



Using the Welsh language in health services

We want your views on the new standards by 14 October 2016

CYMRAG

This is an easy read version of the Welsh Government's '**Welsh Language Standards (Health Sector) Regulations**'

Mae'r ddogfen yma hefyd ar gael yn Gymraeg.
This document is also available in Welsh.

July 2016

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How to use this document



This is an easy read version. The words and their meaning are easy to read and understand.



You may need support to read and understand this document. Ask someone you know to help you.

Some words may be difficult to understand. These are in **bold blue writing** and have been explained in a box beneath the word.

If any of the words are used later in the guide they are shown in **normal blue writing**. If you see words in **normal blue writing** you can look up what they mean in **Hard words** on **page 19**.



Llywodraeth Cymru
Welsh Government

Where the document says 'we', this means the Welsh Government.



This document was made into easy read by Learning Disability Wales using Photosymbols 5.

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Introduction

We want Welsh speakers to be able to get services in the Welsh language across Wales.

We have already been offering services in the Welsh language.



We have been doing this under our **Welsh Language Schemes** and our plan called '**More than just words**'.



This has helped health and social care services offer more services in the Welsh language.

But we want to do more.

We want all services to provide services in the Welsh language:



- when people **need** to use it



- when people **want** to use it.



We want Welsh speakers to have more rights to be able to use the Welsh language in health services.



We are introducing **regulations**.

Regulations are rules to make sure things happen properly.



Under these **regulations**, we are setting **standards**.

A **standard** is a level of quality that services are expected to reach.

This document introduces our **regulations** and **standards** for using the Welsh language in health services.



Getting services to be offered in Welsh will be a challenge because there are a lot of different health services in Wales.



It will take time. Organisations will need to work differently.



We would like your views on our proposals. See page 18 on how to give your views.

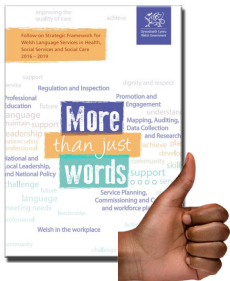
What happens at the moment?



Health services provide services in the Welsh language under their **Welsh Language Scheme**.



This has made things better. But they cannot tell services what to do.



Our plan '**More than just words**' has helped health and social care services to set up plans in their area to offer more services in the Welsh language.



Plans include **Active Offer**.

Active Offer is when a service is offered in Welsh. Not just when someone asks.



Our '**More than just words**' plan has helped more Welsh speakers get services in the Welsh language.

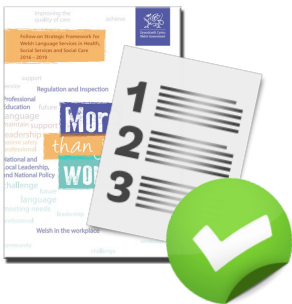
Welsh Language Standards



We are setting **standards** for health services.



The **standards** will replace the **Welsh Language Scheme** that health services currently have.



The **standards** will be used along with our plan called '**More than just words**'.



Standards will vary between different health services to reflect the way they provide their services.

What health services will the standards affect?

The health services the **standards** will affect are:



- The 7 NHS Wales Local Health Boards



- Community Health Councils



- NHS Business Services Authority



- organisations that check the quality of health and social care



- NHS Wales Trusts.

What will the standards cover?

The **standards** cover 5 areas:



1. Providing Welsh services. This includes making sure Welsh is treated no less than English.



2. Consider how policy decisions affect how people can use Welsh.



3. How Welsh is used within organisations.



4. Keeping records of the **standards** and any complaints had.



5. Other **standards** to include writing a report and checking how organisations are doing.

We want the **standards** to be fair and realistic. The **standards** will expect services to:



- check how well they are doing



- tell people about this



- plan to make things better.

Role of the Welsh Language Commissioner



The **Welsh Language Commissioner** is a person who stands up for the Welsh language.

She is independent. This means she is separate from Welsh Government and all other organisations.



This is to make sure she can promote the use of the Welsh Language without worrying about anything else.



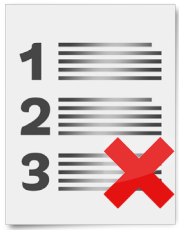
The **Welsh Language Commissioner** will choose what standards need to be applied to each different type of health service.

Organisations will probably not have to have all the **standards**.



If the health service does not agree that it needs to have a certain **standard**, they can challenge the decision.

The **Welsh Language Commissioner** will expect health services to keep to their **standards**.



If a health service does not keep to a [standard](#), the [Welsh Language Commissioner](#) can take action to make sure they do.

What do we want the standards to achieve?

We want to:



- Improve Welsh language services.



- Make the [active offer](#) stronger. Services will be offered in Welsh, not just when someone asks.



- Make it clear what health services are expected to offer.



- Place similar [standards](#) on similar types of health services.

Putting the standards into place

1. Services from health boards and trusts

There are different appointments and meetings that the **standards** will apply to.

Clinical consultation



Clinical consultation is when a person meets someone from a health board or trust to discuss their health.



The person must be asked if they want Welsh language support. Not just at that meeting, but always.



If they say **yes** it must be put on that person's file.



The health board must give this support. This might mean having a Welsh speaking member of staff to explain in Welsh what has been said.



If a person needs to see a variety of health staff, a different person can provide Welsh support at each appointment.

To get a Welsh service, the person does not need to request Welsh before they attend the appointment.

Case conference



A **case conference** is a meeting between a person, someone from a health board or trust and also someone from a local authority and perhaps another organisation.



The **case conference** is a planning meeting about how other services can help that person have good health.



The person must be asked if they want to use Welsh in the **case conference**.

If they say **yes** then:



- either the conference must be in Welsh or



- there must be translation from English to Welsh and



- then Welsh to English so everyone understands.

The **standard** for **clinical consultations** and **case conferences** must be the same for everyone who gets a service in that place but might be different in different places.

Healthcare in prisons



The same **standards** will be used as for anyone else who gets a service.

Exemptions

Exemption means when the standard does not have to be applied.

There are some **exemptions**. These include:



- if a person has a home address outside Wales, even if they are getting a service in Wales



- 999 or 112 calls



- using a private hospital in Wales or a hospital outside Wales



- doing research.

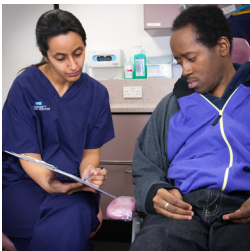
2. Primary care services

Primary means first. **Primary care services** are the first point of care for most people.

They include:



- GP surgeries



- dentists



- chemists



- opticians.

We need **standards** for them that are fair and easy to understand.

This is not easy because there are lots of different sizes of **primary care** services and because some provide private services as well.

We think health boards must have **Welsh Language Standards** for **primary care**.

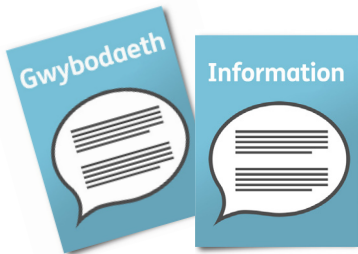
Health boards would have to:



- have information in Welsh about **primary care** on their web site



- tell people on their web site about **primary care** providers who can offer services in Welsh



- make public documents about **primary care** available in Welsh



- offer translation services for signs for **primary care** providers

- make sure **apps** about **primary care** are in Welsh and English



App is short for application. These are pieces of software that let you use social media on a mobile phone or tablet.



- use social media about **primary care** in Welsh as much as in English



- provide badges to show that a **primary care** service has staff who speak Welsh



- provide training, events and information for **primary care** providers.

We would like to hear from you

Please tell us:



what you think of these ideas and about other ideas you have.



Please let us know by 14 October 2016.

You can contact us at:



Welsh Language Unit
Welsh Language Division
Education and Public Services
Welsh Government
Cathays Park
Cardiff
CF10 3NQ.



Tel: 0300 060 4400



email: UnedIaithGymraegWelshLanguageUnit@wales.gsi.gov.uk



Website: gov.wales/consultations

Hard words

Active offer

Active offer is when a service is offered in Welsh. Not just when someone asks.

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Primary care

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Regulations

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Standards

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Welsh Language Commissioner

The Welsh Language Commissioner is a person who stands up for the Welsh language.