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University Health Board

Cymraeg

Welsh Language Standards Annual Performance Report for Cwm Taf Morgannwg University Health Board 2022/23

Y Gymraeg yn CTM
Welsh at CTM



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Contents

About this report	4
Chief Executive's Foreword	5
Executive summary	6
Planning strategically: Introducing the five themes.....	7
Theme 1: Communications & Engagement.....	9
Internal Welsh Language Promotion Strategy	10
Promoting our services externally.....	14
How work under this theme cross-references with the Welsh Language Standards	15
Theme 2: Action Planning & Monitoring	18
Our approach to action planning	19
Action plans set for teams 2022/23	19
Making the Active Offer with patients	23
Improving our bilingual services in non-clinical areas	25
Supporting Primary Care	27
How work under this theme cross-references with the Welsh Language Standards	28
Theme 3: Employee Experience and Our Bilingual Workplace	31
Spreading the message and internal communications.....	32
SharePoint	33
Staff network.....	33
Promoting technology in Welsh	33
Staff well-being services and bilingualism	33
How work under this theme cross-references with the Welsh Language Standards	35
Theme 4: Governance and accountability	36
Our Welsh Language Steering Group	37
Developing our business intelligence for Welsh language provision.....	37
Complaints.....	39
Theme 5: Workforce planning and recruitment.....	40
Our bilingual workforce	41
Learning Welsh at work	43
Assessing and advertising posts	43
Appendix 1: List of areas given a Welsh Language Pack.....	45
Appendix 2: Welsh language skills by care group	46
Appendix 3: Staff training data	48

About this report

This report is about what Cwm Taf Morgannwg University Health Board has done this year to provide its services in Welsh. We talk about our strategic approach to embedding Cymraeg throughout our organisation and what we've done this year to promote our language and its use in the care we give and services we provide. We're keen to share with you how hard we've worked this year to weave bilingualism into all we do, and the initiatives we've done as part of this. Welsh is important to us as it is to many in the communities we care for. This report talks about the concrete steps we've taken which shows this commitment.

This report has also been written under Welsh Language Standard 120, which requires us to publish a report on how we've complied with the Welsh Language Standards in our compliance notice. Our compliance notice sets out what we have to do by law in Welsh, and is available to read [here](#).

The report was presented to our People and Culture Committee, a committee of the Board, in August 2023 and approved for publication. The minutes of that meeting where the report was discussed will be available to read [here](#).

We welcome your comments on this report and our bilingual services. If you would like to get in touch with us, please send us a message at CTT_WelshLanguage@wales.nhs.uk in Welsh or English.

And finally, use the Welsh you have with us. We encourage everyone to speak Welsh, as you have the right to.

Chief Executive's Foreword

I am pleased on behalf of Cwm Taf Morgannwg University Health Board to publish our Annual Performance Report this year under Welsh Language Standard 120, to inform our service users of how we've complied with the Welsh Language Standards.

It's been a year of significant development for the Welsh language in our Health Board. From setting out our new strategic approach to Cymraeg to innovative developments, such as introducing our e-whiteboards to sites with their ability to digitally display patient language need, once again Cwm Taf Morgannwg UHB is showing it can lead on the Welsh language agenda.

The new More Than Just Words 5-Year Plan also makes clear the scale of ambition for Welsh language services in NHS Wales, and whilst this report concentrates on how we've complied with our statutory duties under the Welsh Language Standards, the work showcased in this report makes clear we've hit the ground running with the core aim of that plan, which is to ensure Welsh is an integral part of our organisational life for those we care for and for those who work here.

Welsh is just as important to us as it is to many in the communities we care for, and this report shows how we've put that rhetoric to work.

I hope you enjoy reading about the work we've done this year to embed Welsh in our services, and that it gives you the confidence to use your Welsh with us.

Paul Mears,
Chief Executive Officer, Cwm Taf Morgannwg University Health Board



Executive Summary

Welsh is important to the communities we care for, and it's important to us too. Our report this year shows in detail the commitment of our Health Board to Welsh, but also our determination to become a leading organisation for Welsh language and culture. It sets out our new strategic approach to embedding Cymraeg throughout the Health Board and the actions we have taken to promote Welsh as part of our five themes.

Readers will see that we've focused a lot this year on cultural and behavioural change as part of the Communications & Engagement theme, where we recognise that a long-term, sustainable increase in our bilingual provision will mean a change in culture and in behaviours. As noted in the new More Than Just Words 5 Year Plan for Welsh in NHS Wales from Welsh Government, "Cultural change does not happen through systems and processes. It happens through co-production and collaboration from Board to ward, from leaders to frontline care staff...". We agree, and our new Internal Welsh Language Promotion Strategy under this theme details how we intend to talk about Welsh and promote the language internally, grounded in behaviour change theory. Highlights as part of this plan this year was our staff event to which over 80 staff came, creating our new Ward & Service Packs and our new Corporate Induction and Welsh Language awareness material, all of which have been designed around communicating for cultural change.

Other highlights include integrating behavioural theory and 'nudges' into how we offer our services, with our new e-whiteboards an innovative example. Rather than expecting in-patients to repeat their language preference across the Health Board to several staff, our new e-whiteboard system on wards displays the language preference of patients electronically. This means their language preference is visible to all staff. It also facilitates the default offering of services in Welsh by allowing staff to search for Welsh-speakers on wards when planning ward rounds. Another example of nudging is adding a message to our website this year encouraging users to contact us in Welsh and noting how to access the Welsh version of the page.

After identifying gaps this year, several wards and departments have committed to improving their bilingual provision. Over 50 areas have agreed a Welsh Language Development Action Plan, allowing them to increase their use of Welsh in their areas. Therapies services accounted for many of these, and given the significant amount of care the five Therapies professions provide, to in-patients and outpatients alike across their 32 teams, this has covered a sizable portion of the Health Board's services. This was done in collaboration with teams and local clinical management, making clear how effective co-production and collaboration can be when improving our bilingual provision.

From thinking more strategically about how we promote Welsh, viewing this agenda through cultural and behavioural change, building in 'nudge' theory into some aspects of how we offer services and our concrete improvement plans for areas, Cwm Taf Morgannwg University Health Board has performed strongly in meeting its statutory obligations under the Welsh Language Standards this year.

But meeting our statutory obligations means better services for our Welsh-speaking public, which is what drives us to further progress and embed this agenda into everything we do.

Felly defnyddia dy Gymraeg gyda ni, mae hawl gyda ti!
So use your Welsh with us, you have the right to!

Planning strategically: Introducing the five themes

Welsh is just as important to us as it is to the communities we care for and serve. Therefore, we want to ensure we are doing all we need to do so to ensure that this rhetoric meets reality in the day-to-day interactions of our patients with our services. This requires an appropriate strategic response to make the improvements we want to see in our bilingual services. The recent publication of the More Than Just Words Plan 2022-2027, available to read [here](#), also makes it clear what the scale of ambition is for Welsh language services in NHS Wales. We understand this ambition will mean looking at this agenda differently, and that the strategic response required is multifaceted. This year we have agreed that we will need to look at the work we do for Welsh under the following themes. These themes will structure how we think about our annual work plans to meet both the Welsh Language Standards and the expectations under the More Than Just Words Plan, which in turn will influence our wider strategic planning as we explain below.

These five themes are:



These themes structure our Delivery Plan for Welsh Language Services, which sets out what the priorities are over the next 5 years. This Delivery Plan in turn feeds into our People Plan for the Health Board, as part of our wider organisational strategy, CTM2030. You can find more information on that ambitious strategy for healthcare services in our Health Board [here](#). This means that we have a clear strategic direction for Welsh, thread through wider Health Board strategic planning. Adopting a strategic approach in how we embed Cymraeg into our organisational life is a step forward for bilingual services in CTM UHB and those who use

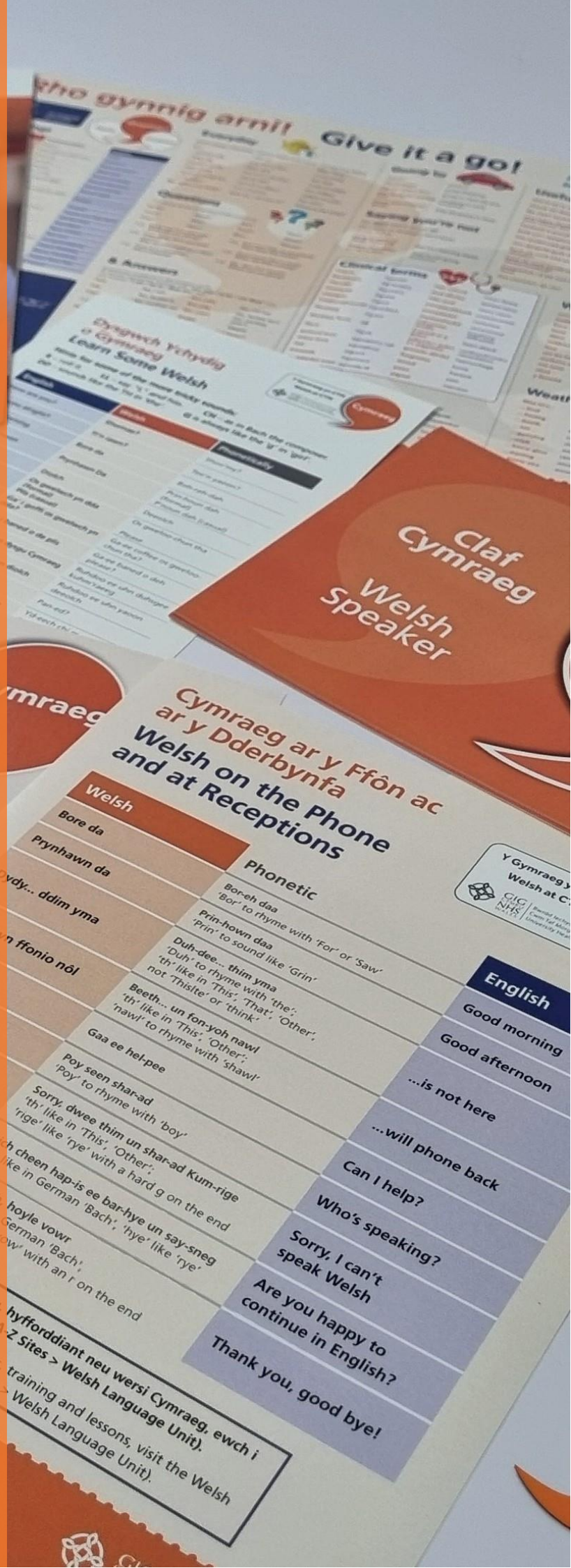
our services, We look forward to working through our annual work plan structured around these themes in partnership with staff across the Health Board.

We will structure the rest of this report, and future reports, by updating the public and our other partners and stakeholders on our progress in this area under these five themes.

Theme 1: Communications & Engagement

Embedding Welsh across a large and complex healthcare system will mean a change in our organisational culture, which will mean enabling people to change their behaviours. But change in behaviour does not happen in a vacuum, and our staff will need the support and resources to do more in Welsh. Accepting this means we can start to think strategically about what needs to happen to encourage the change in behaviours we need to see across the system, so that whenever a person who speaks Welsh wants to use Welsh, they are able to do so without any friction or resistance.

This is why we have put Communications and Engagement as the first of our five themes which we will focus on. This is what we've done this year under this first theme.



Internal Welsh Language Promotion Strategy

This year we've looked at two things critically. The first is how we talk about Welsh, the second is how we promote the language. When we reviewed these elements, we decided that we needed a step change in how we have talked about Welsh up until now, and that we need a more strategic approach to promoting Welsh across the Health Board.

This led to the development of our first Internal Welsh Language Promotion Strategy, available [here](#). It sets out a checklist so that when we talk about Welsh with staff, we do so in a way that presents Welsh:

- in a positive way, with simplified messaging and clear information (**E**asy),
- in an attractive and engaging way (**A**tttractive),
- in a way that centres the patient experience and Welsh as something that belongs to all in our Health Board (**S**ocial) and
- in a timely way (meaning at the right time, and by capitalizing on certain days and events) (**T**imely).

These principles form the EAST mnemonic and are the basis of a tried and tested way of communicating strategically for behaviour change.¹

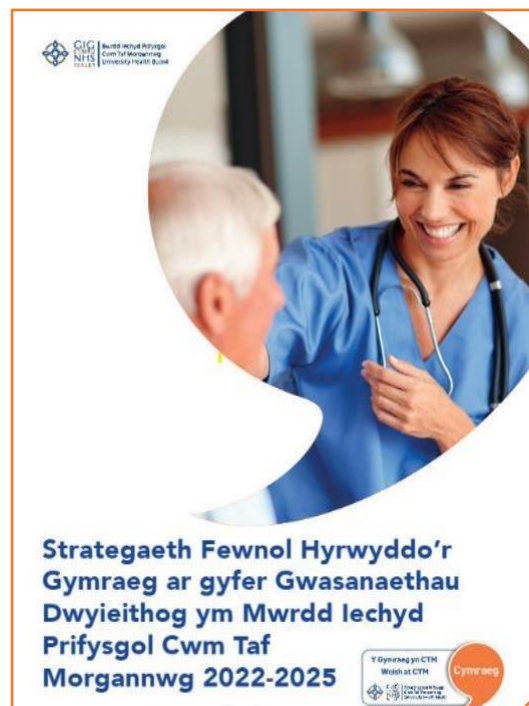
We have also set out what actions we will take to promote Welsh among our staff so that they are able in turn to increase the services they can offer in Welsh. We've done this using the well-known COM-B model of enablement.² This means looking at the barriers staff face to increasing their bilingual provision from the perspective of their capability to do so (**C**apability), the environment they work in and the resources they have (**O**ppportunity), and their motivation to improve their bilingual services (**M**otivation). When these three aspects are planned for properly, this should lead to the change in **B**ehaviour we want to see.

By looking at these two elements together, communication and promotion, both guided by behavioural insights, we are engaging with our workforce in a more meaningful way and moving away from simply repeating to staff what the requirements for Welsh are with little appreciation of the barriers they're facing.

As part of that internal promotion plan this year, this is what we have done.³

Staff event in October 2022

In October 2022, a few weeks after the publication of the new More Than Just Words 5-year Plan, we held a staff event online, 'More Than Just Words in CTM: Moving Forward'. We wanted to reset the way Welsh is seen in CTM and inspire staff to use the Welsh they have and take those small but impactful steps to do more in Welsh. We presented a video, where staff talked about what Welsh has meant for their patients and themselves, and where local people living in CTM talked about their experiences of using Welsh in healthcare. We were also privileged to welcome Dr Catrin Hedd Jones of Bangor University to talk about the importance of care in Welsh from a clinical perspective, with a particular focus on Dementia. We also presented our five themes, seen



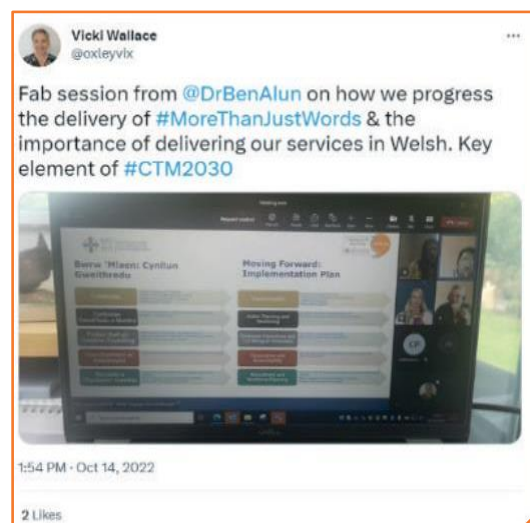
¹ Service, Owain et al., 2012. EAST: Four Simple Ways to Apply Behavioural Insights. London: BIT; Government Communications Service, 2012. Strategic Communication: A Behavioural Approach. London: Government Communications Service.

² Michie et al, The behaviour change wheel: A new method for characterising and designing behaviour change interventions. Implementation Science 2011, 6:42, 1-11.

³ The links between these interventions and behaviour change theory are explained in our Internal Welsh Language Promotion Strategy, available [here](#).

above, to structure our work for Welsh, showing those who attended that there is a clear sense of direction and momentum for this agenda.

Over 80 staff came to the event, and the positivity from Board to ward was palpable. Opened by our Chief Executive with closing remarks from our Executive Sponsor for Welsh and one of our Independent Members, the event marked a renewed enthusiasm for bilingual services from many areas.



Ward and Service Packs

Another achievement as part of our internal promotional plan this year is developing and sharing our Ward and Services Packs. The packs include posters to encourage staff to use the Welsh they have, posters to display what we do bilingually, phrase cards, bed magnets and cards to support the Active Offer, bilingual feelings and emotions cards to use with children so that they can tell staff how they're feeling, the Iaith Gwaith poster, lanyards and badges, desk triangles with phonetic prompting and a bilingual Staff Guide, which explains why services in Welsh are important and what we do bilingually (more on the guide below).

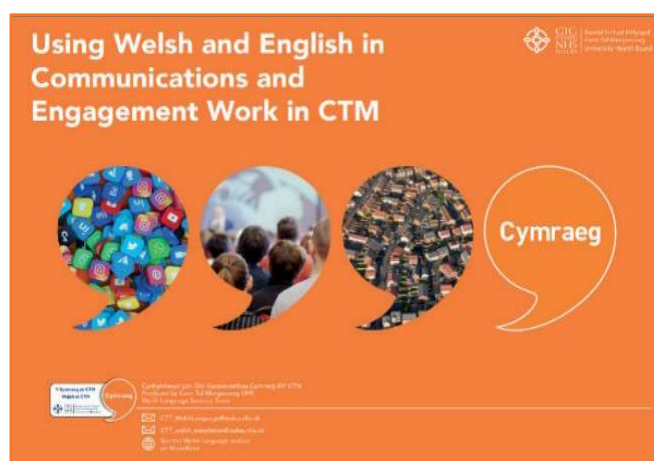
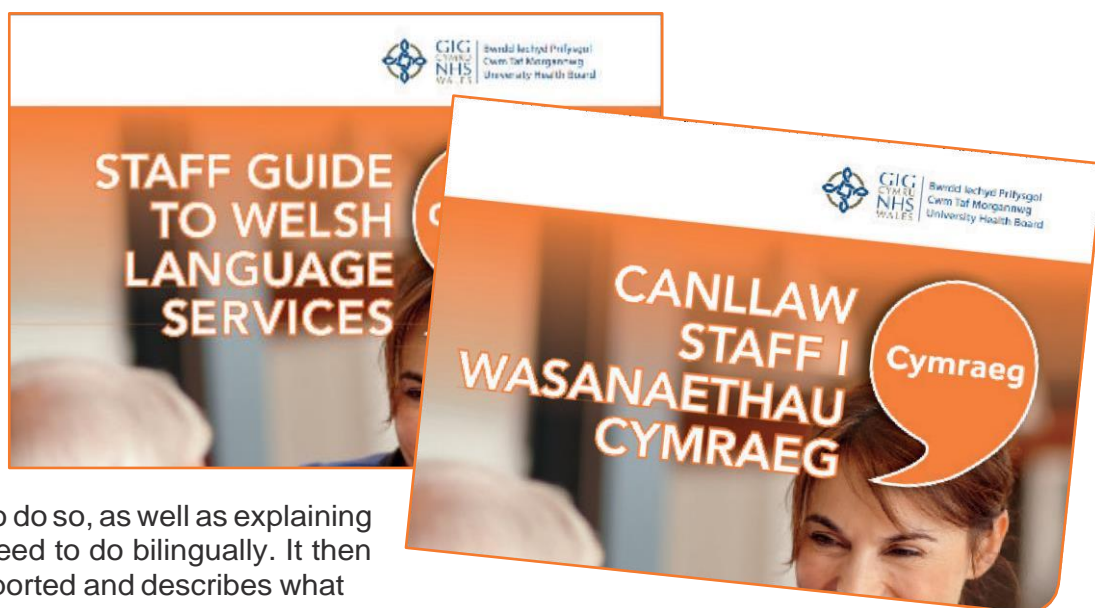
The resources aim to tackle a number of barriers staff have identified to using more Welsh and providing bilingual services, including a lack of confidence to use Welsh, a lack of understanding about what we need to do bilingually and a lack of appreciation of why it's important. So far, we've shared over 60 of the packs, with enough being shared for each area with more than one location to have one pack each. See Appendix 1 for list of all areas who've had a pack.



Information for staff

The packs described above include our Staff Guide to Welsh Language Services in printed form, so that staff have something they can turn to without having to log in to the system in clinical areas. The guide is also available for all staff, including operational and senior managers, in electronic form. This bilingual guide leads with why we offer services in Welsh, using patient stories to do so, as well as explaining in practical terms what we need to do bilingually. It then turns to how staff can be supported and describes what resources are available to them. When talking about what we do in Welsh, it leads with the Active Offer and theory behind this, before turning to the other aspects of what we do in Welsh as well as English. It also includes examples of how each requirement under the Standards has been successfully implemented in one area of the Health Board, to share best practice with other colleagues. The sharing of best practice is also important, as this 'social proof' can be really effective in encouraging the take-up of new behaviours. The guide also aims to embolden under-confident staff to use the Welsh they have, right at the start, so that staff do not feel they are unable to offer services in Welsh because their skills do not allow them to. Welsh belongs to all of us at CTM UHB, no matter how much Welsh we know, and this guide is a large contribution to that ethos.

We have also developed a guide especially for Communications and Engagement. The guide breaks down how staff can best use Welsh on websites, when arranging events and meetings, when using social media and in other aspects of communicating with the public. This is another example of providing high-quality and attractive advice to our staff, to better equip them to provide services in Welsh.



Corporate and local inductions

Inductions are an important opportunity to imprint our organisational values and expectations around behaviour to our new employees, and a way of ensuring they understand our approach to bilingual services at CTMUHB. This year we were proud to have our new content, 'Welsh at CTM' created professionally, which will be used as part of corporate induction as part of our internal promotional plan. The video's core message is that Welsh is just as important to us as it is to many in the communities we care for and serve. It also encourages staff to use the Welsh they have. The video also explains what support there is for staff to use Welsh at work and what resources are available, again targeting those barriers often identified by healthcare staff to doing more in Welsh. Using patient stories and staff testimony, the video is another tool in our behaviour change armory. This video will also be used at local inductions and will be a core part of our language awareness sessions too.



Language awareness sessions

Talking about Welsh and its impact on care and the patient experience is important and this year we have talked about language equality for Welsh speakers, at the following meetings, as part of our promotion plan:

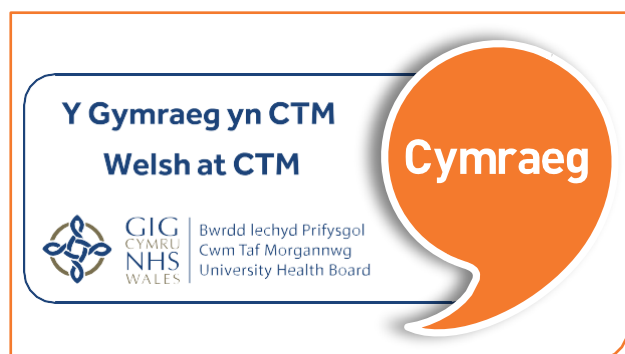
- CTM Senior Nurse and Lead Nurse Professional Forum in June 2022,
- Ward Manager Forum for Prince Charles Hospital in June 2022,
- Ward Manager Development Day in Ysbyty Cwm Rhondda in June 2022
- Practice Nurse Development Day in November 2022,
- New Band 5 Therapies staff in December 2022,
- iCTM Development Team, who lead on service improvement, in February 2023.

As part of this, we have redeveloped our language awareness so that it:

- Is fully cited, using examples from clinical and psychological research on the importance of the Active Offer and of care in Welsh for Welsh speakers, linking theory to practice. We will keep the information up to date as research is continually published and will work with our own clinical staff to do this as well as others;
- Uses real-world examples so that the research is linked to patient experiences from CTM UHB;
- Is tailored to the socio-linguistic and cultural make-up of the communities that CTM UHB cares for and serves;
- Uses professionally-designed audio-visual content to encourage engagement;
- Is designed well and attractive.

Those who took part in the Band 5 Therapies session in December 2022 evaluated their awareness session this year. All felt they had learned something new, and most importantly, most were either 'very inspired' or 'somewhat inspired' to use more Welsh at work in the NHS. This training is effective in encouraging our staff to think differently about Welsh and we'll aim to use this training as the basis of our conversations this year with as many of our staff as possible.

Another step forward for cultural change in NHS Wales has been the mandating of a short language awareness module on ESR, the workforce system used by NHS staff. This module also centres the patient experience to



build that all-important motivation to make the Active Offer and improve our bilingual services for those we care for. It was mandated by the Health Board on 30th January and, as of March 31st, over 40% of staff had completed it.

More data on the numbers of staff who have completed training related to Welsh can be found in Appendix 3.

Our brand for Welsh at CTM

Another element of our internal promotion plan is developing our brand for Welsh at CTM with our logo for Welsh language development work. It's important Welsh is seen as something that belongs to our organisation and is part of the fabric of our organisational life.

All of the above is essential to this, but a logo and branding will also help engender that feeling of belonging, as well as ensuring that our resources and material are attractively designed with a common theme.

Promoting our services externally

CTM UHB recognizes we need to promote our commitment to Welsh among our services users to inspire confidence in their availability and quality of Welsh Language Services. We also understand that the more something is pro-actively offered, the more likely it is that people will use Welsh with us. Welsh Language Rights Day, promoted annually every December, is a great opportunity to share with the public what your rights are to use Welsh with your Health Board. We've capitalized on the opportunity this day provides to talk about your right to use Welsh with us. To do this we took advantage of our website and our social media platforms on the day such as [Twitter](#).

We also published a write-up of our work this year to develop our Welsh language services, available [here](#). The write-up online included an explainer video on what rights you have to use Welsh with us, and we explained what you can expect to do and see in Welsh within Primary and Secondary Care. As part of that, we shone a spotlight on the commitment to language equality within one of our dental practices and within many of our Secondary Care services.

The ward and service packs we described above also include as standard a poster with the 'Iaith Gwaith' symbol, a lanyard and a badge, with services being able to request more than one where needed. This will allow them to promote their ability to use Welsh and identify themselves individually as Welsh-speakers. Everyone has the right to use Welsh within CTMUHB anywhere at any time. Whenever this sign is displayed or a member of staff is wearing this logo on their uniforms or on a lanyard, defnyddia dy Gymraeg gyda ni [Use your Welsh with us!]; it denotes there is someone who can speak Welsh in that area.

We've really worked hard this year and took a critical look at how we present the Welsh language agenda, and decided an enabling approach and cultural and behavioural change perspective were needed to move this work forward. Getting this aspect right means that staff will be more likely to provide more of their services in Welsh without needing to be told or reminded to do so, and that is how compliance with the Welsh Language Standards becomes the norm, just something we do. However, it's also important we recognise that providing services in Welsh is the law now, and so below in Table 1 we cross-reference this work with the Welsh Language Standards and show where this work will support compliance.



How work under this theme cross-references with the Welsh Language Standards

Cross-referencing work under the theme with the Welsh Language Standards		
Theme: Communications & Engagement		
Initiative	Reason for work	Relationship with requirement under WL Standards
Staff event	Begin a series of conversations across our organisation about the importance of Welsh to many of our patients and was led by clinical experts and Board-level leadership.	Long-term cultural change which leads to a greater appreciation of the Welsh language and its importance will mean sustainable progress in complying with the Welsh Language Standards. This event set out the improvement we need to see, the reasons why we need to see this improvement and what support is available to meet the Standards, supported by Board-level senior leadership.
Ward and Service packs and Information for Staff	The aim of the Ward and Service Pack is to provide staff with useful resources to help them use more Welsh as well as ensure they have accurate and attractive guidance on what we do bilingually. The theory behind the guides and the resource pack from an enabling approach perspective can be found in our Internal Promotion Plan here .	<ul style="list-style-type: none"> Standards 1-7, by explaining how we need to treat Welsh within correspondence and where staff can get support; Standards 17-20 by explaining how we need to treat Welsh when people call us and by providing staff with resources to prompt them to use Welsh greetings and to use the Welsh they have on the phone; Standards 21-22ch and Standards 25-32 by explaining how we need to treat Welsh when arranging meetings or events and where staff can get support with bilingual meetings and events; Standards 23 & 23A by explaining the Active Offer concept and the theory behind it, and by providing small cards and bed magnets that can be used to denote Welsh-speaking in-patients on the wards; Standards 33 & 34 and 47 to 49 by explaining what we need to do when displaying information and when erecting signs, and where staff can get support to ensure they're bilingual;

		<ul style="list-style-type: none"> Standards 37 and 38 by explaining how we ensure documents and forms need to be bilingual and promote their Welsh versions, and where to get translation; Standards 39-44 by explaining how we should treat Welsh on our websites and apps, how to use our content management system to ensure our content is bilingual and where to get translation; Standards 45 & 46 by explaining how we should treat Welsh on social media and where to get support to ensure our content is bilingual; Standards 50-53, by explaining how we should treat Welsh at receptions, by sharing resources to prompt staff to use Welsh greetings and by sharing the 'Iaith Gwaith' poster to promote any Welsh-language service on receptions; Standard 60 & 105, by providing staff with a 'Iaith Gwaith' poster to promote the Welsh language service they're able to provide, and by providing lanyards and badges to staff to identify themselves as Welsh speakers; Standard 104, by explaining why we have bilingual email signatures and out-of-office signatures, and signposting staff to where they're able to download a logo to identify themselves as Welsh speakers in emails and download a wording for their out-of-office.
Corporate & local inductions	The aim is to talk about the importance of Welsh to us and the communities we care for, and where staff can be supported, using engaging content at a crucial time for maintaining organisational culture. We also talk about what we do in Welsh in various aspects of providing our services, supporting compliance with the Service Delivery Standards.	Standard 103 , by ensuring that our corporate induction talks about why we offer services in Welsh.

Language awareness	Aside from corporate & local inductions, we need to talk about the theoretical and clinical aspect of care in Welsh, present the research, build in patient testimony and talk in more detail about the support the Health Board offers its staff to do more in Welsh. Our language awareness content does all these things. We also strongly encourage our staff at regular intervals to complete the brief course on ESR for the same purpose.	Standard 102 , as our fully-cited and research-based language awareness content can be considered a short training course for staff on language awareness.
Our brand for Welsh at CTM	Welsh needs to be seen as something CTM does, and not something CTM has done to it. It needs to be seen as part of the fabric of our organisational life and just another aspect of service delivery. All of our work aims to ensure this happens, but our logo and brand for all Welsh language development work will strengthen the feeling that this is 'our' agenda.	Standard 104 , by providing a logo and brand we can use for, among other things, email signatures so staff can identify themselves as Welsh speakers.
Promoting our services externally	The public aren't always aware of what their rights to use Welsh are, and promoting services is important anyway as pro-actively offering a Welsh language service and removing any perceived or real barriers to Welsh language services can significantly increase their use. This is why we've taken small steps this year to promote what we can offer in Welsh, using Welsh Language Rights Day and visual resources to do so.	Standard 60 , by talking about our commitment to using Welsh in a positive way and promoting the steps we've taken to improve our bilingual provision. We did this by taking advantage of our corporate website and our social media platforms, and providing 'laith Gwaith' signs, lanyards & badges.

Theme 2: Action Planning & Monitoring

The right organisational culture and an enabling, more supportive approach for our staff are two critical elements in ensuring we provide our services bilingually and in complying with our language equality duties for Welsh. Communication and engagement is key to this. Another important element to this is our approach to improvement plans. These identify gaps in provision, and the checks and balances we have in place to ensure Welsh is considered at the right time.



Our approach to action planning

This year we have once again looked critically at our approach, this time in terms of action planning where we have decided we want to change our way of thinking. This has been informed by our approach to promoting Welsh described above under Theme 1, and the more enabling and supportive approach which we are taking. Set out below are our underpinning principles:

- When communicating with staff, we follow the EAST principles explained above. In terms of action planning, this means:
 - The plan only includes those aspects of bilingual services that need to be improved and are specific to the area in question following Welsh language development sessions with the Welsh Language Team, rather than expecting staff to interpret a compliance notice themselves and completing their action plan in isolation. This makes the process much easier for teams and wards;
 - Our template to record improvement work is professionally designed, and includes messaging about the importance of Welsh as part of this;
 - It names the manager accountable for progress and sets a date for completion.

This approach aims to have meaningful, supportive conversations in a positive tone with managers responsible for the ward or service on a daily basis. This allows the rationale for Welsh language services to be discussed and for any barriers that area faces to better Welsh language provision to be dismantled in co-operation with managers.

Action plans set for teams 2022/23

Having looked at our process of improving services where there are gaps in provision as described above, we've put the theory into practice with over 50 of our clinical areas this year. Departments within the five Therapies specialties account for 32 of these, and the remaining 20 are a mixture of in-patient, community and out-patient services. In the table below are the services this year that have pledged to improve their bilingual services with an agreed action plan. These account for a large portion of the services the Health Board offers and we're proud this year to see so many managers and staff show concrete support for language equality between Welsh and English. This shows that when we say Welsh is just as important to us as it is to the communities we care for, we mean it.

Care Group	Service	Department or site
Children & Families	Maternity	Special Care Baby Unit
	Childrens Community Services	CTM-wide
	In-patient Paediatric Services	Ward 17/18 Royal Glamorgan Hospital, Ward 30/31 Prince Charles Hospital Children's Ward Princess of Wales Hospital
	Community Health and Health Visiting	CTM-wide
	Ward 12	Princess of Wales Hospital
	Gynaecology & Sexual Health	CTM-wide
	Maternity Ward	Prince Charles Hospital
Planned Care	Endoscopy	Princess of Wales Hospital Prince Charles Hospital
	Maxillofacial Out-patients	Maxillofacial Out-patients PCH
	Pre-assessment Unit	Prince Charles Hospital
Unscheduled Care	Ward 6	Ward 6 Prince Charles Hospital
Primary Care & Communities	School Nursing Service	CTM-wide
	Continuing Health Care and Funding Nursing Care Team	CTM-wide
	Ward C3	Ysbyty Cym Rhondda
	Community Diabetes Nursing Team	CTM-wide
	District Nursing Team	Rhondda Taf Elai District

	Community Respiratory Nursing Team	CTM-wide
	Palliative Care Services	Ward 6, Ysbyty Cwm Cynon Y Bwthyn, Royal Glamorgan Hospital Y Bwthyn Newydd, Bridgend
Corporate	Public Health	Health Schools Team
Chief Operating Officer	Facilities	Our Switchboard teams
Diagnostics, Therapies, Pharmacy and Health Sciences	Podiatry and Orthotics	Community Podiatry Royal Glamorgan Hospital
	Pharmacy	Pharmacy, Royal Glamorgan Hospital
	Paediatric Speech & Language Therapy	CTM-wide
	Adult Speech & Language Therapy	CTM-wide
	Physiotherapy	LTC, CTM-wide
		Inpatient rehabilitation, Ysbyty Cwm Rhondda
		Musko-skeletal Outpatients, Ysbyty Cwm Rhondda
		Community Paediatric Physiotherapy, Children's Centre Princess of Wales Hospital
		Physiotherapy Administration Hub, Ysbyty Cwm Cynon
		Paediatric Physiotherapy, Carnegie Clinic
		Paediatric Physiotherapy, Royal Glamorgan Hospital
		Paediatric Physiotherapy, Ysbyty Cwm Cynon
		Musko-skeletal Physiotherapy, Ysbyty Cwm Cynon
		Acute and COTE Physiotherapy, Princess of Wales Hospital
		Acute and COTE Physiotherapy, Prince Charles Hospital
		Acute and COTE Physiotherapy, Royal Glamorgan Hospital
		Stay Well @Home, community-based

	Occupational Therapy	Physical & Acute Occupational Therapy, Princess of Wales Hospital
		Rehabilitation, Hands & Rheumatology Occupational Therapy, Ysbyty Cwm Cynon
		Occupational Therapy, Royal Glamorgan Hospital
		Adult Mental Health Occupational Therapy, CTM-wide
		Paediatric Occupational Therapy, Carnegie Clinic & Ysbyty Cwm Cynon
	Dietetics	Acute Dietetics, Prince Charles Hospital
		Acute Dietetics, Ysbyty Cwm Cynon
		Acute Dietetics, Royal Glamorgan Hospital
		Acute Dietetics, Princess of Wales Hospital
		Acute Dietetics, Ysbyty Cwm Rhondda
		Paediatric Dietetics, CTM-wide
		Adult Weight Management Service
		Community Dietetics

Making the Active Offer with patients

When setting action plans as described above, we talk about the importance of being pro-active in our bilingual provision and ensuring we ask the patient, at the first opportunity what their language of preference is (the 'Active Offer'). We know this has a huge effect on the uptake of Welsh language services and have explained this and the behavioural theory behind it in our evidence-based advice to staff. Because the Active Offer is so important to bilingual service delivery and the uptake of bilingual services, we want to discuss what we have done to promote the making of the Active Offer specifically and how we have monitored progress in doing so.

E-whiteboards

This year we have begun the wider roll-out of our innovative e-whiteboard system developed within CTM UHB to the Princess of Wales Hospital, Prince Charles Hospital, Ysbyty Cwm Rhondda & Ysbyty Cwm Cynon, having starting with in adult in-patient settings at the Royal Glamorgan Hospital

This system is a large, electronic display on wards to allow clinical staff to gather various pieces of information



about patients at a glance, with symbols denoting various information placed on a bed on a graphical representation of the ward. This system allows staff to note that in-patients are Welsh-speaking, currently using the Welsh flag symbol and the words 'Welsh speaker'. The symbol is also 'favourited', meaning it always appears clearly on the left of the screen. This allows us to record the language preference and need of adult in-patients in an acute or community hospital bed and for that preference or need to be visible to all staff who use the

digital whiteboards. This is in addition to the bedside cards & magnets with the 'Iaith Gwaith' symbol on them, available as part of the Ward & Service Packs, which can be used to denote Welsh-speaking in-patients in any setting which have them (see Appendix 1). The e-whiteboards also allow staff other than nursing staff to know a patient is Welsh-speaking, for example doctors, consultants or physiotherapists during their interactions with an in-patient. Another useful feature of the system is the List View, which allows staff to click on a symbol and see all patients for whom that symbol has been used and where that patient is located. This would allow staff to see which patients are Welsh-speaking, and plan ward rounds and therapy accordingly.

This system is due to be rolled out to Maternity, in-patient paediatric services, palliative care and Maesteg Community Hospital during the rest of 2023 and 2024, with Mental Health in-patient services also under consideration. This will allow the system to be used for all in-patients across CTM UHB within the next year.

The e-whiteboard system is also linked to our E-TOC system, or Electronic Transfer of Care Record, also developed by CTM UHB, which is used when discharging patients to social care. When completing this electronic form, staff are prompted to ask whether the patient has been asked what their language preference

is, which would allow social care staff to see that a patient is Welsh-speaking and plan accordingly. This question has to be answered before the record can be transferred, meaning staff are much more likely to ensure they've asked language preference.

The e-whiteboard and ETOC systems are innovative solutions developed by CTM UHB and will make a considerable difference to patient care for our Welsh-speaking communities. These are also excellent examples of taking into account real human behaviour when providing services; by asking language preference and recording this for staff and patients, we're making it much easier for staff to identify Welsh-speaking patients and for patients to express their language preference, thereby removing friction and effort which often hinder bilingual provision. These systems also facilitate the default offering of bilingual services, by allowing staff to identify Welsh-speaking patients on wards and within social care and arranging Welsh-medium care in advance, without the patient needing to express this themselves over and over again throughout the system.

This year, the e-white board Welsh language symbol was used at the following sites (having only recently been introduced at Prince Charles & Princess of Wales Hospitals):

Site	Wards	Number of patients
Prince Charles Hospital	9 &10	3
Royal Glamorgan Hospital	2, 3, 4, 6, 8, 14 & 20	23
Princess of Wales Hospital	9, 15, 18 & 11	4

Other clinical systems used that would be central to the recording of language preference across the system in NHS Wales but outside the control of CTM UHB, such as the Welsh Clinical Portal or the Welsh Nursing Care Record, are also important to ensuring language preference is shared across the system and all are able in some capacity to note language need.

Staff are encouraged to note language need on all relevant systems in advice given to them, such as in the Staff Guide to Welsh Language Services shared within the Ward & Service Packs, and online through SharePoint. Ward auditing and action planning meetings to improve bilingual provision also discuss the Active Offer and the recording of language preference on all systems that are relevant to that patient.

Patient experience data

The use of the innovative e-whiteboards also chimes well with data from our patient experience surveys or PREMs (Patient Reported Experience Measures). These surveys, completed by patients cared for by various specialties, sometimes for specific treatments, and for in-patients and out-patients across the Health Board, showed that of those patients who completed a survey and answered the question, 'Were you able to speak Welsh if you needed to?', the following had been able to say they were able to use their language of preference:

Service area/PREM Survery	Was able to speak Welsh	Was not able to, or only sometimes
Wellness Improvement Service (WISE)	75%	25%
Heart Failure Cardiac Rehabilitation	17%	82%
Heart Failure-PREM Survey	87%	12%
RIW Digital Assessments	53%	46%
Therapies	100%	0%
Endoscopy	100%	0%

Of those areas whose patients filled in the PREM and answered the question on their ability to use Welsh, we are proud to report the majority were able to use Welsh. As we noted in our last annual report however, we can use this data to analyse trends and see where some areas may not be offering a pro-active Welsh language service. We use this data to undertake a follow up with the identified teams.

Improving our bilingual services in non-clinical areas

We have also made progress in a number of other areas outside of patient-facing clinical services this year.

Patient appointment letters

Having continued to translate various patient appointment letters over the past year, we now send the majority of our patient letters bilingually by default. In last year's performance report we committed to having all appointment letters bilingual. This was the only commitment in that report that we missed, having succeeded in meeting the rest. We accept we need to send 100% of them bilingually and we will work towards this during the coming year.

Bilingual websites

As part of annual monitoring, we reviewed our website this year to ensure it's fully bilingual and does not treat Welsh less favourably. Having started this work in December, by the end of March 2023, over 400 small improvements had been made to our website to ensure it is fully available in Welsh and in English. This included ensuring:

- Any pages that weren't available in Welsh were translated,
- any errors on Welsh pages were corrected,
- any links that did not lead to the corresponding Welsh version of that page were corrected,
- any documents that needed to be in Welsh on a page were translated and uploaded to that page.

This was a large piece of work and is testament to the commitment of the Communications & Engagement Team and the Welsh Language Services Team who worked hard to complete it. With a total view count on the Welsh side of the website of 11,397 this year, this work was important to ensure equal access to our website in both languages.

We’ve also added a message to the homepage of our website, which you can see on the right, to encourage users of our website to contact us in Welsh and to use the website in Welsh. It also explains where the user can find the button to access the Welsh version of the page the user is on. This is a great example of promoting the services we provide in Welsh, and of a ‘nudge’ in service delivery where we actively promote our bilingual services so that people know they’re there, encourage service users to use their Welsh and make it easy for them to do so.

Work with our switchboard

Our switchboard, or main telephone lines for our main sites, play an important role in welcoming people to our Health Board and helping callers get the information they need. This year we’ve worked through an action plan with switchboard staff which has aimed to:

- Support staff to greet all callers in Welsh and in English by giving all staff a desk triangle prompt with phonetic transcriptions,
- Offer support for staff to learn some basic Welsh phrases,
- Advertise new roles in the team as needing oral skills in Welsh.

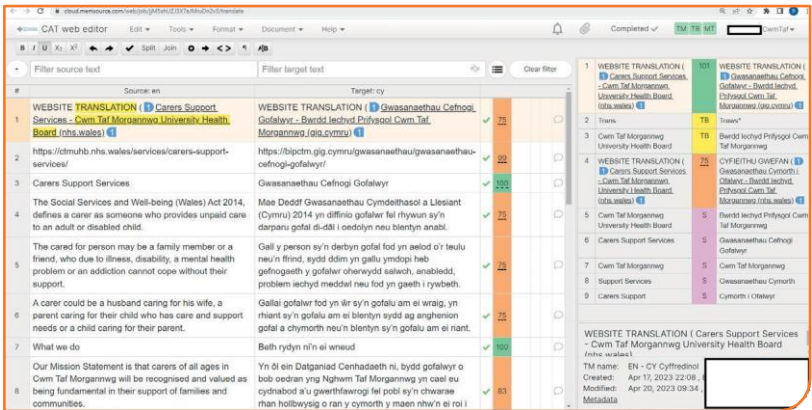
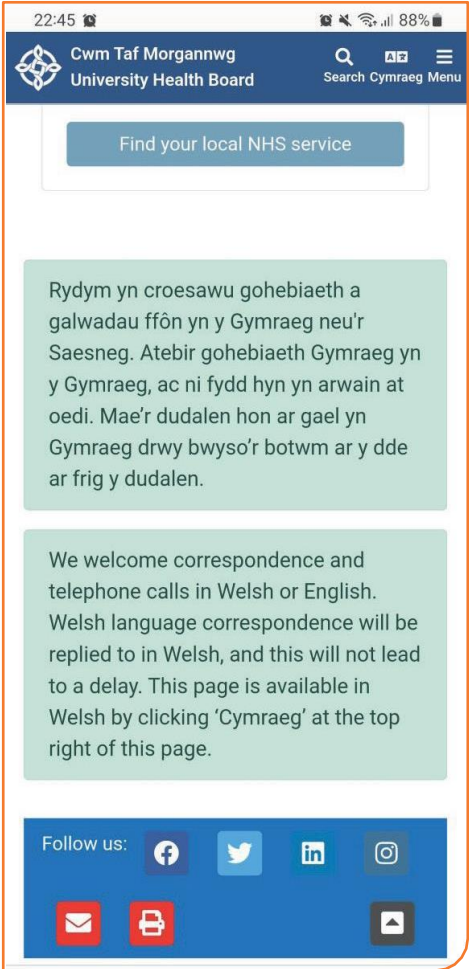
We’ll continue to work with switchboard to ensure that the team are able to pro-actively offer a Welsh language service and take calls from the public in Welsh.

Our translation service

Our internal translation service is the central point for all Health Board staff who need translation of anything between Welsh and English, whether it be signs, social media, web content or documents and forms. We’ve put the email address for translation on all our material, from action plan templates to pens, and have promoted the service in internal communications, so that as many staff as possible know the service is available to them.

This year we have translated just under 1.4 million words into Welsh. This figure alone shows how we’re committed to ensuring our written content for the public is bilingual.

Not only do we have a well-promoted central translation service for all staff to use, making it as easy as possible for them to use Welsh in their work and comply with the Standards, we also do this using the latest translation technology, integrating Machine Translation and Translation Memory technology. This allows us to ensure consistency, translate content quickly by editing automatically generated content where we can and reusing content we’ve already translated before. We have also begun to ensure our external providers use our system this year, and where content may already have been translated before, we don’t pay for it to be translated



again. This is crucial to allowing us to comply with the Standards as the more efficiently we translate, the more Welsh the Health Board can publish and the more Welsh our service users can see and use, but in a financially sustainable way.

Supporting Primary Care

Primary Care providers, such as GPs and dentists who accept NHS patients, are not under the Welsh Language Standards. They are under the Six Duties, and you can find more information on that [here](#). However, CTM UHB has to support our Primary Care colleagues in a number of ways to meet those duties. This year we're proud to work with one NHS Primary Care provider, Roderick's Dental.

Spotlight on Roderick's Dental

As well as giving Welsh Language Awareness sessions to several sites and sharing lanyards so Welsh-speaking staff can show others they speak Welsh, a dental nurse working in the CTM UHB area for Roderick's Dental talks on the right about what they've done to promote Welsh in one area of Primary Care in CTM and how the Health Board has supported them to do so.

"I have been a dental nurse for 22 years and over that time have seen how important communication is, not only for the patients, but also the staff. Studies show that communicating with patients in their first language lead to improved outcomes and understanding of the care and treatment they are receiving. Attending the dentist can be an anxious time for many, our patients matter to us and we will do all we can to make their experience more positive."

"We have 8 Welsh speakers across four of our sites, Bryant, Cefn Coed, Courtland and 1 practice in Swansea bay. We also have a nurse interested in taking a course to learn Welsh. Over the last year, with the assistance of the Welsh translation service in CTM UHB, we have managed to translate the majority of our patient's information displayed in reception. Alongside this, signs have been placed in the waiting room to inform patients if there are no Welsh speakers and that we can offer a Welsh language service to them at another site if they wish. Each site has a list of Welsh speakers and at which practice they are based, available in reception."

"In June 2022, we introduced language preferences. Patients are to be asked at reception what their choice of language is, and we have created a tool on our system to record this. Between July and October 21% of patients seen on average have been asked their language preference and it has been recorded. We hope to improve this after staff have taken part in the Welsh language awareness training which we have booked over the next few weeks."

How work under this theme cross-references with the Welsh Language Standards

Cross-referencing work under the theme with the Welsh Language Standards		
Theme: Action Planning & Monitoring		
Initiative	Reason for work	Relationship with requirement under WL Standards
Action planning – clinical areas	To work constructively with teams to identify gaps in provision and work with them to ensure their service area respects language equality between Welsh and English. As the sessions mean looking all those Standards that could be applicable before concentrating on those that are relevant, the sessions are also an awareness session on the Welsh Language Standards in general.	<ul style="list-style-type: none"> Standards 1-7, by explaining how we need to treat Welsh within correspondence and where staff can get support and including an action to do so where relevant; Standards 17-20 by explaining how we need to treat Welsh when people call us and by providing staff with resources to prompt them to use Welsh greetings and to use the Welsh they have on the phone, and including an action to meet these standards where relevant; Standards 21-22ch and Standards 25-32 by explaining how we need to treat Welsh when arranging meetings or events and where staff can get support with bilingual meetings and events; Standards 23 & 23A by explaining the Active Offer concept and the theory behind it, and by providing small cards and bed magnets that can be used to denote Welsh-speaking in-patients on the wards. Also by ensuring our E-whiteboards can record patient language preference, ensuring our ETOC process records patient language preference to be shared with social care colleagues and by ensuring our patient feedback system asks patients about the Active Offer; Standards 33 & 34 and 47 to 49 by explaining what we need to do when displaying information and when erecting signs, and where staff can get support to ensure they're bilingual, as well as including an action to meet these standards where relevant; Standards 37 and 38 by explaining how we ensure documents and forms need to be bilingual and promote their Welsh versions, and

		<p>where to get translation support, as well as including an action to meet these standards where relevant. Also, by having a well-promoted central translation service free for all staff to use to support compliance with these standards;</p> <ul style="list-style-type: none"> • Standards 39-44 by explaining how we should treat Welsh on our websites and apps, how to use our content management system to ensure our content is bilingual and where to get support for translation, as well as including an action to meet these standards where relevant; • Standards 45 & 46 by explaining how we should treat Welsh on social media and where to get support to ensure our content is bilingual, as well as including an action to meet these standards where relevant; • Standards 50-53, by explaining how we should treat Welsh at receptions, by sharing resources to prompt staff to use Welsh greetings and by sharing the 'Iaith Gwaith' poster to promote any Welsh-language service on receptions; • Standard 60 in the case of the website, by encouraging site visitors to use their Welsh with us and explaining where users can find the button to access the Welsh version of pages; • Standard 104, by explaining why we have bilingual email signatures and out-of-office signatures, and signposting staff to where they're able to download a logo to identify themselves as Welsh speakers in emails and download a wording for their out-of-office, as well as including an action to meet these standards where relevant.
Action planning – non-clinical areas	To work constructively with non-clinical teams to identify gaps in provision and work with them to ensure their service area respects language equality between Welsh and English. As the sessions mean looking all those Standards that could be applicable before concentrating on those that are relevant, the sessions are also an awareness session on the Welsh Language Standards in general.	<ul style="list-style-type: none"> • Standards 1-7, by translating patient appointment letters; • Standards 8-16, by working with our Switchboard on an action plan to improve their ability to offer a more bilingual service; • Standards 1-7, 33 & 34, 37 & 38, 47-59 and 39-46 by offering a comprehensive and well-used translation service for correspondence,

		<p>documents and forms, signage, web content & social media;</p> <ul style="list-style-type: none"> Standards 39-43, by carrying out a significant piece of work on our website resulting in over 400 changes being made to ensure it's fully bilingual for its thousands of users and therefore fully compliant.
E-whiteboards and ETOCs	To denote an in-patient's language need to all staff caring for that patient on the ward, and to communicate this to Social Care staff in the community.	<ul style="list-style-type: none"> Standards 23 & 23A, by providing an innovative way to display language need of patients once asked.
Primary Care providers	To support Primary Care providers to provide more of their services in Welsh.	<ul style="list-style-type: none"> Standard 66, by advertising our translation service to a Primary Care provider and providing a translation service to them; Standard 67, by providing lanyards and badges to a Primary Care provider so that they can show others they speak Welsh; Standard 68, by providing Welsh Language Awareness sessions to a Primary Care provider.
Policy Making Standards	To ensure that Welsh is duly considered at the right time as part of any policy, development or change that would fall under the Policy Making Standards.	<ul style="list-style-type: none"> Standards 69-71, by developing a process and tool to ensure Welsh is considered as part of any new development to ensure language equality between English and Welsh; Standards 99-101, by ensuring our new Learning & Development Policy references the right staff have to learn Welsh or improve their Welsh at work, during working hours and free of charge.

Theme 3: Employee Experience and Our Bilingual Workplace

A thriving Welsh language culture, as part of a rich tapestry of languages and cultures makes CTM UHB a unique place to work and will overtime mean better Welsh language services for our patients and service users, and will allow a more inclusive environment for the hundreds of our staff who speak Welsh to develop. This theme looks at the work we are doing to weave Welsh into all aspects of our organisational life.

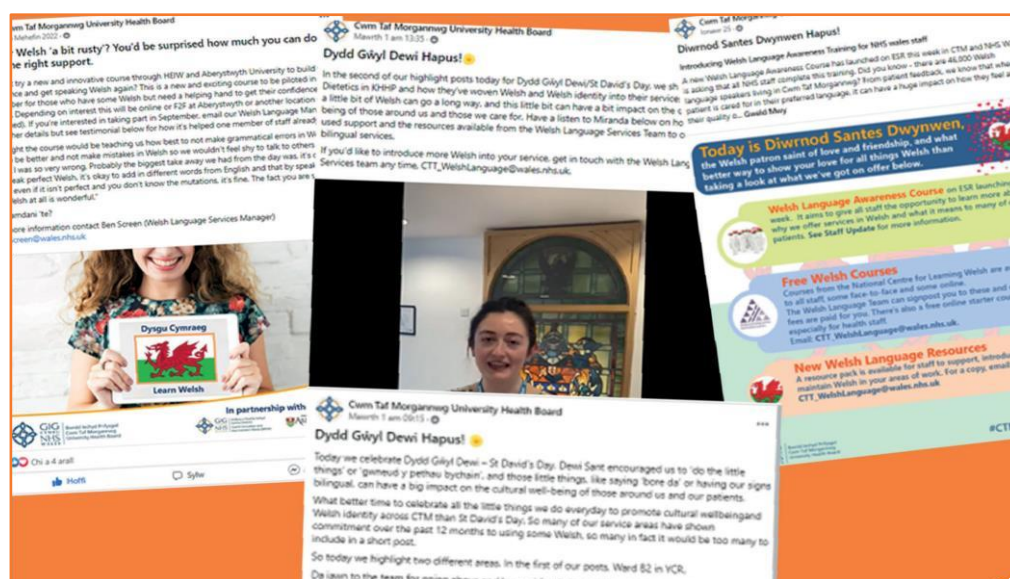


Spreading the message and internal communications

This year, and as part of our internal promotion plan, we've talked about Welsh through our internal communications methods a lot more. There are many reasons for this:

- This raises the profile of Welsh in general as part of our organisational life,
- It promotes the services of the Welsh Language Team and resources, to support staff to offer more of their services in Welsh and comply with the Standards, and
- Sharing success stories of staff who've shown commitment to Welsh and implemented the Standards is important to cultural and behavioural change where using Welsh becomes the norm across CTM UHB.

Through our staff Facebook group (with over 8,000 members), our intranet (visible to all who use a computer or laptop at work) and our staff update (sent to every member of staff via email), we've promoted the Welsh Language Team and Welsh courses and celebrated our staff who've brought Welsh language and culture into their areas of work. Some of the content we've shared can be seen below.



For St David's Day 2023, we thought we would put a spotlight on some of those teams who've brought Welsh language and culture into their day-to-day services. Ward B2, Ysbyty Cwm Rhondda (shown in picture) planned to hold a small ward Eisteddfod and our Dietetics team put together a video on healthy Welsh recipes for St David's Day. Both were shared in our staff group and attracted a lot of attention from colleagues. Ward B2 staff can be seen here, holding the Welsh Language Ward Pack.



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SharePoint

Our SharePoint site this year has been redesigned, as part of our internal promotion plan, to ensure that:

- It contains the electronic versions of the resources we have, including our new staff guides,
- It's fully bilingual,
- It's structured around why we offer services in Welsh with patient experience videos showcased, how staff can be supported to do more in Welsh and what we do bilingually as required by the Standards,
- It doesn't treat the expectations around the More Than Just Words Plan from Welsh Government and the Standards separately, and instead talks about Welsh language development work in general to avoid confusion on what the language equality policy framework for Welsh in NHS Wales is.

This site, promoted throughout our resources, guides, email signatures and through our internal communications contains advice, resources and awareness material to encourage more use of Welsh across the organisation. It's also favoured so that when staff search 'Welsh' or 'Welsh Language', the new SharePoint site is the first thing that appears with a tick next to it.

Staff network

Using our internal communications this year we've reignited our staff group and will develop this over the next year into a thriving group. The experience of Welsh speaking staff can provide invaluable feedback on the success of our work to promote Welsh on the ground, and also provides an avenue for new, innovative ideas to be shared with the wider organisation. We currently have over 30 members and we are confident it will continue to grow.

Promoting technology in Welsh

The Welsh spell-checker has been available on our desktop computers for a number of years, but this year we've also ensured it's available on our laptops as more of our staff work from home. Cysill and Cysgeir are now available to all wherever they work, and this was promoted through the staff intranet.

When we redesigned our SharePoint page this year, we also promoted what technology is available to use in Welsh, such as MS Teams, MS Office and Windows.

Staff well-being services and bilingualism


The People Services Directorate in various ways this year have thought about Welsh a lot more, not least through the work of the Welsh Language Team and its Senior Management whose impact on Welsh in CTM UHB is significant. One of the other really important ways we've raised the profile of Welsh throughout CTM UHB this year is through the work of the Staff Well-being Service, who have weaved bilingualism naturally into their ways of working and have ensured their well-being survey, signage, posters, social media and website is bilingual. They also have a Welsh-speaking staff member.

Given the huge contribution this team makes to the quality of working life for CTM UHB staff, their use of Welsh

will have been noticed by many across the organisation. Seeing Welsh integrated into staff well-being will also be a comfort to many across CTM UHB.

Gwasanaethau Lles Gweithwyr

I gael mynediad at unrhyw un o'n gwasanaethau, llenwch ein ffurflen atgyfeirio drwy sganio'r cod QR, mynd i <https://forms.office.com/r/qe6Zw6PhST> neu anfon e-bost atom yn ctm.gwasanaethau@wales.nhs.uk. Am fwy o wybodaeth ewch i <https://bipctm.gig.cymru/gwybodaeth-staff>



Sut ydwi i?	Hunangymorth	Cefnogi staff eraill
<p>Rwy'n teimlo'n iawn ac am aros yn iach yn emosiynol</p> <ul style="list-style-type: none"> Dilyniad ni ar Twitter a Facebook @CTMWellExp Gorffwys, Ymlacio ac Allgysylltu - sesiwn meddwlgarwch yn seiliedig ar dosturi 	<ul style="list-style-type: none"> Clustffonau realiti rhyddol ar gyfer ymlacio a gweithgareddau meddwlgarwch Cyswau Meddwlgarwch rhagwneirniol ar gael gan Valleys Steps valleysteps.org 	<p>Hyfforddiant Ymwybyddiaeth o Iechyd Meddwl i Reolwyr Ar gael trwy CTM. MHFAstaff@wales.nhs.uk</p> <p>Hyfforddiant Cefnogwr Lles Ar gael trwy CTM. MHFAstaff@wales.nhs.uk</p> <p>Sut ydwi i? Sut wyt i? Mae dysgu wedi'i hyrwyddo ar sut i gynnal a chefnogi eich hun ac eraill yn y gwaith</p> <p>Ymyrraeth gan y Tim Lles Cefnogaeth i dimau sy'n cael trafferth</p> <p>Stacio ymgynghori i reolwyr Gofod i drafod lles cyswau sy'n cael trafferth gyda lles emosiynol</p>
<p>Rwy'n dechrau cael trafferth gyda fy lles emosiynol</p> <ul style="list-style-type: none"> Bythau i reolwyr - cymorth lles unigol i reolwyr MenoposCTM - Cymorth i bobl sy'n profi symptomau'r menopos Cwrs Ffordd Iach o Fyw 10 wythnos i'ch helpu i gollu pwysau a gwneud newidolau cynaliadwy i'ch ffordd o fyw 	<ul style="list-style-type: none"> Gweithdal Lles e.e. Pryder, Hwylau Iel, Cwsg, Ymlacio, Strain a Gorffwiler, Rhwystrau i Ymarfer Corff, Mestrin Gwydymch Cymorth Cynnal Trauma - cymorth i unigolion timau y mae trauma yn y gwaith wedi effeithio arnynt 	
<p>Rwy'n cael trafferth gyda fy lles emosiynol</p> <ul style="list-style-type: none"> Atgyfeiriad (gennych chi eich hun neu gan reolwr) at wasanaeth cymwela Vivup - www.vivup.co.uk / 0303 800 658 Cws byw seiliedig ar feddwlgarwch - cws 8 wythnos o hyd 	<ul style="list-style-type: none"> Gwasanaeth Therapi Seiliedig ar Walth - therapi ar gyfer y rhyw y mae digwyddiadau yn y gwaith wedi effeithio arnynt (gweler wein praf perodol ar y ffurflen atgyfeirio) Llinell gymorth Canopi (8am-5pm, dydd Llun i dydd Gwener) 0800 058 2738 neu https://canopi.nhs.wales/cy/hafan 	

Rydwi i'n cael llawer o ddrfferth gyda fy lles emosiynol: Siaradwch â'ch meddyg teulu er mwyn cael mynediad at wasanaethau Iechyd Meddwl. Os ydych chi mewn argyfwng iechyd meddwl, cysylltwch â'r gwasanaethau brys neu'ch tim argyfwng lleol.

Thread


Employee Experience & Wellbeing @ CTM
@CTMWellExp

Gwnaeth Dewi Sant ein hannog ni i wneud y pethau bychain. Dyma rai awgrymiadau ar gyfer pethau bach sy'n gallu cael effaith fawr ar ein lles a les pobl eraill, gyda rhai awgrymiadau â thema Gymreig i ddathlu Dydd Gŵyl Dewi. @CTMCymraeg

Translate Tweet

Dydd Gŵyl Dewi

Gwnewch y Pethau Bychain



Gofyn i'ch hun, "beth alla i ei wneud i fod yn garedig tuag ataf fy hun ac eraill heddiw?"

Gofyn am ddewis iaith wrth dderbyn cleifau a threfnu apwyntiadau

Coginio eich hoff bryd o fwyd - neu efallai cawl cig oen Cymreig traddodiadol

Prynu tsw o gennin Pedr i chi'ch hun neu rywun arall

BYW A GWEITHIO'N OFALGAR YN CTM

Mae hyfforddiant mewn ymwybyddiaeth ofalgar yn gallu ein helpu ni i ddod i ddyn nhw ein llethu, gallwch eu rheoli'n well. Gall dysgu technegau syml eich gwella eich perthnasoedd a'ch lles.

Byw a chydweithio gyda'n gilydd yn ofalgar yn CTM, gydag ymwybyddiaeth, dealltwriaeth a thosturi.

Cysylltwch â'ch Gwasanaeth Lles os gallwch ni eich helpu chi neu eich tim gydag unrhyw un o'r seynau isod:

- Cwrs 'Byw ar sail Ymwybyddiaeth Ofalgar (MBLC)' am 8 wythnos**
8 sesiwn wythnosol am 2 awr sy'n eich cynorthwyo i integreiddio ymwybyddiaeth ofalgar yn eich bywyd bob dydd. Rheoli strau, gorbydder, emosiynol a lles cyffredinol. Bydd sesiynau galw heblio a gaeip WhatsApp ar gael ar ôl cwblhau'r cws. Hyfforddiant ar-lein neu wyneb yn wyneb.
- Sesiwn 'Gorffwys, Adfywio ac Allgysylltu'**
Sesiwn dwy awr sy'n eich helpu i neilltuo amser i chi eich hunan, adeiladu gwybodaeth emosiynol a deall beth sy'n achosi gorbydder a strau. Dysgu sgiliau sylfaenol i wella eich lles.
- Gweithdy 'Fy Ngafal i Eich Gafal Chi'**
Deall beth yw effennau tosturi, a pham fod hunan ddesturi yn hollbwysig, yn enwedig yn yr amgylchedd gofaliach. Dysgu sut i reoli rhododau ac AP ynghyd ymwybyddiaeth ofalgar yn seiliedig ar dosturi. Amser i chi!
- Sesiwn 'Cymryd Anodi' am awr**
Amser i dawe'u'r meddwl a llonyddu'r corff, gyda technegau ymwybyddiaeth ofalgar iaelniol i'w defnyddio bob dydd.
- Ymwybyddiaeth Ofalgar, dydd Llun am hanner dydd**
Sesiwn galw heblio am awr i berffeithio eich ymarfer. Agored i'r rheiny sydd wedi cwblhau'r cws MBLC.
- Cws byw yn seiliedig ar dosturi**
2 sesiwn wythnosol am 8 awr sy'n eich cefnogi i fyw'n fwy meddylgar gydag arferion tosturi sy'n eich cynorthwyo i dderbyn eich hunan, bod yn fwy ddiogelgar a bod yn tosturiol i chi eich hun.
- Mannau Tosturiol ar gyfer gwranddo**
Ymunwch â grŵp bach i ddygu sut i greu mannau diogel gydag eraill. Cyfie i siarad am ein profiadau o'n meddyliau ni ein hunain a rhai pobl eraill heb famu. Llwyn i lyfrio, all-gychwyn a thrownewid.

E-bostiwch
CTM.WellbeingService@
wales.nhs.uk

GIG
Llywodraeth Cymru
Llywodraeth Cymru
Llywodraeth Cymru
Llywodraeth Cymru

Lles yn Wellbeing at

How work under this theme cross-references with the Welsh Language Standards

Cross-referencing work under the theme with the Welsh Language Standards		
Theme: Employee Experience and Our Bilingual Workplace		
Initiative	Reason for work	Relationship with requirement under WL Standards
Internal communications	To promote Welsh throughout the organisation, celebrate those areas that are bringing Welsh language and culture into their daily services and to promote Welsh language resources and courses	Standards 99, 100 & 101 by promoting Welsh language courses and the right staff have to learn Welsh at work; The Standards and bilingual provision in general, by promoting compliance with the standards and examples of good practice.
Staff network	To create a network of Welsh-speaking staff across CTM to allow staff to use more Welsh at work, contributing to the organisation's bilingual ethos.	A strong staff network will allow us to promote compliance with the standards by creating a supportive network where good practice can be shared and any possible cases of non-compliance fed back informally.
SharePoint	To be a one-stop site for advice and guidance on using Welsh at work and providing bilingual services	Standard 94 , by ensuring we have an intranet page dedicated to supporting staff to use Welsh at work.
Promoting Welsh Language Technology	To allow staff to write Welsh at work confidently and to allow staff to use Welsh in work by promoting the technology that's available in Welsh	Standard 89 , by providing staff with Welsh spellchecking software and promoting workplace technology that's available in Welsh
Staff well-being services	Ensuring staff have access to well-being material in Welsh. Given the amount of content the well-being team publishes, ensuring it's bilingual also makes a significant contribution to the visibility of Welsh in CTM	Standard 39 , by ensuring their external website is bilingual Standard 45 , by ensuring their social media was bilingual Standards 111-113 , by ensuring workplace signs about staff well-being in the workplace are bilingual

Theme 4: Governance and accountability

The way we communicate with staff and support them, the processes we have in place to strategically develop Welsh in our organisation and creating a bilingual ethos at work are three all-important factors to developing Welsh in CTM UHB. The fourth theme that brings this together, governance and accountability, refers to the structures we have in place to monitor progress, the assurance processes and appropriate oversight in place to ensure we're meeting our legal requirements, and our approach to policy risks when we may fail to meet those requirements. This theme is about knowing how well we're doing, knowing where we need to improve, and having the right structures in place to drive improvement and challenge where necessary.



Our Welsh Language Steering Group

This year our Welsh Language Steering Group met for the first time. The role of the Welsh Language Steering Group is to lead strategically to improve the environment that supports and values the Welsh Language and its role in the delivery of safe and high quality services to our patients. The group consists of senior leaders from each Care Group who have the influence and authority to see through change in their areas, as well as senior clinicians who value Welsh in the organisation and who can act as influential champions in the clinical areas. The Group's agendas allow senior Health Board leadership to focus on particular areas and priorities, and allow for a high-level forum to take place where Welsh language and culture can be discussed and work to further embed Welsh to be planned and agreed. The Group's terms of reference govern the Group's activities.

The Group provides advice and assurance to the Board and sub-committees in relation to the organisation's compliance with our statutory Welsh Language Standards duties, to ensure we treat the Welsh language no less favourably than the English Language, and ensure progress with the five-year More than Just Words strategic plan, to strengthen Welsh language provision. Assurance is provided through bi-annual written report updates to Board and quarterly highlight reports to the People and Culture Committee. Establishing this Group and the robust reporting cycle demonstrates another significant step forward for Welsh in CTMUHB.

Developing our business intelligence for Welsh language provision

CTM UHB is a large and complex organisation with over 13,000 members of staff, offering a myriad of healthcare services across three counties of 450,000 people. This means it may not always be possible to ensure we're doing each and every single thing we need to do all of the time at all locations, but we do agree we need to ensure we've got a robust process for gathering business intelligence on our compliance with the Welsh Language Standards, and a comprehensive tool for analyzing and displaying that information. This year, we've significantly updated and developed our compliance dashboard for Welsh language compliance. This is what we've done:

- Updated what evidence we will use to gather information on compliance, so that we know what information we need and from whom to report on compliance with certain standards, and how best to gather that information. For example, an audit questionnaire for Standards 1-7, or using Civica data from patient feedback questionnaires and data from the e-whiteboards for Standard 23;
- Redesigned it so that it coincides with our new Care Group operating model;
- Ensured that all wards and services, totaling over 400 individual departments, have been added to the tool with the majority now added to the right Care Group within the tool.

This tool allows us to do several things:

- Give an indicative overall quantitative compliance score with the Welsh Language Standards for CTM UHB, based on how many Standards where we're able to confidently say we have reached High Assurance as per the Welsh Language Commissioner's definition used in compliance monitoring.⁵ This will allow us to have a general score which suggests the overall health of compliance in CTM;
- Report on compliance for individual departments and Care Groups. This allows a scorecard to be shown for Care Groups, allowing trends to be shared within reporting at the Welsh Language Steering Group and in highlight and update reports as part of our assurance;
- Analyse trends in compliance over time and within areas, to allow us to focus developmental work on priority areas through the Welsh Steering Group's agendas;

⁵ High Assurance: The organisation complies with all requirements under all circumstances except for on rare occasions.

- And finally, the tool also automatically updates our People Services dashboard developed via MS Power BI, so that as the tool is regularly updated by the Welsh Language Lead, core data on the Care Group's compliance is fed through to the overall directorate dashboard. This allows senior oversight on compliance within Care Groups, in terms of the Service Delivery Standards and Operational Standards around noting skills and completing the mandatory Language Awareness course specifically.

Data is gathered for this tool through completed action plans, auditing, ESR data, data from the translation team on what requests they've received and from site visits and spot checks. This tool will be updated monthly using these various sources of information.

Complaints

Another useful source of information on how well we're doing is complaints and this theme will also include a discussion of complaints we've received about our Welsh language services.

This year, we received one complaint relating to one of our hosted bodies, the Emergency Ambulance Services Committee (EASC). Hosted bodies in NHS Wales are bodies with a national remit, but they are 'hosted' or supported in various ways by Health Boards or Trusts as opposed to being full organisations in their own right, and the policies of those Health Boards and Trusts for Welsh apply to that hosted body. The complaint concerned a member of the public living in the Hywel Dda University Health Board area, who complained to the Welsh Language Commissioner that they were unable to download a document from the Welsh side of EASC's website. This was because the document was uploaded to the English side of the website only, rather than both sides. The Welsh Language Commissioner instigated an investigation and determined this was in breach of Standards 39 and 60, and asked CTM UHB and EASC to take steps to ensure this breach did not occur again.

The process of complying with those steps is ongoing at the time of writing this report.

How work under this theme cross-references with the Welsh Language Standards

Cross-referencing work under the theme with the Welsh Language Standards		
Theme: Governance and accountability		
Initiative	Reason for work	Relationship with requirement under WL Standards
Our Welsh Language Steering Group	Ensuring we have a strategic group with senior leadership to drive improvements, enact change and respond to policy priorities.	Standards 1-121 , and ensuring progress with all standards in all areas through an appropriate Health Board-wide governance group
Business intelligence on our compliance	Ensuring we have a comprehensive tool to monitor and analyse compliance across the Health Board, and to accurately report on our position internally and externally	Standards 1-119 , by ensuring we have appropriate methods of gathering business intelligence and analyzing and displaying this in such a way to ensure we can prioritize developmental work; Standard 120 , to support the writing of the Welsh Language Standards annual performance report by having core data to hand; Standard 121 , to allow us to have data to hand on our compliance if this is requested by the Welsh Language Commissioner.
Complaints	Ensuring we record complaints on our bilingual provision and take the necessary action	Standard 115 and 120 , by keeping a record of complaints received and reporting on them in this report; Standard 39 on this occasion, by responding to the complaint and the steps we needed to take following a determination EASC, a hosted body, breached this standard

Theme 5: Workforce planning and recruitment

This is the final of our five themes and work under this theme will aim to analyse the size of our bilingual workforce and where necessary, increase the number of Welsh-speaking staff we have. This part of the report will also publish how many staff we have who speak Welsh and to what level, and how many jobs we've advertised as needing skills in Welsh as part of this. We can't offer the public a truly bilingual health service in the CTM UHB area unless we have the right number of bilingual staff; this final theme recognises this and details how we're working to build our Welsh-speaking workforce.



Our bilingual workforce

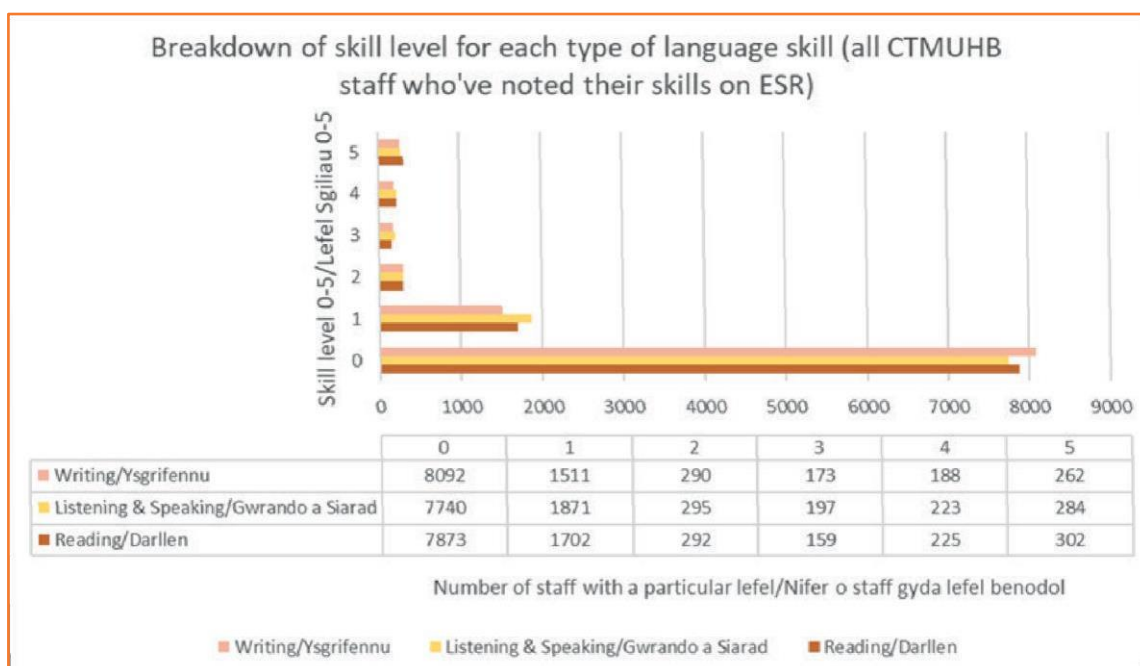
All staff in CTM UHB are expected to note their Welsh language skills on ESR, our workforce system. We do this by noting whether we have skills in writing Welsh, listening/speaking in Welsh and reading in Welsh and at what level, from 0 to 5. These mean the following:

- 0: No ability in this skill at all,
- 1: Entry level at this skill, e.g. can pronounce Welsh names and say a basic greeting,
- 2: Foundation,
- 3: Intermediate,
- 4: Higher,
- 5: Proficient.

We've encouraged staff throughout the year to note their Welsh language skills on ESR in co-operation with colleagues in our Learning & Development department. The percentage of staff who have recorded their Welsh language skills on ESR is 80% for listening and speaking in Welsh and 81% for both writing Welsh and reading in Welsh, which is an increase on last year where it was 78% on average.

Turning to the linguistic profile of CTM UHB's workforce, the graph below illustrates how many of our staff have skills in Welsh.

In terms of our ability to offer services in Welsh, staff with level 4 in a skill will generally be able to use this skill in most situations with patients and colleagues, hence the 'higher' descriptor. Some staff who may be fluent also note this level if they're under-confident. It can reasonably be inferred as a result that the number of staff in CTM UHB able to speak Welsh is currently at least 507 (of those who've recorded their skills), when combining those staff who've noted Level 4 or 5 for listening/speaking.



A more detailed breakdown of staff and their language skills according to Care Group can be seen in Appendix 2.

Compared to last year, we can see that there have been small increases in the number of our staff with skills in Welsh. ⁶ The table below compares 2021/2022 with 2022/23. The most likely cause of this welcome increase in those staff who report skills in Welsh is simply that these staff have now recorded their skills on ESR for the first time. This means that where previously their Welsh language skills were not registered, the system is now able to count those skills. The increase in the number of staff who have recorded their skills on ESR this year is 1.2% on average as noted above, lending further credence to this analysis. The increases across skill type expressed as a percentage are also of a similar magnitude. For example, the increase in those staff with a Level 5 in listening/speaking, reading and writing in Welsh is 8% for each skill, or 22, 24 and 20 people respectively. This shows that rather than these increases coming primarily from staff gaining new skills in Welsh or from recruitment, current staff have accessed ESR and noted what their skill level is for each of the three skill types where they needed to. If this were not the case, the increases across skill type would not be uniform.

Level	Listening/Speaking in Welsh			
	2021/22	2022/23	Difference	Difference as %
Level 0	7415	7740	+325	+4%
Level 1	1814	1871	+57	+3%
Level 2	263	295	+32	+11%
Level 3	189	197	+8	+4%
Level 4	208	223	+15	+7%
Level 5	262	284	+22	+8%
Level	Reading in Welsh			
	2021/22	2022/23	Difference	Difference as %
Level 0	7547	7873	+326	+4%
Level 1	1636	1702	+66	+4%
Level 2	258	292	+34	+12%
Level 3	155	159	+4	+3%
Level 4	214	225	+11	+5%
Level 5	278	302	+24	+8%
Level	Writing in Welsh			
	2021/22	2022/23	Difference	Difference as %
Level 0	7779	8092	+313	+4%
Level 1	1443	1511	+68	+5%
Level 2	261	290	+29	+10%
Level 3	163	173	+10	+6%
Level 4	176	188	+12	+6%
Level 5	242	262	+20	+8%

⁶ Note that last year, the overall numbers for CTM included staff working in hosted bodies. This year, the analysis has excluded those staff who do not work for the Health Board. The numbers for 2021/2022 used to compare staff numbers with this year have also had staff from hosted bodies removed.

Another reason these increases are likely to come from the current workforce simply updating their skills is that CTM UHB has not advertised a similar number of Welsh essential posts, as shown below under 'Assessing and advertising posts'.

However, staff completing their ESR skills profile won't have counted for all of these increases, and this is particularly true of those with Level 1 skills in 'Listening/Speaking Welsh'. Those staff who have this year completed a course, such as the online Taster Course for Health & Social Care professionals, will be added to the total of Level 1 staff in ESR and have been included in the total of staff with Level 1 skills for 'Listening/Speaking Welsh' above. More detail on this is given below under 'Learning Welsh at work'.

Learning Welsh at work

We've talked above under Theme 3 how we've promoted Welsh internally, including advertising courses for staff to improve their confidence to use Welsh. This has meant that overall this year, 24 people have contacted the Welsh Language Team requesting information on learning Welsh at work, with information being provided. All staff are fully funded and it is made clear in our Learning & Development Policy that staff can also learn Welsh during working hours. In addition, 18 staff have succeeded in completing the online Welcome Part 1 and 2 Taster course for the Health sector provided by the National Centre for Learning Welsh, and congratulations to all those staff who've completed it. A special congratulations also to two of our colleagues at the Pre-assessment Unit at Prince Charles Hospital who completed the Taster Course in person onsite at the hospital to introduce more Welsh into the unit and at its reception in particular. Twenty two of our staff have also begun Mynediad and Sylfaen courses in the community having noted CTM UHB as their employer. Da iawn bawb!

See Appendix 3 for more information on training related to Welsh.

Assessing and advertising posts

The breakdown below shows the number of posts advertised per Welsh language skills categorization.

Total number of vacancies advertised as:	Number
Welsh language skills are essential	10
Welsh language skills are desirable	3370
Welsh language skills need to be learnt when appointed to the post	1
Welsh language skills are not necessary	315
Total Number of vacancies advertised 01/04/2022 - 31/03/2023	3696

This is a decrease of 2 posts compared to last year, when 12 roles were advertised as Welsh essential. Two roles were in the Welsh Language Services Team, and the rest were for our Switchboard, in administrative roles or on one occasion for a Healthcare Support Worker. Recruiting more Welsh speaking staff and supporting our current workforce to improve their confidence to use the Welsh they have will take priority next year as we build our bilingual workforce and grow our bilingual ethos at CTM UHB.

Overall, we have more Welsh-speaking staff than originally thought and some staff do assess posts to see whether they need to recruit Welsh-speaking staff before advertising. That 3370 posts were advertised as Welsh desirable, as opposed to specifically noting no skills in Welsh were required as was the case for 315 posts, shows that the 'Welsh desirable' category is often a genuine statement that the recruiting manager would welcome candidates who have skills in Welsh. All of this is a sound base to start from as we look next year to improve how we treat Welsh when recruiting to posts.

Cross-referencing work under the theme with the Welsh Language Standards

Theme: Recruitment and workforce planning

Initiative	Reason for work	Relationship with requirement under WL Standards
Our bilingual workforce	Monitoring the number of Welsh-speaking staff we have, so that we know where to increase this number where we need to	Standard 96 , by requiring staff to record their language skills on ESR and Standard 116 , by having a record of who in our organisation speaks Welsh on ESR.
Learning Welsh at Work	Supporting staff to learn Welsh at work, by advertising courses, signposting staff to them and paying course fees	Standards 99, 100 & 101 by facilitating the learning of Welsh at work in various ways
Assessing and advertising posts	Assessing posts to decide whether we advertise the role as needing skills in Welsh to increase our bilingual workforce	Standard 106 , by assessing some of our posts to decide whether skills are needed in Welsh or not; Standard 117 , by having a mechanism in place to ensure we receive data on what skills were advertised as needed for posts at the end of each financial year.

Appendix 1:

List of areas given a Welsh Language Pack

Below is a list of areas who have received a Welsh language pack as part of our internal promotion plan described under Theme 1 above, between November 2022 when they were first available and end of March 2023. Whilst providing the packs does not mean we are necessarily compliant, it does mean that the organisation has ensured staff have the knowledge and resources to reach compliance. The packs can be seen as an important language planning intervention given the various resources they include, and so the list below intends to show progress made in disseminating them. Over 60 have been provided, with areas having more than one where they have several sites.

- Paediatric Services PCH, RGH & POWH,
- SCBU in POWH,
- Dietetics across CTM,
- Speech & Language Therapy PCH,
- Paediatric Physiotherapy POWH,
- the Community Dental Service across CTM,
- Community Midwifery YCC,
- Cardiac Monitoring Unit RGH,
- Endoscopy POWH & PCH,
- Older People's Occupational Therapy YGT,
- Maxillofacial Outpatients PCH,
- Gynaecology & Sexual Health RGH & YCR,
- Ward 6 PCH,
- Maternity Ward PCH,
- Palliative Care Services RGH, YCC & POWH,
- Ward 12 POWH,
- Healthy Schools Team (Public Health),
- Pre-assessment Unit PCH,
- Speech & Language Therapy YGT,
- Ward B2 YCR
- Ward C3 YCR and the
- Chaplaincy and Spiritual Care Department.

Appendix 2:

Welsh language skills by care group

	Level	CH&F	Corporate	DTS	MH	PC	PC&C	Unsched	COO	TOTALS
Writing	0	761	758	979	886	1253	944	1451	1060	8092
	1	162	255	223	95	160	369	173	74	1511
	2	20	57	59	37	43	29	35	10	290
	3	20	18	30	23	17	27	29	9	173
	4	24	25	32	18	27	25	31	6	188
	5	27	34	67	34	18	38	36	8	262
	Level	CH&F	Corporate	DTS	MH	PC	PC&C	Unsched	COO	TOTALS
Listening/ Speaking	0	723	702	906	861	1216	892	1416	1024	7740
	1	203	309	286	125	218	423	195	112	1871
	2	23	49	65	35	40	29	43	11	295
	3	23	27	38	27	22	28	22	10	197
	4	27	31	36	22	28	25	45	9	223
	5	27	37	70	35	21	46	39	9	284
	Level	CH&F	Corporate	DTS	MH	PC	PC&C	Unsched	COO	TOTALS
Reading Welsh	0	739	723	931	867	1237	913	1425	1038	7873
	1	184	285	256	115	179	398	192	93	1702
	2	22	52	66	32	40	31	39	10	292
	3	18	22	28	19	16	25	23	8	159
	4	25	29	35	29	32	27	39	9	225
	5	34	41	76	34	23	46	39	9	302

Please note the following:

- In the data as provided there was a 7th Care Group, 'Bank Care Group', consisting of 9 members of staff. These were added to the total for the 'Corporate Care Group' given their roles;
- The Corporate Care Group includes the bodies CTM UHB host. These have been excluded from this dataset, and only employees of CTM UHB have been included;
- The abbreviations mean the following with typical services they provide also noted:
 - CH&F: Children & Families Care Group (Paediatrics, Maternity, Midwifery, Sexual Health),
 - Corporate: Corporate Services Care Group (Admin & Clerical, IT, HR, various professional, non-clinical roles),
 - DTS: Diagnostics, Therapies, Pharmacy & Health Sciences Care Group (Radiology, Audiology, Physiotherapy, Occupational Therapy, Speech & Language, Dietetics, Podiatry, Pharmacies, Pathology),
 - MH: Mental Health and Learning Disabilities Care Group (CAMHS, MH in-patient wards, community MH services),
 - PC: Planned Care (Outpatient services, surgical wards, surgery),
 - Unshed: Unscheduled Care (acute medical wards, A&Es and Minor Injury Units),
 - PC&C: Primary Care and Communities (Some Primary Care services such as managed practices, district nursing, community clinics, community hospital wards),
 - COO: Chief Operating Officer (Estates, Facilities and domestic services, Porters, Catering).

Appendix 3: Staff training data

Breakdown of numbers of staff who have completed training as relevant to Welsh Language Standards 99(a) and 102. No staff have currently taken training relevant to Standard 100 or 101 internally but we aim to work towards changing this next reporting year. We do not currently collect data relevant to Standard 103 but we aim to work towards changing this next reporting year. The numbers for team sessions and Standard 102 are low but it should be borne in mind that these are leadership groups and so influential in terms of wider bilingual development as they will cascade the right messages downwards.

Standard 99(a)	
Beginners 'Cwrs Blasu' online	18
Mynediad/Sylfaen courses in the community	22
2-hr Taster Course within Cymraeg Gwaith	2
Standard 102	
CTM Senior Nurse and Lead Nurse Professional Forum Session	15
Ward Manager Forum for Prince Charles Hospital	12
Ward Manager Development Day for Ysbyty Cwm Rhondda	3
Practice Nurse Development Day	20
New Band 5 Therapies staff	25
iCTM Development Team	5
Language Awareness on ESR as at March 31st 2023	5,040

