



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Cwm Taf Morgannwg
University Health Board



Freedom of Information Request: Our Reference CTMUHB_53_26

You asked:

I would like to put forward an FOI request for the two following questions please;

1. What measures does the Health board have in place to ensure Welsh Language Voice Banking is available for those with time critical diseases such as Motor Neurone Disease?

The Health Board has Welsh-speaking staff available to support Welsh-language Voice Banking, including one fluent Welsh-speaking team member who specialises in motor neurone disease and specialist palliative care. This includes this Welsh-speaking member of staff working specifically within the palliative care and MND service, meaning Welsh-language support is available for patients with urgent, progressive conditions. Support for Voice Banking is typically available via the above member of staff, who is usually able to assist in coordinating Welsh-language voice banking for individuals with time-critical diagnoses.

2. What software is used by the Health board to enable Voice Banking in Welsh?

The Health Board is able to use Lleisiwr for Welsh-language Voice Banking. Lleisiwr allows people to record their voice in Welsh and generate a personalised synthetic voice. The software was developed at Bangor University. The Health Board also supports Welsh-language Message Banking, which enables individuals to record: family names, terms of affection, frequently used natural phrases, emotional or personal messages. We are also currently in the early stages of exploring the usage of AI software ElevenLabs to also support Welsh language voice banking.