

Annex 4

Developments in the provision of services in Welsh

Clinical School, Swansea

The Clinical School is in the process of producing a DVD which aims to promote awareness that the ability to speak Welsh is a valuable skill and supports students to use Welsh with confidence.

North Wales Region

Operating bilingually is mainstream to the majority of NHS organisations in North Wales. This is reflected in the agreement to pool LHB funding to employ a Welsh Language Advisor to support the service in the region. The development of this robust infrastructure has ensured effective translation services which enable the organisations to operate bilingually, the development of subject specific health resources such as Bilingual Terms for Health Promotion, Midwifery, Child and Adolescent Mental Health, and Health Care of Older People, and the development of customised training packages e.g. Welsh language support via e-mail for learners amongst LHB staff and contractors.

The investment in this infrastructure provides a strong foundation, which enables organisations to maximise the resources available, benefit from joint working and ensures a co-ordinated approach.

Gwent Healthcare

The Trust has taken a proactive approach to promoting awareness of, and encouraging staff to learn, Welsh. Both the Trust's Chief Executive and General Manager have led by example by learning and gaining a GCSE in Welsh. In November, the Trust held a Welsh Learners' Celebration event when 40 certificates were presented to those who had been learning Welsh for a year. It was also announced that another 60 people had registered to learn Welsh through the organisation's training scheme.

North West Wales Trust Cadet Scheme

The Trust has introduced a nursing cadet scheme, which encourages young people from the local community to pursue a nursing career. It has set a target that 90% of the cadets should be Welsh speakers.

The scheme is aimed at 16-24 year olds who have shown an aptitude for care and are looking for practical experience of the nursing profession before entering the Degree course in Nursing. To date 35 cadets have been recruited, of which 32 are Welsh speakers.

This initiative was highlighted as an area of notable practice by the Commission for Health Improvement (February 2004), has been highlighted as good practice by the Welsh Language Board

(2003-04 Review), and was commended by Estyn (Education and Training Inspectorate) in October 2003.

Children

Research is being undertaken by the All ~Wales Alliance for Research and Development (AWARD) network via Wales Office of Research and Development (WORD) to establish a protocol for setting up development norms for Welsh and Welsh/English bilingual children. This will allow assessment tools to be translated correctly which are relevant and accurate for use with children in Wales. This will establish baseline data for the first time.

Twf (Transferring Welsh within Families)

This project has been established to raise awareness among parents, prospective parents and the public at large of the advantages of bilingualism for children. They attempt to change the language patterns of mixed language families, in order to increase the number of children speaking Welsh at home. They promote bilingualism through the work of midwives and health visitors.

Research and consultation

The design of research across health and social care ensures that the views of Welsh and English speakers are reflected in commissioning and undertaking research for grant funding.

Grant funding

Processes take account of language needs of their area and target groups. This is monitored as part of the funding review process.

Health Challenge Wales

The evaluation of Health Challenge Wales includes surveys with the Welsh language variable and research includes clear instructions on Welsh language provision for the research.

Public information material

All health and social care organisations provide public information materials in English and Welsh.

Patient preference

Ceredigion NHS Trust asks both inpatients and outpatients their language choice. Bro Morgannwg NHS Trust is in the process of developing a system that records the language preference of patients in their

health records.

Voluntary organisations

The majority of national and local voluntary organisations working in Wales provide a bilingual service. In Gwynedd the voluntary organisations that have a Service Level Agreement with the local authority are required to have a Welsh language scheme.

NHS Open Week

The All Wales initiative to promote careers in the NHS includes a dimension in career opportunities through the medium of Welsh.