Welsh Language in Health, Social Services and Social Care Conference & Awards 2015

Providing better care for a bilingual nation
Ward B2 in Ysbyty Cwm Rhondda is a ward that operates bilingually. They placed Welsh speaking staff on the same ward in the hospital which allowed patients the choice of receiving their care and treatment in their language of choice. Other staff such as porters and catering staff were also co-located to deal with the patients on the ward in Welsh. This is an impressive use of our most valuable asset – the skills of the NHS workforce.

The patients in this particular hospital are usually long term patients and so the ability to speak Welsh with the staff has made a big difference to the patients. Staff in the ward have seen a positive change in the attitudes of staff and patients alike and the response of the patients and their families has been very positive.

The Minister for Health & Social Services, Mark Drakeford AM said ‘I believe that Ward B2 in Ysbyty Cwm Rhondda, Cwm Taf University Health Board deserves the Minister’s Special Award this year. This is a commendable initiative that puts the principle of the ‘active offer’ into practice.

The initiative shows that it is possible, even in a geographic area that is not considered to be traditionally Welsh speaking, to ensure that Welsh speakers can receive health care services in their first language, by making the best use of the skills and resources of the staff.'
The Awards – 2015 Winners

a) Families, children and young people

**Winner: Getting the lowdown**
An Emotional Wellbeing Resource for Primary and Secondary Schools, Hywel Dda University Health Board

As a way to help health and education sector workers to teach children and young people about mental health problems and emotional wellbeing, this resource was developed. The resource includes teaching plans, external resources and a DVD. The DVD is separated to a section for primary school children and a section for secondary school pupils, and deals with mental health problems and emotional wellbeing in a way that’s easy to use and including professional presenters and children acting – and all in Welsh. The resource is being rolled out to all Pembrokeshire schools as well as having been made available to schools in Newport and Cardiff.

b) Older people

**Winner: Foxtroy House Residential Home, Bridgend**

As a result of reading the ‘More than just words…’ strategy, this residential home for the elderly became aware of the need to make an action plan to deliver the ‘active offer’. Welsh language sessions called ‘Gofalu yn Gymraeg – Caring in Welsh’ were organised in the residence in answer to the residents’ need for Welsh language services. The sessions include discussions about Welsh culture, Welsh bingo, singing Welsh hymns and many other activities including the Welsh language. After the residents’ sessions, staff training sessions are held to ensure that staff can deliver Welsh language services.
c) Mental health service users

**Winner: Cognitive Assessment Toolkit, Bangor University**

Considering the importance of early diagnosis of mental health problems to a patient’s care, the use of standard measures in a language which isn’t the patient’s first language can lead to a diagnosis which may negatively affect a patient’s treatment. As mental health problems (such as dementia) can affect the ability of patients to use their second language (in particular as the illness progresses), it was vital to have these standard measures in Welsh for Welsh speaking patients. The Alzheimer Society’s Cognitive Assessment Toolkit was translated by this group and three standard measures were linguistically certified. As a result, Welsh speaking patients can be assessed in Welsh wherever appropriate.

d) People with learning difficulties including speech and language therapy

**Winner: May I Join You? – Derwen: Integrated Team for Disabled Children**

Betsi Cadwaladr University Health Board / Gwynedd Council

This team created a resource to help parents of children with communication problems (such as autism) and non-specialist workers who care for these children. The resource includes a resource book to use with children during play, an information booklet, and a DVD. This innovative Welsh language resource demonstrates simple practical strategies that can be used to encourage young children to communicate.
Innovative practice in primary care responding to patients’ need for a bilingual service

Winner: T eifi Surgery
Llandysul
After conducting a survey of the practice’s patients, an action plan was created to increase the practice’s provision of Welsh language services. Part of the plan included encouraging staff to use their Welsh or to learn Welsh, and a new computer system was developed to record patients’ language choice and whether or not interpretation arrangements were needed for those patients’ clinical referrals.

Education and training which increase the capability / confidence of the workforce to provide Welsh language services

Winner: Language Champions Project
Bangor University
As leadership has such an important role in developing the provision of Welsh language services, this pioneering project’s aim is to establish individuals as Champions for the Welsh language within the School of Healthcare Sciences in Bangor University. After the Champions receive tailor made training, they work to raise the profile and effect of matters affecting the Welsh language within health services and local learning institutions.

Working in partnership

Special Commendation: Gyda’n Gilydd Service, the Gyda’n Gilydd Team, Gwynedd Council
The Gyda’n Gilydd Team has brought together Betsi Cadwaladr University Health Board, Barnados, Citizens Advice and Gwynedd Council’s Early Years Unit to provide a wide range of preventative services to families in Gwynedd. Central to this service is the ability to provide a completely bilingual service with the family leading on which language they wish to receive the service.
Special Commendation: Denbighshire Single Point of Access

Partnership between Denbighshire County Council and Betsi Cadwaladr University Health Board including the British Red Cross

Denbighshire has developed an integrated model of community service, which has at the centre of the model a new, effectively co-ordinated single point of access (SPoA), single point of assessment and core co-ordination for preventative and rehabilitation work for adults across Denbighshire. Upon contact, the SPoA Team will gather information in the preferred option of Welsh or English to identify what outcomes need to be achieved; discuss what solutions could be found and who may be able to help to meet those outcomes. For the caller to be able to speak directly to a Welsh speaker at the first point of contact is breaking new ground in terms of offering bilingual partnership services for both health and social care.

Winner: Ward B2 Ysbyty Cwm Rhondda

Cwm Taf University Health Board

To answer the demand for Welsh services by patients, a ward was created in this hospital with delivering Welsh language services as its goal. The ward is staffed by clinical staff with Welsh language skills and the ‘Iaith Gwaith’ materials are used extensively. After a successful period as a pilot, this ward has since been made a permanent element of healthcare provision and hard work is being done to promote the ward.
Winner: Judith Roberts, Senior Practitioner
Gwynedd Healthy Schools Scheme and Healthy and Sustainable Pre-School Scheme

Judith manages, plans and implements all aspects of the Gwynedd Healthy Schools Scheme through the medium of Welsh. Although such schemes aren’t new, what does break new ground is that the everyday work done ensures that users of these schemes obtain the service in the language of their choice. Collaborating with relevant networks on a daily basis can be challenging, for example the Healthy Schools network operates in English so Judith has to ensure that any new information is passed on in Welsh. By providing support, training, documents and resources in Welsh the Schemes contributes towards promoting and safeguarding the health and welfare of children, young people, families and communities in schools and pre-school settings effectively and successfully.

Technology and the Welsh Language

Special Commendation: Appointment Reminder Service
Betsi Cadwaladr University Health Board

This is a wholly bilingual service on a huge scale - 1.6 million appointments per annum, covering a population of 676,000 across north Wales. The text messages, the automated voicemails and the call centre all offer a bilingual service. The technology is proven, and what the Health Board has learned as regards effective language and communication through text and voice messages can be used by the rest of the NHS and the wider public sector in Wales. The project has saved over 5,000 appointments during 2014, and this is likely to double during 2015. This will mean a considerable saving, while ensuring that our patients are seen locally.
Special Commendation: Gwynedd Healthy Schools Scheme

Public Health Wales

The Senior Practitioner of the Gwynedd Healthy Schools Scheme decided to create bilingual interactive resources entitled Tyfu i Fyny. The Tyfu i Fyny resources have been designed to respond to the sensitivity in the area of Sex and Relationships Education and as a result, teachers are now confident and comfortable in introducing the subject, and the pupils enjoy the teaching. As a result of creating these resources for Gwynedd schools, the Welsh Government requested that they be available for all schools in Wales.

Special Commendation: An online bilingual cancer information resource

developed by patients for patients - The North Wales Cancer Network Patient Forum (www.northwalescancerforum.co.uk)

The North Wales Cancer Network Patient Forum is a voluntary group of people affected by cancer. The Forum, comprising cancer patients and carers, works in close partnership with the Cancer Network, the Betsi Cadwaladr University Health Board, local authorities and numerous third sector organisations. Forum members developed an innovative website specifically designed to signpost people affected by cancer in North Wales to the wide range of community based sources of information and support. From the outset, the Forum was committed to making the resource fully bilingual; promoting equality for the high proportion of people in the region whose first language is Welsh.

Learning Welsh

a) Welsh Learner of the Year for less than 2 years

Winner: Laura Owens
Betsi Cadwaladr University Health Board
**Winner: Amy de Cunha Prys**
Betsi Cadwaladr University Health Board

**Special Commendation: Gareth Hutchinson**
Betsi Cadwaladr University Health Board

**Winner: Rhiannon Davies**
Welsh Language Officer, Aneurin Bevan University Health Board

Before Rhiannon’s appointment as Welsh Language Officer in 2008, Rhiannon worked to promote equality for Welsh speakers in her own time. In addition to the work Rhiannon completes as part of her role, she also undertakes many additional roles. As a governor at a local school and as a Business Ambassador for Careers Wales, Rhiannon nurtures close links between the Health Board and schools in the area and organises visits and work experience placements in an attempt to attract Welsh speakers to NHS Wales in the future. As a Welsh tutor, Rhiannon has also helped Welsh learners in the Health Board. On a national level, Rhiannon has worked as a member of the ‘All Wales Welsh Language Task and Finish Group’ and she is currently serving a term as representative of NHS Welsh Language Officers on the ‘More than just words…’ Implementation Group. Outside of work, Rhiannon also does many other things to promote the Welsh language locally.
b) in social services / social care

**Winner: Margaret Watkins**  
Staff Development Officer, Denbighshire County Council

In her role in the Council, Margaret decided to take ownership of promoting the Welsh language in the social care sector. In addition to her work as Staff Development Officer, Margaret has taken on responsibility for implementing ‘More than just words…’ through identifying where it is possible to promote the strategy in the sector and through promoting the strategy in social care staff sessions. Alongside this, Margaret has pushed the importance of the language amongst managers through running a language awareness course specifically tailored to the sector’s managers. Also in addition to her post’s responsibilities, Margaret has gone about nurturing the confidence of learners and supporting them by distributing resources such as ‘Welsh in your pocket’ and the ‘Welsh on the wall’ poster. Margaret has also developed resources to help learners such as a “Dysgu Cymraeg” lanyard and a collection of phrases for social carers to use at work.

If you would like to learn more about the winning nominations or contact them directly e-mail us at Uned-yr-iaith@Wales.GSI.Gov.UK or call 02920 823135.

Follow all the latest news about the Awards and the work of the Welsh Language Policy unit on Facebook www.facebook.com/mwynageiriau