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Patient Experience Report

Data period February – March 2021

The ongoing Covid 19 pandemic continues to influence how Cwm Taf Morgannwg University Health Board (CTMUHB) is able to seek feedback from patients, families and carers alike. However, the Health Board has continued to strive to explore this further via 'have your say cards', social media, Community Health Council representation, concerns and incidents. The following information is soft intelligence that demonstrates how our patients are at the heart of everything we do.

Communication remains the overriding concern expressed by patients and families and with hospital visiting restrictions still in place this has allowed the Health Board to look at how this can be improved upon. Social Media and the Health Board's internet have been a valuable resource tool for the public and staff to be updated on issues that affect them, albeit not everyone has access to this facility.

Virtual visiting continues to support contact with patients and their loved ones during these difficult times. The Health Board is currently reviewing the status of computer technology/internet connections across the sites to look at evolving the service and how this can support other aspects of technology service development in the future.

The chaplaincy service has continued to work with the ITU family liaison bereavement team to support relatives who have lost loved ones that have died in Prince Charles and Royal Glamorgan Hospital. The team have also officiated for the Health Board's hospital contract funerals and bimonthly foetal collective cremation services. A short video was produced for the Health Board's social media platforms to facilitate an act of remembrance for colleagues as part of the UK's national COVID Memorial Day.

The department has started working in collaboration with the Health Board's artist, Estyllt George, offering bereavement support through artistic

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expression. This project is currently being trialled with staff and one of our Health Board volunteers. The plan is to run a 6-week workshop looking at grief, bereavement, and loss via creative arts; initially this will be offered to our employees. As Covid restrictions allow, the workshop will be an avenue for the Health Board to provide creative bereavement support to those living in our community.

Whilst our Volunteer Service are not able to continue their support of services across the acute sites they have continued to look at different activities in community and Health Board settings.

- Utilising our Health Board Volunteers we have developed a Virtual Meet & Greet Volunteer Support Team assisting our EPP, Dietetics & Nutrition teams. With patient courses currently being offered via digital means, our volunteers have:
 - ❖ acted as substitute patients for the teams to test out their on-line versions of the courses
 - ❖ Supported those patients/participants (via telephone) who require assistance in accessing courses. The volunteers assist participants by explaining how to 'join' the sessions, what to expect, reassure and give basic tips on the controls, security and comfort etc.
 - ❖ Providing additional information and training focussing on the extra security measures in line with virtual on line courses.
- The Volunteer Service has undertaken a volunteer re-registration exercise to ensure we have the most up to date and accurate information (as per GDPR) along with a COVID Self-Assessment (Welsh Government form) to map out a traffic-light system of individual volunteer's risk scores. This will help when roles gradually become active
- Currently involved (along with volunteer representation) in the embedding of Patient centred Virtual Visiting work carried out by the Improvement Team Lead
- Working with the Infant Feeding Coordinators and Research Nurse to support a new trial, based around promoting Breastfeeding, we have enrolled and registered 5 peer support volunteers to join this project

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- Chaplaincy Volunteer supporting the Chaplaincy Team at Ysbyty'r Seren providing activity and stimulation to patients. Activities are regularly shared on social media.
- Volunteers are actively involved with arts and crafts and have created the following in order to raise morale and support patients and staff across the Health Board
 - ❖ Twiddle Muffs, Knitted Teddies, Painted CD's, Trauma Teddies, Baby Hats for maternity, forget-me-not and butterfly keepsakes

Discussions are ongoing with the ILG Head of Quality & Safety (Merthyr & Cynon ILG) surrounding possibility of volunteers supporting ILG's with obtaining patient feedback. Health Board volunteers have previously had a role in relation to patient feedback e.g. supporting PALS. However, due to standing down Health Board Volunteers, this will be an opportunity to review a possible role they could play to support this on a virtual platform.

Our carers service has had to adapt how to meet the needs of carers in this present climate and continue to work collaboratively in improving support, information and recognition of Carers, whilst making best use of a wide range of knowledge, expertise and support services. Current services for Carers in CTMU are provided by a range of organisations in the statutory and Third Sector. As well as accessing general services like GPs in primary care available to everyone, there are also specific services to support Carers, including young Carers and young adult Carers, some of the projects which are being supported currently and will be taken forward into the next year are detailed below:

Name of organisation	Project Name	Outline of project/Areas included
CTMUHB	Carers Co-ordinator	The Carers Co-ordinator will work across the region with GP practices, hospitals etc. and engage with Local Authorities and Third Sector organisation assisting them to identify Carers in the community.
Citizens Advice Merthyr Tydfil (CAMT)	CAB4Carers	CAMT will deliver a bespoke service focussing on Carers: <ul style="list-style-type: none"> • Hospital Discharge • Ongoing support in the community This will be delivered across the region.

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Action for Children RCT Young Carers Project	School Delivery Works	Action for Children will work in schools throughout RCT to raise awareness of young Carers and share their stories. This funding is to add additional hours to the current provision.
CASE (Care & Support Each Other)	CASE YACS	CASE have proposed a calendar with a series of Learning and skills events that reflect the theme of culture, education, physical and mental wellbeing alongside resilience in RCT.
ASD Rainbows	Rainbows families	This project would employ a Family Outreach Worker to work across Cwm Taf Morgannwg. They would carry out community work with families offering the individualised support needed to enable families to access community activities/support. They will also run a parent and child group for a year.
MTCBC	Barnardos	MTCBC with Barnardos supports opportunities for Young Carers to socialise with other Young Carers outside of school and offers opportunities to be active and go on holidays without the people they care for.
Taf Memory Assessment Service, CTMUHB	Support Projects	This funding will be distributed between a number of projects that will assist Carers and also individuals living with Dementia. Accessing professional and peer support for not only their own health and wellbeing, but also in giving them the tools to be able to help maintain the health and wellbeing of the individuals they are caring for. This will be in the Taf area.
Carers Trust SEW	Carers Emergency Fund	
Carers Trust SEW	Counselling	
RCTCBC	Counselling	
MTCBC	Meaningful care matters	12 week programme supporting unpaid Carers of dementia