



Eich llais mewn iechyd | Your voice in health
a gofal cymdeithasol | and social care

Cardiff & Vale of Glamorgan Region Newsletter

The Citizens Voice Body

December 2023

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**What have we
been up to?**



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Welcome from our Deputy Regional Director Amy English

This is the second edition of Llais Cardiff and Vale of Glamorgan region newsletter. We hope you found our first edition helpful and informative. We plan on using these newsletters to publish our activity undertaken through our different functions.

As we prepare to come to the end of the year, staff and volunteers have very much been settling in into their new roles, whilst learning new ways of working under Llais, and although challenging, have enjoyed this.

Llais Cardiff and Vale of Glamorgan continue to be busy across all three functions, all whilst continuing to publicise Llais and building on new and existing relationships with both the public and stakeholders. We have also been fortunate enough to further recruit new staff and volunteers since our last newsletter and we very much welcome those to the team.

Llais Cardiff and Vale of Glamorgan would like to wish all it's population a Merry Christmas and a Happy New Year for 2024. We will continue to engage with you and ensure that your voice is heard in Health and Social Care.

If you would like this Newsletter in a different language or format please contact our office

cardiffandvaleenquiries@llaiscymru.org

100 Day Plan—Update

In our first 100 days, we have been listening to people and their representatives living and working for our communities across Wales. We have been listening to people responsible for designing, delivering and improving health and social care services, we have been listening to our staff and volunteers. I am extremely grateful to everyone who has taken the time to talk to us so far. We have heard about the things that matter most to you about our health and social care services. This includes the things you have told us are working well and the things that are not. We have heard what you think about plans to change services, and we have shared what we have heard so that planners and decision makers take action where they need to. We have heard people’s ideas about what we should focus our attention on, and how we should carry out our activities. We have heard how we can work together in partnership with others to make sure your voices make the biggest difference. What’s been clear in all our activities is just how important the health and social care system is to everyone living in Wales, in this 75th year of our National Health Service. We have heard that the challenges facing health and social care services are bigger than we have seen in our lifetime. The part we all play in their future is critical. Listening and acting on peoples voices is the key to this.

- Professor Medwin Hughes Chair, Llais

What you want us to be

Change

- Be ambitious in its approach and clear on its purpose.
- Improve health and social care provision for the citizens of Wales.
- Ensure action is taken based on Llais’ recommendations.
- Focus on what is working well, as well as what isn’t.

Network

- Be embedded in the communities it serves.
- Work collaboratively with cross-sector partners to ensure the best outcomes for people and utilise networks to share information regarding involvement opportunities.
- Build strong and trusted relationships with the public sector, with people and with the third sector and representative groups.
- Develop its volunteer network to increase representation of different demographics.

Co-Production

- Use a co-productive approach, involving people in service design and delivery at the earliest stages.
- Ensure power is balanced between professionals and people needing services
- Co-produce engagement activities when possible.

Communication

- Listen to people, particularly those who are seldom heard.
- Widely promote Llais’ service to ensure that everyone is aware of us and how to access us
- Use jargon-free language in communications
- Ensure meaningful engagement with people through ongoing communication, being open and honest and managing expectations
- Provide updates on the outcome of public involvement, sharing the difference people have made.

Accessibility

- Provide a range of options for involving people, e.g. events outside of working hours
- Host events in accessible venues
- Provide information in a variety of languages e.g. easy read, British Sign Language, range of community languages.

Independent

- Be independent from political/funder influence.
- Be able to hold health and social care providers to account.

Events

Llais have attended a number of events and activities in the local communities, where we were able to listen to peoples' experiences of Health & Social Care Services.

- **Autistics Minds Show**
- **Older Persons Celebrations**
- **Open Doors Coffee Morning in Llanishen, Cardiff**
- **Minority Ethnic Community Health Fair**
- **MSK Innovations Conference**
- **Bevan Commission work on the Future of NHS in Wales**
- **Carers Assembly**

Past Visits

Since the last newsletter, we have completed visits on the below wards.

- **Artificial Limb & Appliance Centre - Rockwood Hospital**
- **Llansdowne Unit—St David's Hospital**
- **Cedar Ward, Hafan Y Coed—Llandough Hospital**
- **Oral Medicine—University Dental Hospital**
- **Immunology Clinic—University Hospital of Wales**



We also completed a poster drop at UHW and Llandough in which all wards were visited and old CHC literature removed and replaced with Llais posters ad-



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Cofiw! Llais y Dewyddd ar gyfer Iechyd a Gofal Cymdeithasol

Beth fu eich profiad heddiw?

Fel Claf neu Ymwelydd yn defnyddio:

Gwasanaethau'r GIG




Rhowch wybod i ni:

Ffôn: 02920 750112

Post: Llais, Caerdydd a'r Fro

Canolfan Fusnes ProCopy (Cefn)

Parc Tŷ Glas, Caerdydd, CF14 5DU

E-bost:

cardiffandvaleenquiries@llaiscymru.org

For more information: www.llaiscymru.org
 Cardiff & Vale Region: 02920 750112
 Email Address: cardiffandvaleenquiries@llaiscymru.org

Following our events and visits, we have received a variety of feedback from the general public such as...

- **No support for social care, unable to get help with GP.**
- **Lack of funding for social care, health care needs a reform**
- **Lack of awareness surrounding mental health**
- **Not enough communication between services**
- **Ethnic minorities feel neglected, their needs being ignored and not met.**
- **Excellent District Nurses in Llanishen**
- **Long waiting times in A&E.**

Our surveys collect patient experience in relation to the following areas:

- **Their admission to the ward**
- **Communication**
- **Interaction with staff**
- **Comfort**
- **Personal care**
- **Facilities on the ward**
- **Boredom & Isolation**
- **Mealtimes**



Dental Survey

- **Are you able to see an NHS Dentist in your local area, on a regular basis?**
- **Have you been able to get an appointment with an NHS Dentist when you needed one?**
- **Have you ever been forced to seek out privately funded Dental treatment as you couldn't see an NHS Dentist?**

Llais, Cardiff & the Vale of Glamorgan Region, wants to hear from you, about your experiences when accessing NHS Dental Services in Cardiff & Vale of Glamorgan.

Please visit our website and complete our survey.



Coming Up...

Here is a list of future events and activities we are looking to attend;

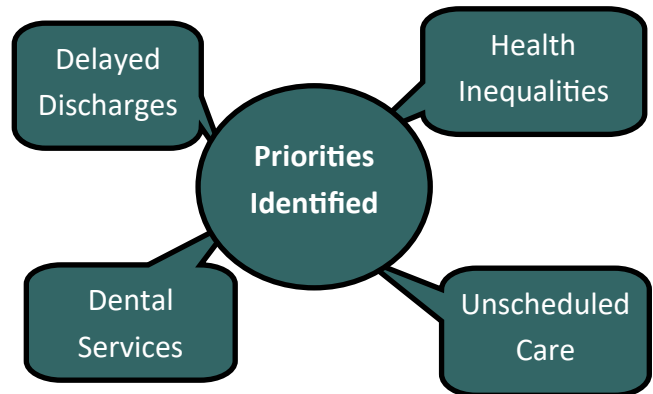
- **Rhiwbina Christmas Festival**
- **Memory Café (Whitchurch)**
- **Wellbeing Walking Group**
- **Memory Café (Penarth)**
- **With Music in Mind**
- **MenoPals, Rhiwbina**
- **Goldies Cymru**
- **Crafternoon**

We are also holding drop-in sessions from January 2024 at Cardiff Central Library, 10am-12pm. Why not come along and speak to our volunteers;

- **Wednesday 17 January**
- **Wednesday 7 February**
- **Wednesday 13 March**
- **Wednesday 10 April**
- **Wednesday 8 May**
- **Wednesday 12 June**



We have identified the following priorities which helps to inform the decision around where we are going to visit.



Upcoming Visits

We have currently planned to carry out visits on the below wards.

- **Clinician Led Unit, Midwifery Led Unit & 1st Floor Ward - Maternity Department, University Hospital of Wales**
- **Vale Out Of Hours Centre, Barry Hospital**
- **Cardiff Out Of Hours Centre, Cardiff Royal Infirmary**

We want to hear from you! Please complete our feedback form about health and social care by scanning the QR Code or using the links below.

[English](#)

[Welsh](#)





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Complaints Advocacy Service

If you need to raise a concern about an NHS or social care service, you can talk to us. Our trained, dedicated complaints advocacy staff will provide you with the free, independent, and confidential support you are entitled to.

If we can help you, we'll tell you how. If we can't, we'll do our best to advise who can. They will help you raise your concern and:

- Support you to make a complaint about a service, care or treatment provided, paid for by the NHS or local authority.
- Support you to make a complaint on someone else's behalf, including if someone has died
- Listen to your concerns
- Put you in touch with other organisations if we think that someone else can also help
- Provide a step-by-step guide to the process and offer some tips
- Answer questions about the process and explain your options

Since the last newsletter, our advocacy team have.....

- 24 open enquires
- 75 open concerns.
- Closed 212 enquiries
- Closed 24 concerns.

(Figures correct as of W/C 4th
December 2023)

Contact the Advocacy Service

Tel: 02920 750112

Email: cardiffandvaleadvocacy@llaiscymru.org

(The Advocacy Service operates by an appointment system only)



Please note that we do not provide advocacy services directly to children and young people about social care services (children's services). But we can help children and young people with their concerns about NHS care.

cardiffandvaleenquiries@llaiscymru.org



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Volunteering

We want to reach as many people as possible and being a volunteer ensures you hear about the work we're doing and know about all the opportunities to have your say in the things that matter to you.



Volunteer with us

We are looking for enthusiastic people to encourage others to have their say about NHS and Social Care Services, and be the important link between those who plan and deliver services, those who inspect and regulate it and those who use it.

We would like to send our best wishes to former volunteer Martyn Hutchings who had to withdraw from volunteering due to poor health. He was an excellent representative and mentor and is missed by fellow volunteers and staff at Llais.



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Volunteer with us

Help make a difference to the health and care your community receives

Reasons to volunteer

- Try something new
- Contribute to your community
- Develop new and existing skills
- Meet new people
- Have fun!

For more information please contact:
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Email: cardiffandvaleenquiries@llaiscymru.org



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Gwirfoddolwch gyda ni

Helpwch i wneud gwahaniaeth i iechyd a gofal eich cymuned

Rhesymau dros wirfoddoli

- Rhoi cynnig ar rywbeth newydd
- Cyfrannu at eich cymuned
- Datblygu sgiliau newydd a rhai sydd gennych yn barod
- Cyfarfod â phobl newydd
- Cael hwyl!

Am hys o wybodieth, cyswllt iechyd a gofal: 02920 750112
E-bost: cardiffandvaleenquiries@llaiscymru.org





Meet The Team



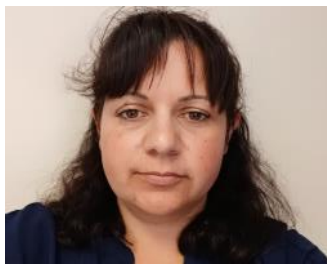
Stephen Allen — Regional Director



Amy English— Deputy Regional Director



Nadia Frangos— Regional Operations Manager



Jessica Mannings— PPE/Monitoring Scrutiny Officer



Samantha Perrett—Complaints Advocate



◆ Tina Easen—Complaints Advocate

Amelia Mansfield— Complaints Advocate



◆ Erika Grimshaw-Advocacy Support Officer



◆ Linda Lloyd —Administrative Support Officer



◆ Rachel Cook—Administrative Support Officer



◆ Shannon Keane— Administrative Support Officer

◆ Leigh Gallacher—Administrative Support Officer



Merry Christmas
and Happy New
Year

From Llais
Cardiff and Vale

