

Freedom of Information Request: Our Reference CTHB_60_16

You asked:

I would like to receive the following information under the provisions of the Freedom of Information Act:

1. The number of mental health patients whose preferred language has been recorded by you
2. The number of mental health patients who receive treatment through the medium of Welsh
3. The percentage of Welsh speaking mental health patients who receive their treatment through the medium of Welsh
4. The percentage of staff who work in the mental health field who are Welsh speakers

Our response:

1. The number of mental health patients whose preferred language has been recorded by you

We are unable to answer this question specifically for mental health patients. However, our Electronic Patient Administration System (Myrddyn) does include a field where a patient's preferred language choice can be recorded, if patients choose to do so. Staff at our main reception areas, outpatients departments and A&E have all been encouraged to complete this field when receiving inpatients and outpatients within our hospitals. In addition, the new self service 'check-in' kiosks, also provide an opportunity to record patient language choice, but only if patients choose to do so.

Between August 12th 2015 and 21st September 2015 there were 89 (1%) of service users who chose to use the self check-in method in Welsh.

Where Welsh speaking mental health patients are placed upon one of our hospital wards, patient notes and staff notice boards can display the *iaith gwaith* logo next to the patient's name to identify them as Welsh speakers in order that every effort is made to deliver their care and treatment in Welsh.

In 2015/16 the Cwm Taf UHB Welsh Language Unit has been contacted on 1 occasion by mental health staff for advice on providing a mental health service to a Welsh speaking patient which was then provided.

2. The number of mental health patients who receive treatment through the medium of Welsh

There is no formal method of recording this information due to the nature of the services provided within Mental Health and throughout the health service. Welsh speaking staff do use their Welsh skills with Welsh speaking service users wherever possible on a day-to-day basis. Whenever a mental health patient has a need for a mental health service to be delivered in Welsh, the Cwm Taf UHB is able to provide these services either directly by a Welsh speaking member of staff, or by following procedures for using appropriate translators and interpreters.

3. The percentage of Welsh speaking mental health patients who receive their treatment through the medium of Welsh

See response to question 2.

4. The percentage of staff who work in the mental health field who are Welsh speakers

12 staff (2%) have confirmed that they feel sufficiently competent in the use of Welsh language to provide care through the medium of Welsh if mental health patients request it. However, there may be other staff that speak Welsh who have not recorded their skills onto our system and we are proactively encouraging staff to do so.