are reflected immediately in the other.

In accordance with the Welsh Language Standards, when a policy is being formulated or revised, consideration is given to the effects, if any, of a policy on (a) opportunities for persons to use the Welsh Language, and (b) treating the Welsh language no less favourably than the English language, and views are sought. This has been incorporated into the Equality Impact Assessment process, which is completed as part of the development or review of any policy.

One policy this year had the potential to affect the opportunity of persons to use Welsh and treating Welsh no less favourably, namely the renewal of our Recruitment and Selection Policy. This policy is particularly important as it governs the way the Health Board selects, appoints and retains staff. Consequently, Standard 69 under Policy Making Standards and Standard 106 under Operational Standards, were relevant. It was not deemed necessary however to carry out a full, formal Welsh Language Impact Assessment on this policy, as it already contained several references to the Welsh language, and crucially already contained the organisation's Bilingual Skills Strategy. The Welsh Language Team corrected any references to Welsh language legislation that were necessary and agreed that the policy was appropriate from a Welsh language perspective. This policy, with its reference to Welsh language legislation and the formal requirement within it to assess the skills needed in Welsh for all posts before recruiting (using the Bilingual Skills Strategy in its appendix) will have a positive impact on opportunities to use Welsh and on treating Welsh no less favourably than English.



## Recruiting Welsh Speakers and Learning Welsh

This section sets out how the Health Board has ensured compliance with Standard 50, Standards 106 & 106A and Standards 100 & 101, to support staff to learn Welsh, including reception staff, and how we have worked to ensure we have a bilingual workforce of sufficient size, to offer services in Welsh to patients.

During the current reporting period, the Health Board has yet again received a great deal of interest from staff to learn and improve their Welsh. This has been supported by several social media posts to encourage staff to take advantage of their right to learn Welsh. This year, 55 members of staff have embarked on Welsh courses. This has included 17 staff who have completed the reception skills course, 26 staff who have started learning Welsh with Say Something in Welsh and 12 with Learn Welsh Glamorgan. This again shows the commitment among staff to use Welsh in their work and provide Welsh language services.

Some thoughts from some of our staff on how this has helped them in their work in the Health Board are contained in the comments below. It is very positive to read how Welsh has helped one member of staff in our Occupational Therapy Service “breakdown relationships and support patients within work”. This shows the very tangible affect using Welsh can have on the clinical and therapeutic relationship with patients. We wish these staff every success on their journey to speaking Welsh with confidence.

Wales educated me, gave me a profession, and then provided me with a Welsh-speaking family. It only makes sense that I repay that generosity by learning its great language.

*Community Dental Officer, Community Dental Service*

I really enjoyed my Welsh language course and it has allowed me use Welsh in my work place, and it has really inspired me to learn more Welsh. I would highly recommend it to anyone wanting to learn Welsh.

*Medical Laboratory Assistant,  
Pathology*

I would just like to say that I thoroughly enjoyed this course and looked forward to Thursday evenings. It totally refreshed my little knowledge of Welsh and gave me confidence again to use it in my workplace. Phyl was fantastic, a great teacher with loads of patience. Look forward to the next one!

*Receptionist, CAMHS*

Following the new Welsh Language Act's requirement to have signage in Welsh, I felt that there was something amiss in having to have signs translated, into the language of the country I live in. Not the problem with having them translated, but the problem that I was not able to understand Welsh. I felt it was a loss to me in not speaking my own language. I looked for a course and with the support of Welsh Language Services of CTMUHB I was pointed in the direction of the Welsh Language Reception Skills online course through Merthyr College, which led me onto The National Centre for Learning Welsh and their Work Welsh Course.

Since starting the courses, I have been encouraged by Welsh speakers to use what I have learned, and in some cases this has helped those speakers to engage again with speaking Welsh themselves. I have had a few Welsh-speaking patients, who have been able to help me with my pronunciation, which in turn has allowed good relationships to develop. I feel personally and professionally this has been a totally worthwhile endeavour and has helped me to breakdown relationships and support patients within work, and to encourage family and friends outside.

*Occupational Therapy Support Worker, Occupational Therapy*

This year has also seen renewed attention on our Bilingual Skills Strategy, notwithstanding its inclusion in the Recruitment and Selection Policy, referenced above. Training on what the BSS is and how it should be used was provided by the Welsh Language Services Manager, to workforce managers in September 2021. This was an excellent opportunity to ensure a greater understanding throughout the Health Board on the important role the BSS plays in increasing our bilingual workforce, to better serve the 45,000-strong Welsh speaking population living in the Health Board area. Further work has also been completed on SharePoint, where a central hub was created for staff in September 2021 on bilingual recruitment. The hub contains three sections;

1. The BSS and how to assess a post before recruiting in terms of Welsh language skills;
2. How to obtain a translated job description for Welsh essential posts; and,
3. How to advertise the post bilingually and the support offered to carry out interviews bilingually, where Welsh is deemed essential for the role.

## **Work with the Primary Care Sector**

The following has been achieved within Primary Care during this reporting period:

- Initial scoping work was completed, to map out all primary care providers in the Health Board area, which has created a spreadsheet of all providers and their location. This was an essential first step, to gauge the scope of the task ahead and

- to create a monitoring tab within it;
- Initial contact was made with Dentistry, following the decision to move forward gradually per area. This has led to one group responsible for several dental practices requesting Welsh language signage (Standard 66) and to a significant increase in dental practices across the UHB noting on the website if they offer a Welsh language service (Standard 65);
- The website of Bron-y-garn Surgery in Maesteg has been translated and the Welsh Language Team provided input into how to ensure this was done correctly;
- A total of 7 packs of lanyards and badges have been sent to Primary Care locations under Standard 67. This Welsh language service is also advertised on the relevant part of our corporate website under Standard 65; and
- A Brief Work Plan for Welsh Language Provision in GP Surgeries throughout the Health Board area has been written for the next reporting period, to progress work and compliance in this area.

#### Target for next reporting period



As part of the Work Plan for Primary Care (GP Surgeries) for April 2022- March 2023, the Welsh Language Team will make contact with each provider identified during the scoping phase and offer brief Welsh language awareness training, tailored to their area (to complement work in this area by the Welsh Government), explain the 6 common duties and explain how the Health Board can help providers meet these. Progress will be monitored through the identified point of contact and recorded in the monitoring spreadsheet for Primary Care.

### **Good Practice, Promotional Projects & Quality Welsh Language Services**

The Welsh Language Team's remit is to facilitate and promote Welsh language provision across the Health Board including Primary Care and ensuring compliance with the standards is an obvious part of that. The team is ambitious to ensure the Health Board's statutory Welsh language provision is of a high quality, and one people want to use. The projects below demonstrate how we aim to ensure our Welsh language services are responsive to community expectations and how we have taken each opportunity to promote Welsh across the Health Board and the wider Cwm Taf Morgannwg community.

#### **Arts in Health Project and Embedding Welsh**

The Health Board launched "Arts in Health Programme" in 2019 and appointed the first Arts in Health Co-ordinator. The purpose of this role is to boost well-being among patients and staff, through the arts and creative projects. Since the launch, the programme has supported much innovative work. The Arts and Health Coordinator has focused on a concept of creative, holistic care, encompassing promoting self-care and wellbeing within a team and community partnership approach. Welsh has been central to and woven through the work of the Arts in Health Co-ordinator, who is bilingual.

Specific project work includes working with Artis in Pontypridd, a third sector organisation, encouraging support for arts for wellbeing practitioners to work through the medium of Welsh, and a new project called 'Gwisgo'r Gymraeg/Wearing Welsh'. This project, in co-operation with artists and pupils from Ysgol Gymraeg Gartholwg and students at Coleg y Cymoedd, aims to celebrate NHS Wales' staff by creating various textiles with bilingual messages. Collaboration with the Communications and Engagement Team has also ensured all video and published content has been bilingual. Whether working directly with patients or engaging with the local community, Welsh language provision has been central to this innovative programme.

## Careers Discovery Week and Welsh Language Skills

The Health Board has worked hard over recent years to encourage young Welsh-speaking people in the local area to consider a role in NHS Wales and to promote the



importance of Welsh language skills in the economy to the local population. An example of this during this reporting period was the Health Board's contribution to Careers Discovery Week, held by Careers Wales, whereby a series of bilingual videos were created and shown to promote various different careers in the Health

Board. To recognise the work of the previous Welsh Language Services Manager and the personal contribution made to promoting Welsh skills and careers in healthcare, Eleri Jenkins, former Welsh Language Manager was awarded an Outstanding Personal Contribution Award in 2021. This achievement is testament to the great work by the team over the years, in promoting the importance of Welsh in healthcare roles.

## Ensuring the Accuracy and Safety of Welsh Clinical Information

The recent evaluation of the More Than Just Words Framework by the Welsh Government, as wide-ranging as it was, mentioned translation and the lack of readability of translated materials for patients. Also mentioned was one example of a concern by a clinician that translation into Welsh inevitably means important information is 'lost in translation', and so no information was provided to the patient in Welsh. While this is unfortunately a common belief, it must be viewed in the context that patient written communications in English are difficult for Welsh readers to understand.

During this reporting period, further refinements have been made to deal with the translation of clinical information for patients. The protocol includes the four main pillars of quality assurance in medical translation. These are that a qualified and experienced translator carries out all work, the text is then reviewed by a second translator for accuracy of meaning and language, the end-user (patient) is given the opportunity to review the final translated text for readability, through our Reader Panel, and finally a clinician where possible also reviews the text.

In terms of ensuring end-user feedback, three leaflets were sent to members of the Reader Panel this reporting period. Some of their comments are set out in the comment boxes below, demonstrating how the Health Board's approach to accuracy of information, in both

languages, is benefiting our patients. Over the next few years, we will continue to grow the Reader Panel and share any knowledge gained and good practice with other organisations, on how to ensure public engagement with Welsh language services.

The language conveys the information in an appropriate way

*Comment on leaflet regarding IUDs*

The language is appropriate, and it's easy to understand

*Comment on leaflet regarding IUDs*

I think the leaflet explains the condition in a clear way without oversimplifying. A good translation

*Comment on leaflet regarding neoplasias*

## Complaints

The organisation has received three complaints this reporting period, related to the Welsh Language Standards. The first complaint was related to a lack of a Welsh language service received at a Community Vaccination Centre in the Rhondda on arrival at the centre before being sent for vaccination, under Standard 50. On arrival, the complainant was asked whether they wished to use Welsh, and on being asked stated they would. The member of staff confirmed they would need to ask another member of staff to ensure this could be complied with, which led to a delay. The Welsh Language Commissioner decided not to investigate this further, following the Health Board's initial response, although the points made following this on how we could improve the Welsh language service offered were considered.

The second complaint was in relation to documents given to a patient, which were not provided in Welsh in accordance with Standard 37. This case is ongoing.

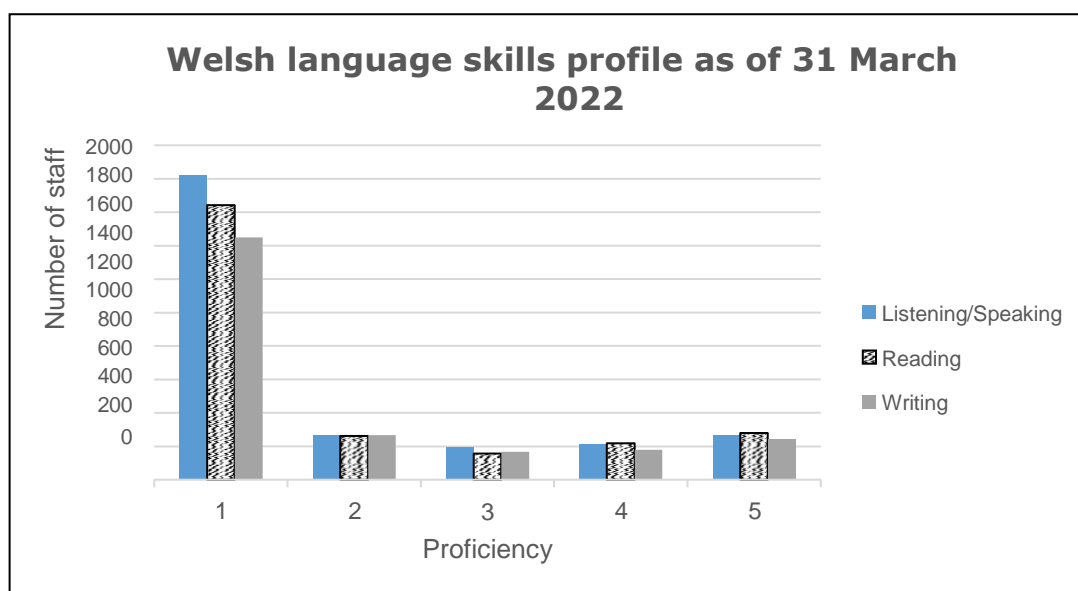
The third complaint was in relation to an alleged lack of compliance with Standard 1. The complainant believed they had not been responded to in Welsh, having contacted our Concerns Team via email. The organisation has challenged this from a Welsh language legislation perspective, having accepted errors in administration unrelated to language choice, and has provided a management response as part of a formal investigation. This case is ongoing.

## Language Skills Profile of the Workforce

The data required for Standard 120 regarding the Welsh language skills profile of the Health Board is shown below. 78% of staff have completed their Welsh language skills profile on ESR. A new guide on general compliance, related to Learning and Development this year, included a section on Welsh and reminded staff to record their Welsh language skills on ESR.



A session was held with staff this year, to explain how they could record their Welsh skills on ESR, as part of a Health Board wide effort to improve compliance with statutory and mandatory training and data recording on ESR. Both sessions have contributed to compliance with Standard 116, to record the language skills of employees. As can be seen below, based on those staff who have recorded their Welsh language skills, the skills profile of the organisation has remained relatively static.



The data for each level and skill.

Listening & Speaking		Reading	Writing
L1	1823	1643	1449
L2	268	262	266
L3	193	158	167
L4	210	218	178
L5	265	280	244

As in previous years, the 1-5 levels refer to the levels used on the NHS Wales Welsh Language Skills Matrix, with 1 corresponding to 'Entry', 2 to 'Foundation', 3 to 'Intermediate', 4 to 'Higher' and 5 to 'Proficiency'.

## Welsh Language Skills Required for Advertised Posts

The data required for Standard 120, relating to the skills needed in Welsh for advertised posts between 1 April 2021 and 31 March 2022, is set out below.

Welsh language skills are essential	12
Welsh language skills are desirable	2387
Welsh language skills need to be learnt when appointed to the post	3
Welsh language skills are not necessary	253
<b>Total Number of Vacancies Advertised 1 April 2021 – 31 March 2022</b>	<b>2655</b>

## Conclusion and Proposed Forward Plan

This year has again been a challenging one for all organisations in NHS Wales. Despite this, our staff have shown their strong commitment to Welsh language services in many different ways, be that through ensuring patients receive care in Welsh and practicing the Active Offer, or by committing to learn Welsh to speak to patients at reception or with the intention of becoming fluent.

The Health Board recognises offering Welsh language services is just another strand of offering patient-centred services, and that linguistically congruent care is a crucial element of safe and effective care for many, especially the very young, the elderly and those with mental health conditions. The Health Board has demonstrated throughout this report the progress it has made in complying with the standards and recognising its desire to build on this progress it has also noted the areas where we can and wish to improve.

Appendix 1 – a high-level action plan, sets out the Health Board's proposed targets for the next reporting period. Most of the action points contained in the previous Welsh Language Standards Annual Report are complete, as outlined above. The uncompleted action has been carried over and is noted in the action plan below.

## High-level Forward Action Plan for Next Reporting Period (1 April 2022 to 31 March 2023)

### *New for next reporting period*

Area of Activity	Action point	Measure of Success	Responsible	Completion
<b>Action Planning</b>	Ensure that the majority of clinical areas (wards, clinics and services) have received their bespoke action plan, with subsequent ward auditing, to ensure action plans have led to the improvement required.	The majority of clinical areas will have received an action plan, with progress monitored on the compliance spreadsheet, against each relevant ILG area.	Welsh Language Team	March 2023
<b>Self-monitoring</b>	Repeat ward audit for wards part of previous Merthyr and Cynon ILG to check progress on weaknesses identified.  Carrying out audits across the rest of the Health Board's new Care Groups using the auditing monitoring spreadsheet to chart progress.	Compliance spreadsheet, which lists each relevant ILG area, will show each area has been audited. The audit spreadsheet tab will show a compliance rate of at least 85% following action planning.	Welsh Language Team	March 2023
<b>Service Delivery Standards, Correspondence</b>	Ensure the remaining comparatively small percentage of patient letters (36%) are sent bilingually by the Health Board. This will be monitored via WPAS data provided by DHCW.	All correspondence according to WPAS data provided by DHCW will be 100% bilingual.	Welsh Language Team	March 2023
<b>Operational Standards, Corporate Induction and Welsh Language Awareness</b>	Ensure that the new Corporate Induction video for Welsh includes a brief discussion of the importance of the Active Offer and what it means practically for staff, to ensure new starters are aware of the Health Board's expectation that the Active Offer be made to all patients, to build on the positive experiences shared above.	Corporate induction video for Welsh is created and included in the online training.	Welsh Language Team in collaboration with the Learning and Development Team	December 2022

<b>Area of Activity</b>	<b>Action Point</b>	<b>Measure of Success</b>	<b>Responsible</b>	<b>Completion</b>
<b>Service Delivery Standards, Documents and Forms</b>	Work on documents and forms will concentrate on ensuring that all patient information leaflets and consent to treatment forms, produced by the Health Board are available bilingually. Further ward auditing will contribute to this as will communication with clinical managers, to encourage them to send material to the Welsh Language Team for translation.	Compliance auditing across clinical areas will monitor whether there are areas with outstanding documentation for patients, once these communications have been shared.	Welsh Language Team	March 2023
<b>Self-monitoring</b>	Work with the Communications and Engagement Team to publicise Welsh language requirements, through the staff update section on SharePoint, once at the beginning of reporting period and during period to coincide with ward auditing.	Compliance auditing across clinical areas will monitor the progress made once these communications have been shared	Welsh Language Team in collaboration with the Communications and Engagement Team	April 2022 and October 2022
<b>Service Delivery Standards, Meetings and events</b>	The use of Microsoft Teams for meetings will continue, therefore when the interpreter function for the platform eventually arrives, reportedly during 2022, the Team will ensure a short guide for meeting conveners is created. This will ensure staff know how to arrange and manage meetings where an interpreter is required to be present under the Standards.	Guide created for meeting conveners.	Welsh Language Team	On arrival of Teams interpreter functionality

<b>Primary Care</b>	Make contact with each GP provider identified during the scoping phase and offer brief Welsh language awareness training tailored to their area (to complement work in this area by Welsh Government), explain the six common duties and explain how the Health Board can help providers meet these. Progress with this will be monitored, through the identified point of contact, using the spreadsheet the team has created.	Primary Care compliance monitoring spreadsheet to show progress made, with aim to have given sessions and provided subsequent support to at least 50% of all GP practices.	Welsh Language Team	March 2023
<b><i>Carried Forward from the Last Reporting Period</i></b>				
<b>Area of activity</b>	<b>Action Point</b>	<b>Measure of Success</b>	<b>Responsible</b>	<b>Completion</b>
Operational Standards, Corporate Induction	Ensure the online corporate induction is bilingual.	The Corporate online induction is fully bilingual	Welsh Language Team in collaboration with the Learning and Development Team	December 2022



