



Llywodraeth Cymru
Welsh Government

Cymraeg

More than just words

Annual Report 2022-23

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Patient experience¹:

“I feel more at ease speaking in my mother tongue. It’s like being at home with all the usual familiar worn and comfortable clutter around you. Speaking the second language is like being you but in someone else’s house.”

Case study – Learning Welsh

Welsh Learner of the Year 2023

The Welsh Learner of the Year of this national competition organised by the National Eisteddfod and the National Centre for Learning Welsh was Alison Cairns and one of the finalists was Manuela Niemetscheck:

Alison Cairns is originally from Scotland and lives in Anglesey. She started learning Welsh by listening to BBC Radio Cymru, watching S4C and reading her daughter’s books. She now uses Welsh confidently every day, without ever having had a formal Welsh lesson. Welsh is the language of the family, and Alison who works in the care sector realises how important using Welsh can be when dealing with patients.

Manuela Niemetscheck hails originally from Canada and lives in Bethesda and works as a Psychotherapist at Ysbyty Gwynedd, Bangor. She was inspired to learn the Welsh language not only because of her family and her community, but also because she believes that using Welsh in mental health services is extremely important and she has made an enormous contribution to providing Welsh services in Betsi Cadwaladr University Health Board (UHB).

¹ Davies, E. *Different Words Different Worlds?* The Concept of language choice in social work and social care, p. 20.

Introduction

Eluned Morgan MS, Minister for Health and Social Services

When I launched the More than just words plan last year I made it clear that I see the delivery of the Active Offer and developing the language skills of our workforce as a Unique Selling Point (USP) for our health and social care system that is proud to deliver services within a bilingual country.

I have been pleased to see the progress that has been made since the introduction of the plan and the foundations that have been laid which will enable organisations to build on this work going forward. Developments include the introduction of a mandatory Welsh language awareness course for all staff in the National Health Service Wales with similar courses being developed for the social care and the higher education sector; senior managers taking part in our Leading in a Bilingual Country programme; the National Centre for Learning Welsh working

with health boards and trusts to increase the confidence of staff to speak Welsh; the introduction of a fully bilingual NHS Wales app and the establishment of an advisory board to monitor and scrutinise progress against the plan.

Cymraeg belongs to us all across health and social care and implementing the More than just words plan will help ensure that Welsh speakers can receive the care they deserve and require.



How this report is structured

This report is the first annual report on the More than just words plan 2022-27 which builds on the previous More than just words frameworks and aims to further develop and strengthen Welsh language provision in health and social care. It covers the initial year of implementing More than just words (August 2022 – August 2023).

The first section provides an overview by theme of what has been achieved and some of the challenges encountered. Appendix A includes an update on the relevant action points from the More than just words plan. This report is based on information received from the stakeholders who have responsibility for the actions in the plan.

Background

Language and communications are integral components of delivering health and social care. The many thousands of staff in health and social care interact with individuals several times a day, and the vast majority of these interactions involve communication. That principle of communication is at the heart of the More than just words plan because it is about meeting the language needs of users and therefore improving the quality of care.

In Wales, almost 200,000 staff deliver health and social care, by far the largest employer in Wales. There is therefore a huge opportunity for health and social care to become exemplars in providing Welsh language services and to contribute to the Welsh Government's ambition to increase language use and the number of Welsh speakers by 2050.

The new More than just words plan 2022-27 was launched by the Minister for Health and Social Services at the National Eisteddfod in August 2022. The ambitious five year plan was developed by an expert group, following an independent evaluation of the first More than just words five-year plan. Research showed that, for many Welsh speakers, being able to access

services in their own language made a significant positive difference to their overall experience and, in many cases, their health and well-being outcomes. But it also demonstrated that people often found it difficult to access the services they need and were reluctant to ask when Welsh language services were not offered. That is why at the core of the strategy is the principle of the Active Offer which places a responsibility on health and social care providers to offer services in Welsh, rather than on the patient or service user to have to request them.

The plan is made up of several actions under five topics:

- **Culture and leadership**
- **Welsh language planning and policies**
- **Supporting and developing Welsh language skills of the workforce**
- **Sharing best practice**
- **Monitoring Progress**

In August 2023 an Advisory Board was established to monitor progress against the actions in the More than just words plan.

Summary of Progress

Overarching theme: Culture and Leadership

Culture and leadership is an overarching theme in the More than just words plan. The task & finish group which developed the plan identified an urgent need to mainstream the Welsh language and to strengthen system leadership and accountability at all levels. It also identified the need for a major cultural shift in order to achieve the required change and improvement. We have to create a culture where Cymraeg belongs to us all; where there is a pride in working in a bilingual health and social care system that is centred on the individual, providing a proactive Welsh language offer.

Personal performance objectives

In the first year of implementing the More than just words plan personal performance objectives were set for NHS Wales and social care bodies to ensure the delivery of More than just words. The aim of the objectives was to ensure that the organisations demonstrated how they have provided leadership to develop and cascade an organisational culture of belonging that supports bilingualism and mainstreaming

of the Welsh language in plans and delivery of services. This helped the organisations to focus on improving data on workforce language skills to support planning of services to enable the Active Offer, ensure that staff completed the Welsh language awareness training, and that Board Champions were appointed in NHS Wales organisations. These objectives were also on the agenda for the annual meetings held between the Minister for Health and Social Services and NHS Wales Board Chairs.

Behavioural change

During 2022-23 Social Care Wales (SCW) began work with Bangor University to pilot the ARFer programme into 3 care homes across North Wales. Two residential care homes in Wrexham and Denbighshire have signed up to the pilot. The focus is on behavioural change to normalise the use of the Welsh language in a care setting – creating a culture where the Welsh language is used.

Phase 2 of the project will focus on using the pilot to identify approaches to support employers to implement a cultural shift to promote and embed the use of Welsh language services, in order to develop a framework and model to roll out across the social care sector in Wales.

Leading in a Bilingual country

Although a medium term target (to be completed by 2025) in the More than just words plan, senior managers in health and social care bodies have already started to take part in the Leading in a Bilingual country programme. The programme brings together senior leaders from the Welsh public sector to discuss how exactly they can lead their organisation in a way which will contribute to the spirit and letter of Cymraeg 2050. Two pilot cohorts of leaders across the public sector have completed the programme and the third cohort started the training in June 2023. The strength of the programme is that it is a place where people can learn from each other and after the workshop those attending will nominate two nominees to work on a baseline assessment about the culture around Cymraeg in each organisation. The expected outcome is that after the workshop, everyone will champion an organisational leadership culture in which Cymraeg can flourish.

Evidence from the evaluation of the initial More than just words plan suggested that whilst it may have successfully won the hearts and minds of many strategic level policy makers and frontline practitioners, the challenge of changing the culture and mindset has been greater at the operational planning level. Leadership will be a key driver for the successful implementation of More than just words. Strong leadership is required to underpin the necessary actions to promote the Welsh language, to drive the impetus for change and to create a culture where people feel empowered to use the Welsh language each day at work.

Whilst there are examples of excellent initiatives across the sector, these have often been instigated by the efforts and enthusiasm of individual Welsh language officers and practitioners rather than being inspired by system leadership to drive system change. To achieve the objectives set out in the More than just words plan leadership must be demonstrated at all levels of an organisation.

NHS Wales Leadership Board meetings

The Director General of Health and Social Services and Chief Executive of NHS Wales meets regularly with NHS Wales Chief Executives as part of regular NHS Wales Leadership Board meetings. During the first year of implementing the More than just words plan it has been on the agenda for two meetings where the importance of implementing the plan in the context of providing high quality care was discussed along with opportunities to work with the National Centre for Learning Welsh to introduce confidence raising courses for staff.

Theme 1

Welsh language planning and policies including data

Policies, guidance and initiatives

Having the right plans and policies in place will help ensure the successful delivery of the Active Offer.

The Health and Social Services Group in the Welsh Government produces a number of policies, guidance and initiatives for NHS Wales and social services and these policies are subject to Welsh language impact assessments in order to consider the impact of the policy, both positive and negative, on the Welsh language. The NHS Wales Planning Framework also includes a requirement that the Integrated Medium Term Plans (IMTPs) of local health boards are planned and delivered in line with the More than just words plan. Most IMTPs include reference to the Welsh language and More than just words, although the Welsh language could be more clearly embedded in the plans with more meaningful performance indicators attached to some of them.

Strategic Workforce Planning for the Welsh language strategy

Health Education and Improvement Wales (HEIW) has produced a draft “Strategic Workforce Planning for the Welsh language” strategy in line with action 30 of the “Health and Social Care Workforce Strategy”. The aim of the strategy is to help organisations to plan for Welsh language skills and there is an appetite amongst health boards to start an Action Group around this strategy. This idea is something that would benefit from being taken forward and developed further over the next few months to ensure that there is a robust strategy and clear actions in place to help ensure a health and social care workforce with the skills and capacity to meet the needs of people in Wales who need Welsh language services.

Duty of Quality

Strengthening Welsh language provision is about providing quality care. The Duty of Quality highlights the Welsh Government’s commitment to safe, effective and person-centred health services. The purpose of the duty of quality is to ensure that NHS Wales bodies secure improvements in the quality of services they provide, and the Welsh language is an integral part of this. The Duty of Quality was introduced on 1 April 2023 with the statutory guidance recognising the importance of the Welsh language and the More than just words plan; it drives quality health outcomes for the people of Wales by encouraging organisations to ensure patient access to services in the Welsh language. The guidance requires Welsh language considerations to be embedded in the culture of quality and be considered through the lens of the Health and Care Quality Standards. Welsh language responsibilities must be included in quality reports.

Theme 2

Supporting and developing the Welsh Language skills of the current and future workforce

Developing the Welsh language skills of the health and social care workforce is both a short and long term process. More than just words adopts a two-pronged approach whereby work is undertaken now to develop the skills of the current workforce, whilst adopting a more strategic approach in order to understand what skills are required by the future workforce and to plan accordingly.

Welsh language awareness course

The Welsh language skills of the workforce are critical to effectively engage with Welsh speakers to ensure the success of the More than just words plan. It is hoped that colleagues will want to learn Welsh or improve their existing skills. But that does not mean that everyone has to be fluent in Welsh. Being able to say a few words in Welsh can go a long way and even if staff do not speak Welsh an understanding of the needs of Welsh speakers can make a big difference. One of the actions in the More than just words plan is that all NHS Wales and social care colleagues undertake a language awareness course which will explain how important the Welsh language is in the delivery of services and to patient needs. This course was introduced in November 2022 (see Welsh Health Circular – WHC/2022/28) and was developed by Betsi Cadwalader University Health Board with support from the Welsh Government. It can be accessed via the Electronic Staff Record (ESR) system and Learning@Wales platforms. The course is mandatory for all NHS Wales staff (including those who don't deal directly with patients / service users) and it will need to be retaken every 3 years.

The initial response to the new course has been very positive and as a mandatory course it has the potential to contribute to the facilitation of bilingual healthcare service provision throughout the country. Below is some of the feedback received to the course:

“It gave me a real insight into the rationale for not only helping to keep the Welsh language “alive” but that it will motivate me to try to learn and maintain even the smallest amount of Welsh words and phrases.”

“As these courses go, this was a good one. Nice to see links to free courses that users can access. The real patient experiences were a nice touch.”

“Loved the use of videos as this really helps to demonstrate lived experience and is impactful. Perhaps a couple more videos.”

“I felt it was a helpful overview of the key issues, and helpful in raising awareness. It was also good to dispel some common myths.”

Patient experience:

“It’s not practical to expect everyone to be able to communicate in Welsh, but everyone can show respect and flexibility. Professionals need to take a step back and show a bit of professional humility. It doesn’t have to cost money. It’s about attitude, the wish to improve.”

The following table shows the percentage of staff in each health board and trust who have completed the Welsh language awareness course. In their reports on implementing the first year of More than just words plan the health boards and trusts have outlined their commitment to raise the completion rates going forward.

Percentage of staff in each health board, trust and special health authority who have completed the Welsh language awareness course

Organisation	Percentage who have completed the course (figures as of Summer 2023)
Aneurin Bevan University Health Board	No figure provided – the health board reports that there were initial issues with the new module, but responses have been positive to date.
Digital Health & Care Wales	25%
Welsh Ambulance Services Trust	34%
Cardiff and Vale University Health Board	47%
Cwm Taf Morgannwg University Health Board	54%
Velindre University NHS Wales Trust	56%
Health Education and Improvement Wales	61%
Hywel Dda University Health Board	63%
Swansea Bay University Health Board	68%
Betsi Cadwaladr University Health Board	70%
Public Health Wales	71%
Powys Teaching Health Board	73%
NHS Wales Shared Services Partnership	85%

As well as the Welsh Government’s Welsh language awareness course, a Welsh language awareness e-learning module is being developed by Social Care Wales. It is in the final stages of development. This resource will be available for people coming into the sector and existing workers. This will raise their awareness of legislation, and how and why the Welsh language is a skill at any level and an integral part of care. The Coleg Cymraeg Cenedlaethol has also launched a “More than just words – Communicating in Health and Care” course which is live on the Coleg Cymraeg’s website. The aim of the resource is to introduce language awareness in health and care to higher education students and professional practitioners to foster the confidence of students to use their Welsh language skills with patients and colleagues in NHS Wales. **[Mwy na Geiriau: Cyfathrebu mewn lechyd a Gofal \(porth.ac.uk\)](http://porth.ac.uk)**

Courtesy level of Welsh language skills

Building on the Welsh language awareness course, one of the actions in More than just words (MJW) is to gradually introduce a minimum “courtesy” level of Welsh language skills. Work has started on this to introduce a minimum “courtesy” level of Welsh language skills making staff more aware of the positive impact that learning Welsh can have on individuals accessing and receiving health and social care services.

In order to achieve this successfully a number of factors need to be considered, for example to define what is meant by “courtesy” level Welsh so that there is consistency across the health and social care sectors in Wales and also ensure that the concept is introduced in a way that ensures the buy-in of senior managers and the workforce.

Introducing courtesy level Welsh does not mean that we are starting from scratch as most organisations have various initiatives to ensure that their staff can learn basic Welsh. There are a number of examples of organisations having prepared simple vocabularies for switchboard / reception staff and Betsi Cadwaladr University Health Board has a courtesy Welsh language course specifically for reception staff. Others have posters to encourage their staff to use basic Welsh. Cardiff and Vale University Health Board is in the process of establishing Rhwydiaith for those who are learning or want to develop their skills and practice speaking Welsh with others. Hywel Dda University Health Board has already proposed that all staff attain level one Welsh language skills which will be further developed in 2023-24. One organisation made the point that an analysis of their staff skills level suggested that younger staff have more ability in Welsh, suggesting that the skills level of their staff will naturally increase over time.

The sector agrees that national guidance to support this action would be beneficial and this is something that is being taken forward by the Welsh Government with the National Centre for Learning Welsh leading on the work of developing a courtesy course with relevant stakeholders.

Building the confidence of staff to speak Welsh

A significant number of staff working in the health and social care sectors may be able to speak Welsh, but they may have not used their Welsh for some time as they lack confidence to use the language. The National Centre for Learning Welsh has developed a Health and Care Learning Welsh Programme in response to the More than just words plan and they have

secured additional funding for this from the Welsh Government as part of their Cymraeg Gwaith scheme. This is the first time that the Centre had implemented a national plan specifically for the health and care sectors. The scheme builds on the ‘building confidence’ course originally introduced in collaboration with the National Centre for Learning Welsh at Hywel Dda University Health Board. Hywel Dda University Health Board reports that the benefits are already being felt as staff who attended the course report using some Welsh with service users, where previously they would not have done so.

A presentation was made to NHS Wales Leadership Board in April 2023, and the proposal was strongly supported. The Centre has appointed a Senior Project officer to lead on this work. Seven full-time tutors will be located in the following health boards and will be implementing specific plans agreed with each health board. The National Centre will be monitoring and tracking what is being achieved.

1. [Betsi Cadwaladr Health Board](#)
2. [Swansea Bay Health Board](#)
3. [Cwm Taf Morgannwg Health Board](#)
4. [Cardiff and Vale Health Board](#)
5. [Aneurin Bevan Health Board](#)
6. [Powys Teaching Health Board](#)
7. [Hywel Dda Health Board](#)

In addition to their work with the health boards, the tutors will provide support to raise confidence in NHS Wales organisations in line with capacity and demand. As well as placing tutors within the health boards, the centre is also in discussions to pilot various smaller projects with specific audiences including the Welsh Ambulance Services Trust, Velindre University NHS Wales Trust and Public Health Wales.

Welsh language skills within careers in health and social care

Looking at the longer term and Welsh language skills within careers in health and social care, HEIW continues to promote this utilising the Tregyrfa / Careersville portal, an interactive digital resource containing information on jobs and opportunities in health and care in Wales. The Tregyrfa Portal was designed to target Welsh speakers and it is already being utilised to attract the future workforce for NHS Wales. Externally HEIW has attended a number of careers / public events where the stand has been completely bilingual to ensure that they can respond to the needs of Welsh speakers who may be considering careers in NHS Wales.

Social Care Wales ran a National Welsh language campaign to improve the confidence of those who work in the sector and already have some Welsh language skills and to encourage workers to learn Welsh.

Welsh language skills and Electronic Staff Record (ESR)

Health and social care organisations need to identify the Welsh language skills gaps of their workforce in key areas and develop plans to address them in order to fully understand their workforce requirements. In NHS Wales the ESR records and maps the availability of key skills and competencies of staff, enabling employers and managers across the sector to utilise these skills to best effect.

When the previous More than just words strategy was first launched in 2016, the number of workers who had recorded their Welsh language skills in the ESR varied across health boards, trusts and special health authorities in Wales. There are a number of reasons for this, for example Cardiff and Vale University Health Board reported that the ESR has proved challenging as once an individual has uploaded their updated Welsh language skills, their line manager has to approve the changes within

seven days, but often managers are not aware of the need to approve and not all managers are best placed to assess the Welsh language skills of their team. There are also instances in some organisations where due to the nature of their work staff don't have access to computers and therefore have difficulty in accessing the ESR. The fact that the ESR is a system for the whole of the UK also means that it is difficult to adapt it for Wales. By 2020, there had been an increase in the proportion of staff who had recorded their Welsh language skills and ability in the system across almost all health boards and trusts (although the level of progress achieved varied – see table

below), and that increase has continued up until the current time. The increase can be attributed to the More than just words strategy and the support of Welsh language Officers across health boards, trusts and special health authorities to encourage staff to register their Welsh language skills level. Some organisations are making it a requirement that over 90% of staff complete their Welsh language skills profile and Betsi Cadwaladr University Health Board for example has published guidance to help staff update their Welsh language skills. We are in a position now where organisations have meaningful data from the ESR to actively plan Welsh language services.

ESR Welsh Language Skills Completion Rates

Organisation	Completion rate (%) 2023	Completion rate (%) 2020
Swansea Bay University Health Board	32%	14%
Cardiff & Vale University Health Board	36%	37%
Health Education & Improvement Wales	44%	22%
Aneurin Bevan University Health Board	74%	17%
Cwm Taf Morgannwg University Health Board	83%	65%
Velindre NHS Wales Trust	86%	85%
Powys THB	87%	74%
Welsh Ambulance Services Trust	89%	94%
Betsi Cadwaladr University Health Board	92%	84%
Public Health Wales	93%	39%
NHS Wales Shared Services Partnership	94%	93%
Digital Health & Care Wales (DHCW)	95%	DHCW was not established until 2021
Hywel Dda University Health Board	97%	81%

Bilingual skills strategies

Most organisations have a bilingual skills strategy which provides guidance to recruitment managers on how to assess the language requirements of posts, but this guidance is not always followed. One health board has acknowledged that the number of posts that have been advertised as Welsh essential, and / or with a level of Welsh specifically defined, is low. There is demand for guidance at a national level to define the level of Welsh language skills required in all job adverts and the Welsh Government is working with other stakeholders on this.

Patient experience:

“Every social worker we’ve had over the years has been a Welsh speaker. That’s crucial for us. As a mother I’m the one who speaks for X and I’m more comfortable in Welsh. But all the health clinics are in English; we have difficulty understanding sometimes. When you have someone who speaks Welsh, it makes a difference.”

National awareness and promotion campaign to make staff more aware of the positive difference using Welsh can make

A medium-term action in the More than just words plan is to instigate a national awareness and promotion campaign to make staff more aware of the positive difference that learning and using Welsh can make to the services they provide. Although an action for the medium term HEIW have had a series of meetings and discussions with SCW, and as well as setting up a joint steering group have also set up a joint communications sub group, who are responsible for developing and delivering a series of messages to the target markets. They have been developing plans with SCW around their Tregyrfa / Careersville website to encourage people of all ages to consider careers in NHS Wales with the additional message that “A little bit of Welsh goes a long way”. This was trialled with a bilingual audience at the Royal Welsh Show in July, and it received a very warm response from members of the public who visited the HEIW stand at the Show.

Theme 3

Sharing best practice and an enabling approach

An important element of the successful delivery of the objectives in the More than just words plan is that health professionals can communicate and share good practice. There are examples of good practice, but they are not always shared more widely either within organisations or beyond.

Sharing best practice

A portal to collate and share innovative examples of sharing best practice from the perspective of Welsh language services is being developed by the Digital Health and Care Wales. This will be used to share examples of innovative Welsh language practice in the health and social care sectors as well as being a repository for knowledge, information and guidance on providing Welsh language services.

Research and Innovation Hubs have been set up to co-ordinate Research & Innovation (R&I) activity across health and social care in the regions. Some organisations have said that they aim to engage with the relevant R&I teams to discuss ideas and opportunities to develop Welsh language services across their organisations. The Welsh Government’s Health & Social Services Group’s Welsh Language Policy Unit meets quarterly with the Welsh Language Officers in NHS Wales. They have circulated contact details for the innovation hubs and encouraged the Welsh Language Officers to engage with them.

Welsh language Executive leads and Welsh language officers and champions to meet nationally

Most health boards and trusts have internal groups to help mainstream the Welsh language. There is also an NHS Wales Welsh Language Managers Group which meet to share best practice and discuss the implementation of More than just words. These meetings help with the sharing of best practice and ensure a consistency of approach on key issues.

There is a role for the Welsh Government to lead on ensuring that Welsh language Executive leads and Welsh Language Officers and Champions meet nationally to share best practice and celebrate success. A Community of Practice will be established in early 2024 to take this forward.

Celebrating success

Some organisations have annual Welsh language awards where there is a category for Welsh language learners or for Welsh language services. Aneurin Bevan University Health Board has introduced a Welsh language award to their Staff Recognition Awards, partly due to the new More than just words plan. Most health boards however do not and there is no national award specifically for the Welsh language. The annual NHS Wales Awards, for example, do not have a specific Welsh language category but the Welsh language could feature in a number of its categories, such as “improving health and Wellbeing” or “delivering person-centred services”.

Primary care

Welsh language standards apply to NHS Wales primary care services that are contracted by the health boards, including NHS Wales dentists.

Welsh language standards currently don't apply to independent providers. However, since 2019 Welsh language duties have been placed on independent primary care contractors, which include:

- notify the local health board if they provide services through the medium of Welsh
- provide Welsh language versions of all documents or forms provided to it by the local health board
- ensure that any new sign or notice provided is bilingual. Contractors can use local health boards translation services for this purpose
- encourage staff to wear a badge or lanyard to show that they are able to speak or learning Welsh, if they provide services in Welsh
- establish and record the language preference of a patient
- encourage and assist staff to utilise information and/or attend training courses or events provided by the local health board.

Following the introductions of these duties a survey was undertaken in 2019 which showed that most GP practices were not aware of the Active Offer and whilst 75% of practices believe that they have sufficient Welsh speaking reception staff, less than half of those Welsh speaking staff said that they wore a laith gwaith badge / lanyard.

A new survey will be held in 2024 with the aim of understanding Welsh language provision and practices across primary care providers in Wales, with regard to the Welsh language duties and the Active Offer. The findings will be used to inform initiatives to further progress and enhance services in Welsh.

Visual markers to identify Welsh speaking staff

Evidence from the sector suggests that most eligible staff are wearing visual markers (such as the laith Gwaith badge) to enable service users to identify Welsh speaking staff and to convey the message that Welsh is a “normal” everyday part of service delivery. One health board reported that although they could not be certain that all Welsh speakers wore a laith Gwaith badge or lanyard, they had seen a substantial increase in the requests for the laith Gwaith badge as a result of introducing the mandatory Welsh language awareness training earlier in the year. Some organisations also reported that they would like funding to produce laith Gwaith material. One health board holds an annual Mystery Shopper scheme to see if staff and receptions have visual markers to show that a Welsh language service is provided which is an initiative that others could follow.

It appears as though a small minority of fluent Welsh speaking staff in some organisations are still reluctant to use visual markers to identify themselves as a Welsh speaker. Concerns about being allocated additional responsibilities and a lack of confidence in using their Welsh language skills were cited for this. “Welsh learner” lanyards are now being provided as many staff feel more comfortable wearing the “Welsh learner” markers as it invites at least some engagement in Welsh from service users without raising expectations that they can conduct a full conversation in Welsh.

As well as staff wearing badges, some organisations are using the “laith Gwaith” symbol more extensively with Cwm Taf Morgannwg University Health Board, building on a scheme originally introduced by Betsi Cadwaladr University Health Board, reporting that it was using “Cymraeg” magnets to identify Welsh-speaking patients and facilitate the delivery of bilingual services and the Active Offer principle in its wards. It also uses STREAM – an internally developed

discharge-planning tool, which is designed to support patient flow within healthcare settings. The STREAM system provides information about each patient’s individual linguistic preferences; utilising data that is automatically taken from Patient Administration System for Wales (WPAS), a digital version of the orange “Iaith Gwaith” badge is displayed on screen. This ensures that all staff who use STREAM are informed about the presence of Welsh speaking patients on their wards.

Cwm Taf Morgannwg University Health Board has developed an innovative solution to displaying and sharing patient information, including language choice on e-whiteboards. A feature of the system is the list view which allows staff to click on a symbol and see all patients for whom that symbol has been used and where the patients are located. Staff can therefore see which patients are Welsh-speaking, and plan ward rounds accordingly to provide a Welsh language service.

In some organisations, although systems can capture language choice, this depends on the language choice field being completed and capacity to deliver the Service, for example with NHS Wales 111 service and CAS (Clinical Assessment Service).

Patient experience:

“There are a lot of Welsh-speaking and non Welsh-speaking nurses on the children’s ward and every effort was made to ensure that there was a nurse who was able to speak Welsh on the shifts.”

Technology

Responsibility for the delivery and support of health and care technology in Wales lies with DHCW, which helps NHS Wales produce digital healthcare systems including software and hardware. This includes the introduction of online services for patients and the development of healthcare IT specialists.

The COVID-19 pandemic led to necessary changes in the way health and social care services are delivered in Wales, including greater use of digital platforms. This increased use of digital technology presents both challenges and opportunities in the way service users engage with services, as well as the way those working in the sector access information and training. There is a need to ensure that the sector remains aware of the risks and opportunities for Welsh language provision that accompany service delivery changes such as these. Moving forward, *More than just words* needs to ensure that Welsh language provision is considered as a fundamental part of wider service delivery changes.

A number of health boards and trusts actively engage with DHCW to help ensure that the Welsh language is embedded into technology and many have made the relevant teams in their organisation aware about the Bilingual Technology Toolkit. One health organisation provided examples of its Shared Learning sites – Gwella and Y Tŷ Dysgu which have strict protocols for the development of bilingual content. Betsi Cadwaladr provided an example of the Welsh language team having been actively involved with a Dementia – Friendly Environments app project, with representations from the team on the Steering Group from the outset.

Hywel Dda University Health Board actively engages with DHCW and their internal digital team on new technologies and systems ensuring that the Welsh language is embedded in all. In 2022-23, for example, Hywel Dda University Health Board has worked closely with Organisation for the Review of Care and Health Apps (ORCHA) to provide a bilingual platform to share the range of health-related apps that are available to its population. While individual apps are beyond the scope of the health board's reach, the platform upon which it sits has been changed to ensure bilingual and digital accessibility standards are met.

One major development for 2022-23 is the introduction of NHS Wales App which has been developed bilingually from the beginning with Welsh speakers testing prototypes in one-to-one sessions with the developer. A language switch is built into the app and the language choice is triggered in the app versions, so if you have the Welsh language set as standard in your mobile device this is picked up. It is also possible to leave feedback in Welsh.

Also in DHCW a new Welsh language technical group has been set up to ensure that the Digital Medicines Transformation portfolio complies with the requirements of the DHCW Welsh language scheme and standards.

But in some areas progress has been slow. For example, it is only recently that Cardiff & Vale University Health Board's new patient appointment system can produce bilingual appointment letters.

More work needs to be done on the sharing, recording and tracking of information between systems, including language preference. Whilst it is possible to record patient language choice on WPAS and the Wales Clinical Portal there is no certainty that this data is being collected and then shared between systems.

Translation and terminology

Organisations are producing more bilingual material than ever before. A number of health boards and trusts have invested substantially in their translation resources in recent years (mainly as a result of their statutory obligations under the Welsh language standards). For example, one health board had 3.5 internal translators who had translated nearly 1 million words during the reporting period. Another's internal team of translators translated most of the 4-5million words they translate annually.

Many organisations use Translation Memory software and are scoping the possibility of sharing this resource with others which will help improve translation times and also lead to better standardisation of terminology which will ultimately benefit patient care. Funding has been secured by Betsi Cadwaladr University Health Board to develop a dictionary resource which will be housed on NHS Wales Shared Services Partnership (NWSSP) website and linked to the new best practice portal in DHCW.

Work has been ongoing to develop a terminological database to be used by NHS Wales translators across Wales. They are also working with other health organisations to use the same translation memory software – this would help reduce costs and time. However, this has been ad-hoc rather than systematic in its approach. There is a need for more practical tools to be developed to support staff to use their Welsh language skills, for example *Gair i Glaf* as well as a need to develop a terminological corpus for health and social care. Terminology has been translated in the past, but there has not been a concerted national approach to ensure consistency about what is translated or that it is standardised.

Monitoring Progress

This report will be considered by the Minister for Health and Social Services and shared with health and social care leaders.

An Advisory Board to monitor and scrutinise progress against the action plan was established in August 2023. The advisory board will make recommendations to the Minister where further progress could be made and highlight any emerging concerns where ambition is not being met.

Data

The More than just words plan makes it clear that relevant and timely data is required to measure progress against the More than just words plan. The plan includes actions to map available data and the introduction of a dashboard and a performance management framework to measure progress against the action plan. Recognising the importance of data to the overall More than just words plan, the Active Offer and the delivery of bilingual services, this will be a priority for the More than just words plan over the next few months.

Appendix A

The Plan (Actions for 2022-23)

Ref	Action Description	Lead Accountability	Timeline Short Term– by 2023 Medium – by 2025 Long Term – by 2027	Update
1.	We'll set personal performance objectives to ensure the delivery of <i>More than just words</i> so that the Active Offer is embedded in annual objectives of sector leaders, cascaded throughout organisations and considered in relevant individual appraisals at all levels. This will include Chairs of NHS Wales boards and the Directors of Social Services report (Annual Council Reporting Framework).	All health and social care bodies Welsh Government to lead on objectives for Chairs.	Short Term	Objectives agreed with chairs of NHS Wales boards. The objectives are: <ul style="list-style-type: none"> Demonstrate how they have provided Board leadership to develop and cascade an organisational culture of belonging that supports bilingualism and mainstreaming of Welsh language in plans and delivery of services. The Board has assured itself on progress on the short-term actions set out in the More than just words framework for health bodies. This to include: <ul style="list-style-type: none"> Improved data on workforce language skills (over 90% of staff recorded skills) to support planning of services to enable the active offer. Over 90% of staff completing Welsh language awareness training. Board champions appointed and best practice evidenced and delivering system improvements. Discussions ongoing with Association of Directors of Social Services (ADSS) re. Objectives for Directors of Social Services.
2.	Over time, we expect all health and social care staff to gain an appreciation of the positive difference that learning and using Welsh can make to the care experience. In the meantime we'll bolster language awareness courses with a behavioural-science communications approach so that everything we say about Cymraeg as leaders, and as organisations and partnerships contributes to this strategy. This approach will build on the training and on the positive narrative outlined in the plan.	Welsh Government/ HEIW/ SCW	Short to Medium Term	During 2022-23 SCW began work with Canolfan Bedwyr at the University of Bangor to pilot the ARFer programme into 3 care homes across North Wales. Two residential care homes in Wrexham and Denbighshire have signed up to the pilot. This focuses on behavioural changes to normalise the use of Welsh language within a care setting. Creating a culture where the Welsh language is used. Phase 2 of the project will focus on using the pilot to identify routes and approaches to support employers to implement a cultural shift to promote and embed the use and importance of services through the medium of Welsh, in order to develop a national framework and model to roll out across the social care sector in Wales.
3.	We'll expect those in leadership roles to take part in our Leading in a Bilingual Country programme. This programme works towards embedding the spirit of <i>Cymraeg 2050</i> in organisational culture and policymaking. All too often, Welsh is viewed as just an issue of translation or as a 'tick box' in policy development. This values-based programme goes beyond understanding the possible impact of language on all aspects of our work to using what levers we have to increase its use.	Chairs and Chief Executives of health and social care bodies	Medium Term	Leading in a Bilingual Country programme (LIBC) explores changes through the prism of bilingualism. The programme brings together senior leaders from the Welsh public sector to discuss how exactly they can lead their organisations in a way which will contribute to the spirit and letter of Cymraeg 2050. Two pilot cohorts of leaders across the public sector have completed the programme and the third cohort started the training on 15 June 2023 which includes senior managers from NHS Wales and local authorities in line with the action in Mwy na geiriau (MNG).

Ref	Action Description	Lead Accountability	Timeline Short Term– by 2023 Medium – by 2025 Long Term – by 2027	Update
4.	We'll appoint national cultural change makers to work with organisations across health and social care to facilitate change and transformation and to support practitioners and middle managers to overcome challenges or barriers in delivering the Active Offer.	Welsh Government	Medium Term with appointment process undertaken during the first 12 months.	<p>This action is supposed to be completed by 2025 with the appointments process commencing in MJW's first year.</p> <p>Defining the role of the cultural change makers and the type of person required to implement the role has been challenging. There are a number of considerations - is this a mentoring / training function, what is most important – influencing skills / an understanding of how NHS Wales / social care works? Who would appoint and manage these officers? Are there individuals who could undertake this work? With managers at what level should these officers work?</p> <p>There are Welsh language officers in all health boards / trusts and local authorities, and some were of the view that the cultural change makers function was already being undertaken by the Welsh language officers.</p> <p>At a meeting of the MJW Advisory Board members discussed the role of the cultural change makers and felt that there needed to be a clear definition of the role. Members agreed that a new piece of work should be done to redefine this role and a paper on this subject will be discussed at the Advisory Board meeting in March 2024.</p>

Theme 1

Welsh language planning and policies including data

Ref	Action Description	Lead Accountability	Timeline Short Term– by 2023 Medium – by 2025 Long Term – by 2027	Update
7.	Ensure national planning and guidance for health and social care is clear on Welsh language planning requirements, implementation and measuring delivery of outputs. This to include IMTPs and regional population needs assessments.	Welsh Government	Short Term	<p>IMTPs for NHS Wales include Welsh language planning and requirements which are reviewed annually by Welsh Government and comments made to strengthen them if required.</p> <p>The Health and Social Services Group in the Welsh Government produces a number of policies, guidance and initiatives for NHS Wales and social services which are subject to Welsh Language Impact Assessments in order to consider the impact of the policy on the Welsh language.</p>
9.	An annual report will be prepared by an appropriate body to bring together the data relating to the health and social care workforce. This report could be prepared and published by Statistics for Wales. The published report should be publicly available with a further level of granular detail available as appropriate to those bodies responsible for the workforce in different contexts e.g. HEIW, SCW, Health Boards.	HEIW / SCW, health and social care bodies	Short/Medium Term	Welsh Government will be commissioning this work.
10.	<p>That action 30 of the 'Health and Social Care Workforce Strategy' – to develop workforce planning guidance for Welsh language skills identification and development in the health and social care workforce – is progressed at the earliest opportunity. This guidance should consider the required number of staff with Welsh language skills and the nature of those skills in different health and social care contexts and within the priority areas of need identified.</p> <p>The guidance is used as part of annual workforce planning by Health Boards, Local Authorities, HEIW, Social Care Wales and other employers as appropriate. Furthermore, that the guidance inform the work of the relevant regulators and inspectorate as appropriate.</p>	HEIW / Social Care Wales	Short term	<p>HEIW Workforce and Organisational Development (WOD) Department has produced a draft “Strategic Workforce Planning for the Welsh Language” strategy. There is an appetite amongst the Health Boards to start an Action Group around this strategy. For this to gain proper traction, HEIW believes that significant resource may need to be committed to the follow through and continuation of the work across all the Health Boards and Trusts in Wales.</p> <p>SCW has worked with its internal team to ensure the categorisation of Welsh language skills on its register matches the recognised national levels.</p> <p>SCW has also worked with HEIW and the National Centre for Learning Welsh to adapt the Welsh language checker they have. This allows for more robust means of language level checking rather than solely relying on self-assessment.</p> <p>The Welsh Language skills in your workforce, using them effectively toolkit is being reviewed and digitalised. The toolkit will support employers to make effective use of the skills of their workforce for the benefit and well-being of people who use their services, as they would any other skill.</p> <p>The digital toolkit will be an interactive skills matrix, identifying current skill level and skill gap. The gaps identified will inform what training requirements will be required, e.g., CAMAU Welsh language entry and foundation learning course for the social care sector.</p> <p>Social Care Wales commissioned Practice Solutions to research the 'current state' of workforce planning across Wales and look at what's needed in the future. The report highlights the variation in how local authorities across Wales carry out workforce planning for social care, and the need for more investment to help some develop their approach.</p> <p>SCW is going to consider what actions and resources are needed locally, regionally and nationally to be able to respond effectively and agree those with the relevant partners and stakeholders.</p> <p>The executive summary can be read on SCW's website through the following link – Social care workforce planning fit for the future Social Care Wales.</p>

Ref	Action Description	Lead Accountability	Timeline Short Term– by 2023 Medium – by 2025 Long Term – by 2027	Update
11.	The importance of the Active Offer in planning and delivering quality services to be included in the guidance and reporting requirements for the Duty of Quality and refreshed health and care standards. The Health and Social Care (Quality and Engagement) (Wales) Act ('the Act') 2 became law on 1 June 2020 with its full implementation to be completed by spring 2023. This includes reframing and broadening the existing duty of quality on NHS Wales bodies.	Welsh Government	Short Term	The statutory guidance for the Duty of Quality recognises the importance of the Welsh language and the MJW plan; it drives quality health outcomes for the people of Wales by encouraging organisations to ensure patient access to services in the Welsh language. The guidance requires Welsh language considerations to be embedded in the culture of quality and be considered through the lens of the Health and Care Quality Standards. Welsh language responsibilities must be included in quality reports.

Theme 2

Supporting and developing the Welsh language skills of the current and future workforce

Ref	Action Description	Lead Accountability	Timeline Short Term– by 2023 Medium – by 2025 Long Term – by 2027	Update
14.	We'll expect all NHS Wales and social care colleagues to follow a language 'awareness' course which will explain how important Cymraeg is in service delivery and as a patient need. Following the introduction of Welsh language awareness training for all health and social care professional, we'll expect that this training is provided across all disciplines for trainees and introduced as part of the induction process for new employees in the health and social care workforce who have not already undertaken the training.	Health and Social Care bodies	Medium Term	<p>The Welsh Government introduced a mandatory Welsh language awareness course for NHS Wales last autumn (see WHC 2022/028) which explains how important Cymraeg is in service delivery and to meet patient need. A course for social services is currently being developed by Social Care Wales.</p> <p>A more than just words – Communicating in Health and Care course is now live on the Coleg Cymraeg's website. The aim of the resource is to introduce language awareness in health and care to higher education students to use their Welsh language skills with patients and colleagues in NHS Wales.</p>
15.	The National Centre for Learning Welsh develop further their plans to offer Welsh language training to the health and social care sectors and provide an enabling environment on the use of Welsh in workplaces. This should complement informal language learning through on-line tools and apps to be made available across the sector. It could be modelled on recently announced developments for the education workforce. This should include tailored provision to support practice in health and social care and identify opportunities (along with relevant employers) to support staff confidence to make more use of their Welsh language skills (at whatever level) in the workplace. We further recommend that Welsh Government explore what resources are required to deliver adequate support for such a scheme including supporting employers to release key staff to undertake substantive Welsh language learning.	Welsh Government/ National Centre for Learning Welsh	Medium Term	<p>A significant number of staff working in the health and social care sectors may be able to speak Welsh, but they may have not used their Welsh for some time as they lack the confidence to use the language. The National Centre for Learning Welsh has developed a Health and Care Learning Welsh Programme in response to the More than just words plan and they have secured additional funding for this from the Welsh Government as part of their Cymraeg Gwaith scheme. This is the first time that the Centre had implemented a national plan specifically for the health and care sectors.</p> <p>A presentation was made to NHS Wales Leadership Board in April 2023, and the proposal was strongly supported. The Centre has appointed a Senior Project officer to lead on this work. Seven full-time tutors will be located in the following health boards, and they will be implementing specific plans agreed with each health board. The National Centre will be monitoring and tracking what is being achieved with each project.</p> <p>Bwrdd Iechyd Betsi Cadwaladr Bwrdd Iechyd Bae Abertawe Bwrdd Iechyd Cwm Taf Morgannwg Bwrdd Iechyd Caerdydd a'r Fro Bwrdd Iechyd Aneurin Bevan Bwrdd Iechyd Powys Bwrdd Iechyd Hywel Dda</p> <p>In addition to their work with the health boards, the tutors will provide support to raise confidence in the health trusts in line with capacity and demand. As well as placing tutors with the health boards, the centre is also in discussions to pilot various smaller projects with specific audiences including the Welsh Ambulance Services, Velindre University NHS Trust and Public Health Wales.</p>

Ref	Action Description	Lead Accountability	Timeline Short Term– by 2023 Medium – by 2025 Long Term – by 2027	Update
16.	Organisations to define the level of Welsh language skills required in all job adverts as per best practice in some health boards and local authorities.	Health and social care bodies	Medium Term (Guidance to be developed and shared in the short term)	<p>There is demand for guidance at a national level to define the level of Welsh language skills required in all job adverts. Most organisations have a bilingual skills strategy which provides guidance to recruitment managers on how to access the language requirements of posts – but this guidance is not always followed. One organisation has acknowledged that the number of posts that have been advertised as Welsh essential, and / or with a level of Welsh specifically defined, is low.</p> <p>HEIW’s “Strategic Workforce Planning for the Welsh Language” document covers this point and helps move the agenda forward significantly. There is also an appetite amongst the Health Boards to start an Action Group around this document.</p>
17.	Gradual introduction of a minimum “courtesy” level of Welsh language skills making staff more aware of positive impact that learning and using Welsh can have on individuals accessing and receiving health and social care services. By the end of the life of this plan, all staff working in health and social care should have courtesy level Welsh.	Health and social care bodies	Short Term – introduction Long term – all staff have courtesy level Welsh	<p>A group is being established to take this action forward and to draw up guidance that will be issued centrally by Welsh Government.</p> <p>The National Centre for Learning Welsh is leading on the work of developing a courtesy course with relevant stakeholders.</p>
20.	Careers Wales/ HEIW and SCW to promote the importance and opportunities Welsh language skills can provide within careers in health and social care utilising the Tregyrfa portal resources and through roadshows and engagement sessions with young people.	Careers Wales/ HEIW and SCW	Short/Medium Term	<p>HEIW has developed the Tregyrfa Portal which was designed to target Welsh speakers and it is already being utilised to attract the future workforce for NHS Wales.</p> <p>HEIW has also attended a number of careers / public events where the stand has been completely bilingual to ensure that they can respond to the needs of Welsh speakers who may be considering careers in NHS Wales. However, to fully capitalise on the opportunities to maintain dialogue with Welsh medium schools and attract more Welsh language skills into NHS Wales, HEIW state that they require more resources.</p> <p>In April 2023 Social Care Wales ran a national Welsh language campaign through WeCare. The purpose of this was to try and improve the confidence of those who work in the sector and already have some Welsh language skills and to encourage workers to learn Welsh. They highlighted More than just words and the active offer for those receiving care and support. There were newspaper articles, radio adverts and social media posts.</p> <p>Virtual events have been delivered with Careers Wales to year 10-12 students in English and Welsh medium schools, to raise awareness of how and why the Welsh language is a valued skill in the social care and early years sector. The sessions have been welcomed and positive feedback received. Some of the sessions have been recorded and are used as resources on the Careers Wales portal.</p> <p>The following views for the campaign were:</p> <ul style="list-style-type: none"> LinkedIn: 24k vs 7,500 planned TikTok: 113k vs 80,000 planned Snapchat: 69l vs 60,000 planned Facebook/Instagram: 1.1m reach vs 623,392 planned

Ref	Action Description	Lead Accountability	Timeline Short Term– by 2023 Medium – by 2025 Long Term – by 2027	Update
21.	<p>HEIW, Higher Education Funding Council for Wales (HEFCW) and SCW monitor the numbers of bilingual students being trained as health and social care professionals each year in line with the agreed framework for measuring Welsh language skills, and publish the data annually. This could reflect or develop upon requirements that are already in place in relation to HEIW contracts, SCW monitoring and/ or Higher Education Statistics Agency (HESA) data. In relation to publishing the data we recommend that a specific table is included in the annual Statistics Bulletin – Welsh in Higher Education Institutions to report on this data. This data to also be incorporated in th dashboard development set out under Section 4,</p>	HEIW / HEFCW and SCW	Short Term	<p>Initial data returns from Higher Education Institutions look to have good levels of response on Welsh language data of students in accordance with their contractual requirements. HEIW expects to have the full set of data in November.</p> <p>SCW have a regulatory role in validating, reviewing and ensuring the quality of regulated social work degree and post graduate programmes. Every programme must have a Welsh language action plan to promote and embed opportunities for students to learn and be assessed through the medium of Welsh. These are submitted and reviewed as part of annual monitoring processes.</p> <p>Bangor University currently offers a Welsh medium MA where those seeking to become Social Workers can complete their training through the medium of Welsh. For the academic years 2022-23, 23 students received a bursary from SCW, 10 Level 1 students and 13 Level 3 students. A further six didn't receive a bursary but studied there. That means a total of 29 potential Social Workers trained through the medium of Welsh.</p> <p>At present there is no mechanism to gather data on the number of Social Care workers completing training through the medium of Welsh. SCW will work with Colegau Cymru to determine if this can be included in future returns.</p>
22.	<p>Welsh Government monitor the number of bilingual learners and apprentices undertaking Health and Social Care courses and/or apprenticeships each year in line with the agreed framework for measuring Welsh language skills and publish the data annually. This data to also be incorporated into the dashboard development set out under Section 4.</p>	Welsh Government	Short Term	<p>The Welsh Government is currently monitoring the number of bilingual learners and apprenticeships undertaking Health and Social Care courses and/or apprenticeships.</p>
23.	<p>Welsh Government / HEFCW have established a benchmark for bilingual provision i.e. that one third of a course (at least) is available in Welsh. Such a benchmark allows students who are confident in Welsh to undertake part of their course through the medium of Welsh and to develop a level of confidence to work bilingually. This also reflects international best practice e.g. University of Helsinki Medical School.</p> <ul style="list-style-type: none"> • HEIW / SCW to work with universities in Wales and the Coleg Cymraeg Cenedlaethol to identify any courses where students cannot at present study one third of their health and social care courses bilingually and take appropriate action to ensure that bilingual provision is offered on every health and social care course in Wales. Appropriate consideration is also given to placements and support provided for students to undertake bilingual placements as part of their training. 	HEIW/SCW/ Coleg Cymraeg Cenedlaethol	Short Term	<p>Meetings have taken place between HEIW and the Coleg Cymraeg Cenedlaethol. In the first instance, HEIW have shared with them a list of all the courses they fund, and they will let them know how much Welsh is delivered on each course.</p> <p>SCW has undertaken provisional work on this with its Quality of Education team. More work on this is planned for 2023-24</p>

Ref	Action Description	Lead Accountability	Timeline Short Term– by 2023 Medium – by 2025 Long Term – by 2027	Update
24.	Welsh Government consider what incentives (financial or otherwise) may be offered to students undertaking an element of their course through the medium of Welsh. Incentives are already offered in relation to the Education workforce.	Welsh Government	Short Term	Discussions ongoing.
25.	Consideration is given to expanding the highly successful Doctoriaid Yfory scheme which supports prospective students to apply successfully to medical school, to encompass all health and social care professions where the application process for University study is competitive. More broadly Welsh Government to consider whether such a scheme may assist pupils from deprived backgrounds to apply successfully to study medicine and other subjects.	Welsh Government	Short Term	Doctoriaid Yfory is now part of the Widening Access stream transferred to HEIW. HEIW continues to support the project.
26.	Every provider of health and social care training in Wales prepares a medium-term plan on developing Welsh language awareness and bilingual skills of their students and submits the plan within 12 months to the relevant commissioning / accrediting / regulatory body. These should include details of the teaching capacity required to deliver bilingual programmes as required. Welsh Government to consider the role Coleg Cymraeg Cenedlaethol could have to review and provide feedback and advice to the relevant bodies on the medium term plans.	Health and social care training providers	Short Term	<p>HEIW reports that this requirement is not explicitly asked for in its current contracts with HEIs. An internal HEIW meeting will be held to review the position and confirm HEIW's approach to obtaining these plans.</p> <p>Although it would be the responsibility of Qualifications Wales and the awarding body consortium (Health and Care Learning Wales) to compel the approach to Welsh Language plans within training provision. Social Care Wales have been developing and delivering activity that will support the workforce in this area.</p> <p>SCW has been developing a Welsh language awareness e-learning module. It is in the final stages of development. The module includes:</p> <ul style="list-style-type: none"> • the shadow of history (a brief history of the Welsh language) • legislation and the active offer • why using Welsh at work is important • Home from home (a short film demonstrating the impact of dementia and the Welsh language) • more resources to support language awareness and development • next steps. <p>This resource will be available for people coming into the sector and existing workers. This will raise their awareness of legislation, and how and why the Welsh language is a skill at any level and an integral part of care.</p> <p>They have also been working with the National Centre for learning Welsh to develop social care specific Camau courses for the sector.</p> <p>For the Camau Mynediad already launched there have been:</p> <ul style="list-style-type: none"> • 155 learners accessing the North Wales version • 114 learners signed up for South Wales version • 166 learners enrolled in total. <p>The first 20-hour module of the Camau foundation course will be ready for the sector to begin by the end of September.</p>

Theme 3

Sharing best practice and an enabling approach

Ref	Action Description	Lead Accountability	Timeline Short Term– by 2023 Medium – by 2025 Long Term – by 2027	Update
29.	We'll collate and share examples of innovative good practice which is accessible across the sector utilising existing portals and hubs including the Research and Innovation Hubs.	Welsh Government/ Welsh language officers	Short	Digital Health & Care Wales (DHCW) is developing an area of their e-library to be a portal for sharing examples of innovative good practice and this will be accessible across the health and care sector. The Welsh Language Policy Unit in HSSG has invited representatives of the Research and Innovation Hubs to one of the quarterly meetings it holds with NHS Wales Welsh language officers to discuss how the health board and trusts can collaborate with the hubs from the perspective of the Welsh language.
30.	We'll use our Bilingual Technology Toolkit to ensure that when we procure and/or develop new digital services, they will include a bilingual user interface wherever possible. For information and advice websites we'll bring translators closer to content creation, drafting in Welsh and English together, so that we communicate clearly in both languages.	DHCW/ NHS Wales organisations	Short Term	NHS Wales App introduced which has been developed bilingually from the beginning with Welsh speakers testing prototypes in one-to-one sessions with the developer. A language switch is built into the app and the language choice is triggered in the app versions so if you have the Welsh language set as standard in your mobile device then this is picked up. It is also possible to leave feedback in Welsh. Many organisations use Translation Memory software and are scoping the possibility of sharing this resource with others which will help improve translation times and also lead to better standardisation of terminology which will ultimately benefit patient care.
32.	We'll ensure that Welsh language Executive Leads and Welsh Language Officers and champions meet nationally to share best practice to ensure a consistent approach on key issues and develop initiatives to celebrate success including promoting <i>More than just words</i> within existing awards and accolade schemes.	Welsh Government, Health and social care bodies	Short Term	Most organisations have internal groups to help mainstream the Welsh language. NHS Wales Welsh language officers also meet quarterly with the Welsh Government to discuss issues related to implementing the actions in MJW. There is also a Welsh Language Managers Group which meets to share best practice and discuss the implementation of MJW. There is no national accolade specifically for MJW, but some health boards / trusts have internal accolades to recognise individuals and teams who have made a substantial contribution in specific areas. The annual NHS Wales Awards don't have a specific Welsh language category, but the Welsh language could feature in a number of its existing categories, such as "improving health and wellbeing" or "delivering person-centred services". There is a role for Welsh Government to lead on ensuring that Welsh language executive leads and Welsh language officers and champions meet nationally to share best practice and celebrate success and to promote MJW within existing accolade schemes.
33.	We'll undertake a survey with primary care providers to understand the impact the Welsh language duties have had in delivering the Active Offer. This will identify best practice and provide advice for Executive Directors of Primary Care to further progress and enhance services in Welsh, working closely with the clusters.	Health Boards and Primary Care Clusters	Medium Term	Welsh language standards currently don't apply to independent providers. However, they must follow Welsh language duties. The specification for this survey is being drawn up currently with the intention of issuing the survey in early 2024.

Ref	Action Description	Lead Accountability	Timeline Short Term– by 2023 Medium – by 2025 Long Term – by 2027	Update
35.	<p>Visual markers not only enable service users to identify Welsh speaking staff but also to convey a message that Welsh is a 'normal' everyday part of service delivery and builds on ethos of belonging. We'll extend the laith Gwaith project across Wales to allow workers who can offer or partially offer services in Welsh to readily identify themselves by wearing laith Gwaith badges or lanyards. We'll also in our Information and Communications Technology (ICT) systems capture, display and share information that let us know as individuals and staff who can speak Welsh and what services they will be offering in Welsh – so we can use our Welsh with them. (Consideration would need to be given to additional funding/resources to enable this to be delivered.)</p>	Welsh Government/ DHCW/ health and social care bodies	Short Term	<p>Most eligible staff are wearing visual markers (such as the laith Gwaith badge) to enable service users to identify Welsh speaking staff and to convey the message that Welsh is a “normal” everyday part of service delivery. One health board reported that although they could not be certain that all Welsh speakers wore a laith Gwaith badge or lanyard, they had seen a substantial increase in the requests for the laith Gwaith badge as a result of the mandatory Welsh language awareness training. Some also reported that they would like funding to produce laith Gwaith material. One health board held an annual Mystery Shopper scheme to see if staff and receptions had visual markers to show that a Welsh language service was provided - this is an initiative that others could follow.</p> <p>Some health boards have gone further by using logos to identify Welsh speakers on the wards. For example, one health board reported that it had an award-winning Language Choice Scheme with “Cymraeg” magnets to identify Welsh-speaking patients – and facilitate the delivery of bilingual services and the “Active Offer” principle in its wards. It also used STREAM – an internally developed discharge-planning tool, which is designed to support patient flow within healthcare settings. The STREAM system provides information about each patient’s individual linguistic preferences: utilising data that is automatically taken from WPAS, a digital version of the orange “laith Gwaith” badge is displayed on screen. This ensures that all staff who use STREAM are informed about the presence of Welsh-speaking patients on their wards.</p> <p>Another health board has developed an innovative solution to displaying and sharing patient information, including language choice on whiteboards. Another feature of the system is the list view which allows staff to click on a symbol and see all patients for whom that symbol has been used and where the patients are located. Staff can therefore see which patients are Welsh-speaking, and plan ward rounds accordingly to provide a Welsh language service.</p> <p>In some organisations, although systems can capture language choice, this depends on the language choice field being completed and capacity to deliver the service, for example with NHS Wales 111 service and CAS.</p> <p>Officers in SCW continue to engage at every opportunity at events, both virtual and face to face with the social care sector to raise awareness of MJW and the resources available to support them to deliver a bilingual service and make the Active Offer.</p>
37.	<p>We'll further develop dictionary resources, high standard terminological corpus, language memory systems and practical tools to support staff to use their Welsh skills, for example <i>Gair i Glaf</i>. This to include in the short term Welsh language officers and translators working together on collation of terms and translation capacity and capability.</p>	Welsh Government/ Health and social care bodies	<p>Short Term – joint working and approaches on developing standard terms</p> <p>Long Term – health and social care terminological corpus</p>	<p>A number of organisations have invested substantially in their translation resources in recent years. For example one health board has 3.5 internal translators who had translated over 956k words during the reporting period with 117k words being translated by external agencies.</p> <p>Work has been on-going to develop a terminological database to be used by NHS Wales translators across Wales. They are also working with other health organisations to use the same translation memory software – this would help reduce costs and time. However, there is a need for more practical tool to be developed to support staff to use their Welsh language skills, for example <i>Gair i Glaf</i>.</p> <p>The Welsh Government has started initial discussions with a view of establishing a group of stakeholders to develop a terminological corpus for the health and social care sectors.</p>

A Glossary of Abbreviations and Acronyms

Abbreviation	Description
ADSS Cymru	Association of Directors of Social Services
CAS	Clinical Assessment Service
DHCW	Digital Health and Care Wales
ESR	Electronic Staff Record
FEI	Further Education Institute
HEFCW	Higher Education Funding Council for Wales
HEIW	Health Education and Improvement Wales
HESA	Higher Education Statistics Agency
ICT	Information and Communications Technology
IMTP	Intermediate Mid-Term Plans (NHS)
LIBC	Learning in a Bilingual Country
MJW	More than just words
MNG	Mwy na geiriau
NHS	National Health Service
NWSSP	NHS Wales Shared Services Partnership
ORCHA	Organisation for the Review of Care and Health Apps
SCW	Social Care Wales
R&I	Research & Innovation
UHB	University Local Health Board
USP	Unique Selling Point
WHC	Welsh Health Circulars
WOD	Workforce and Organisational Development
WPAS	Patient Administration System for Wales