



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

Cardiff & Vale of Glamorgan Region Newsletter

The Citizens Voice Body

March 2024

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Welcome from our Regional Operations Manager Erika Dunshaw

This is our third edition of the Llais Cardiff and Vale of Glamorgan region newsletter. In this edition, you will find some exciting updates on our Key Strategic Priorities for the next three years, as well as our busy events and visiting calendar for the first half of 2024.

We have already undertaken a great deal of work in 2024 thanks to the help of our staff and fantastic volunteers, without whom Llais would be unable to deliver on its key functions. We are continuing to recruit new volunteers, and are forming and strengthening important stakeholder relationships so that we can have greater access to the public and hear your thoughts and concerns in Health and Social Care.

Our team has undergone and continues to undergo change and recruitment, and so we hope to have exciting updates on our "Meet the Team" page in the next edition. In the meantime, we are continuing in our dedication to ensure that your voice is heard in the region.

The Llais Cardiff and Vale of Glamorgan team hope you have had a joyful start to the new year, and look forward to working even more closely with you in 2024.

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

cardiffandvaleenquiries@llaiscymru.org

02920750112

As we work with you to understand what matters most, we have identified five key priorities to focus our work over the next three years.

Our Strategic Priorities are based on what we have heard from you, from other organisations, and from research. We will keep listening and learning to make sure we get it right.

Priorities

Priority 01. Advocate and influence services to be people-centred, accessible, sensitive, and responsive to individual, community and national needs.

- A. Prevention and the long term
- B. Community based solutions
- C. Culturally sensitive and responsive services
- D. Acknowledging and reducing health and social care inequalities
- E. Caring for others

Priority 02. Pressure on services and the affect this has on people and communities, services, and workforce.

- A. Patient safety
- B. Urgent and emergency health and care when and where its needed
- C. Planned care
- D. Mental health
- E. Workforce challenges and development

Priority 03. Alignment, integration, and partnerships. Finding our way through the challenges.

- A. Alignment and coordination of two-way public discussion and debate about health and social services, to avoid duplication and maximise impact.
- B. Advocate for cohesive services where people don't feel movement from one service to another.
- C. Partnering and sharing to maximise impact and make the best use of valuable resources
- D. Supporting and empowering people and communities
- E. Learning from others and what has gone before

Priority 04. Digital, Data, Information Technology and Artificial Intelligence (AI) and the impact on people's health and social care.

- A. Digital services and inclusion
- B. The use of data and knowledge to enhance services (safe, secure, trusted).
- C. Using automation and artificial intelligence solutions in an ethical and responsible way.
- D. The role of Digital, Data and Information Technology in communication and accessible services.
- e. Using Digital, Data and Information Technology to prepare for future needs and trends.

Priority 05. Evolve as an organisation to become a mature, well-run, trusted and ambitious organisation.

- A. Become a leader in people-centred service design, insight and engagement approaches
- B. Optimise the way we work for maximum efficiency and impact, and look for new opportunities and ways of working
- C. c. work together with others across all sectors to support one another make meaningful impact.
- D. d. expanding on a local, regional and national approach that focuses on strengths and good practice
- E. e. develop our people and evolve our culture to become a confident organisation that influences others.

Events

- **Rhiwbina Christmas Festival**—Llais were able to organise a stall at the local Rhiwbina Christmas Festival, to raise awareness of Llais and to engage with people about their views and experiences of Health and Social Care Services.
- **Memory Café (Whitchurch)** - A small talk was given to attendees to make them aware of Llais and what we do.
- **Wellbeing Walking Group**— Chat with members of the public attending the walk and subsequent lunch and inform them about Llais and what we do.
- **Memory Café (Penarth)** - Inform carers and dementia sufferers about Llais and what we can do.
- **Goldies Cymru**— We were asked to attend a singing session to make people aware of Llais and what we do.
- **Crafternoon**—Llais were recommended to attend this small local group by Cathays Library.
- **Carers Event** — Llais hosted a carers event with Voices ADFOCAD for people to share their experiences about difficulties they may face as an unpaid carer.
- **Menopals x 2**— Llais attended the MenoPals group in Rhiwbina and Sully, to introduce the new organisation to hear from this particular group of people about their views and experiences of health and social care services. This is a group for women of all ages to come together and share experiences, we can be aware of key issues and also help to signpost to our services.
- **Drop in sessions at Cardiff, Penarth and Ely**—We have begun doing drop in sessions at Cardiff Library, once a month to advertise Llais and allow people to speak to us if they wish to. We had run sessions in Penarth Library but this was quite poorly attended, and Ely but we are looking at a Vale location for future sessions.

Past Visits

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

- **Maternity** – Clinician Led Unit / Midwife Led Unit / First Floor Ward (UHW)
- **Velindre** – Clinical Trials Unit / First Floor ward / Outpatients Dept
- **Out of Hours**— Barry Hospital/ Cardiff Royal Infirmary
- **A&E**—University Hospital Wales

Feedback

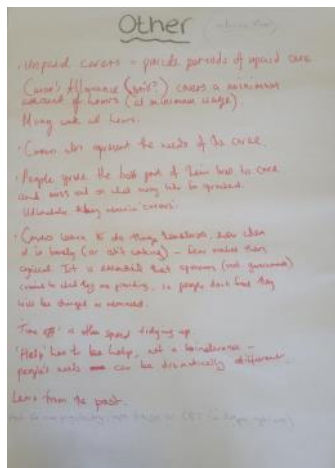
What we are hearing

From each of the visits and engagement events we do, we produce a report based on the feedback we have gathered. The below represent a lot of the key themes we are noticing.



- Lack of transport links
- Lack of choice
- Poor signage to wards

The below is a picture of one of the flipcharts we used to gather views at our recent carer event.



Surveys

We are currently running a number of surveys to gauge public views. You can access them by clicking the links below or scanning the QR Codes.

Delayed Discharge—[https://](https://forms.office.com/e/mGpwJ2GhBL)



forms.office.com/e/mGpwJ2GhBL



Out of Hours (111) - [https://](https://forms.office.com/e/1GPw0f2nxT)
forms.office.com/e/1GPw0f2nxT



Dental Services—[https://](https://forms.office.com/e/RcRnPg2LVj)
forms.office.com/e/RcRnPg2LVj

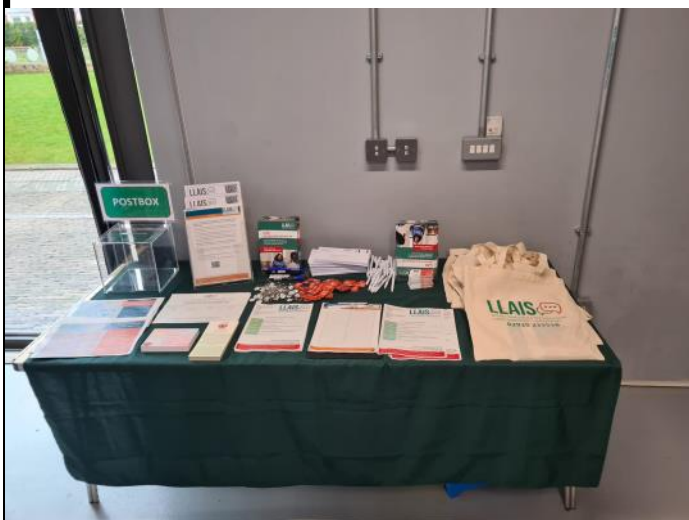


We want to hear from you! Please complete our feedback form about health and social care by scanning the QR Code or using the links below.—<https://forms.office.com/e/bu2M4iyX9a>



Our Upcoming Events + Visits

- ⇒ **Mental Health & Wellbeing Show—17th May 2024**
- ⇒ **Llandough Community Council Fete—8th June 2024.**
- ⇒ **Everywoman Festival—15th June 2024**
- ⇒ **Pride Cymru - 22nd + 23rd June 2024.**
- ⇒ **Rhiwbina Festival—29th June 2024**



Other Events

- Are you looking after someone? Are you an unpaid carer who lives in the Vale of Glamorgan? Vale of Glamorgan Council are holding an event for unpaid carers.

- ⇒ **When: April 10th 2024**
- ⇒ **Where: Barry Memorial Hall. CF62 8NA – FREE parking available**
- ⇒ **Time: 10am and 6pm**
- ⇒ **This event gives you the chance to pop along and have a chat to the stall holders who will be able to provide a variety information and advice.**
- ⇒ **Entry is FREE!**
- ⇒ **Hot drinks and light refreshments will be provided.**

Please contact the office if you would like a copy of one our information leaflets to find out more about our engagement and visiting function.

cardiffandvaleenquiries@llaiscymru.org

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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

Stats accurate as of W/C
18th March 2024

Current open enquiries – 29
Current open concerns – 88

Enquiries closed since W/C
4th December 2023 – 30
Concerns closed since W/C
4th December 2023 – 6

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.



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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.

Please contact the office for more information on volunteering or if you would like a copy of one our volunteering leaflets.



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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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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 fwy o wybodaeth, cysylltwch â:
Ffôn: 02920 750112
E-bost: cardiffandvaleenquiries@llaiscymru.org

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