



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

Cardiff & Vale of Glamorgan Region Newsletter

The Citizens Voice Body

September 2023

Inside this issue:



100 Day Plan



Engagement



Visiting



Advocacy



Volunteering



Meet The Team

Welcome from our Regional Director Stephen Allen

I would like to welcome everyone to the very first newsletter of our new organisation Llais—Cardiff & Vale of Glamorgan Region. I want to especially welcome all our new volunteers and staff that have joined us.

Preparing for the launch of Llais has been an exciting and challenging time, as it is with any organisational change, but our local team of staff and volunteers have been welcoming and supportive of the change from the former Community Health Councils to Llais. We now have the remit of both **Health** and **Social Care** providing our population an independent body to share their views and experiences about both services.

We have a busy year ahead of us but we are particularly looking forward to getting back out into the community, and engaging with the population, giving you a voice!

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

cardiffandvaleenquiries@llaiscymru.org

OUR 100 DAY PLAN



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

As an independent body, we want to be an inclusive, independent, and leading voice for people centred health and social care services. We want our activities to have a lasting impact in Wales.

We will do this by working in partnership to create more joined up health and social care services that meet people's diverse needs and improves the health and wellbeing of people living in all parts of Wales.

ESTABLISHING A SOLID FOUNDATION

During our first 100 days of engagement, we want to work with in Wales to build a strong foundation where mutual respect, inclusivity and independence drives all that we do.

To achieve this, we will work with people, communities, and our partners in all parts of Wales to help us to decide how we should work together and with others to provide a stronger voice for people in our health and social care services.



*Prof. Medwin Hughes,
Chair of Llais*

'As Chair of Llais, I am proud to publish on behalf of my fellow Board Members our Statement of Intent, outlining our focus during the first 100 days of engagement. Our statement sets out a clear and ambitious direction of travel for this national body. We believe in a healthier Wales where people receive health and social care services in a way that works best for them.'

SOME OF THE THINGS WE'LL BE DOING IN OUR FIRST 100 DAYS...



- Launching a national public consultation on our proposed vision, mission, and strategic priorities.
- Working with people in our communities to create simple & accessible ways for the people of Wales to connect with us and receive our services.
- Setting up a strong regional presence in each of the areas across Wales
- Launching a national volunteering campaign to attract a diverse community of people to help shape and support the delivery of our activities.
- Developing and agreeing how we will work together and co-operate with Welsh Local Authorities, NHS bodies and other key partners.
- Supporting people to raise their concerns about health and social services through our independent complaints advocacy service.
- Sharing what we hear with the NHS, local authorities, and other decision makers locally, regionally, and nationally, so that people's views and experiences drive the development and delivery of improvements in health and social care services for everyone.

For a full list of our proposed activities for our first 100 days, our plan is available to read in full [on our website](#). If you would like to receive it in an accessible format please contact the Llais team

2



cardiffandvaleenquiries@llaiscymru.org

What have we been up to?

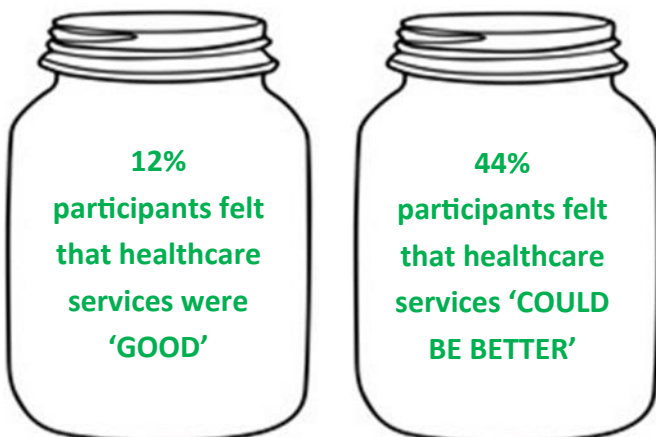
We have been busy over the summer attending many events and activities in the community, such as Pride Cymru and the Vale Show. We would like to thank all our volunteers that helped us at these events, as well as those that we spoke with and learned what was most important to you about health and social care services.



What we heard

In total, 761 responses were provided to our counter jar exercise

Health Care

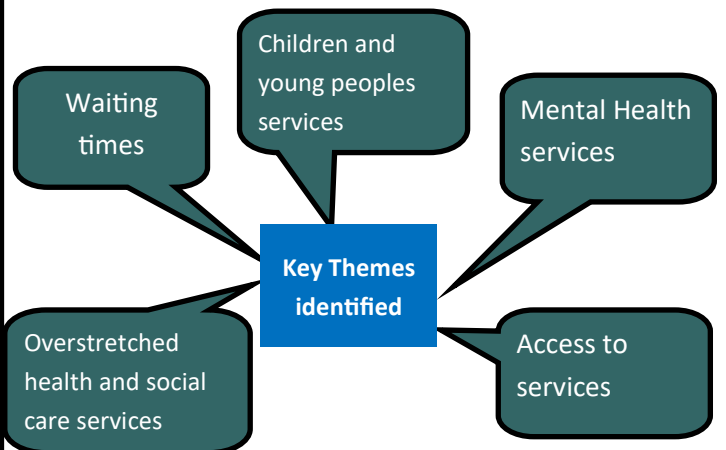


Social Care



We also attended:

- Mental Health & Wellbeing Show
- St Athans Community Fete
- Barry Healthy Action event



Coming up...

Over the next few months we will be attending the following events:

- Cardiff Metropolitan University Freshers Fayre, 20 September 2023
- Autistic Minds Show, 22 September 2023
- Minority Ethnic Community Health Fair 4 October 2023
- Carers Assembly 20 November 2023

- Various community coffee mornings, fetes

Come and meet our volunteers and staff in our orange and green t-shirts, to share your views and experiences of Health and Social Care services in your area. Contact us via the email below if you have a community event we could attend.



The new guidance for visiting has now been published meaning Llais can now begin to undertake visiting activity.

The full Guidance can be found at [Code of Practice on Access \(llaiswales.org\)](https://llaiswales.org/code-of-practice-on-access)

15 Step Challenge: Quality from a patient's perspective'.

Llais will be adopting the 15 step challenge approach. The development of this model allows organisations the opportunity to explore and review their services through the eyes of a patient or relative.

"I can tell what kind of care my daughter is going to get within 15 steps of walking onto every new ward".

Surveys

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



Planned Visits

2/10-8/10: Secondary Care—Cedar Ward
(Hafan Y Coed) University Hospital
Llandough.

20/10/23: Secondary Care—ALAC,
Rookwood Hospital

01/11/23: Secondary Care—Oral
Medicine, University Dental Hospital

15/11/23: Secondary Care—Clinician Led
Unit & Midwifery Led Unit Maternity,
University Hospital of Wales

27/11/23: Secondary Care—Immunology
Clinic, University Hospital of Wales.

15/12/23: Secondary Care, Vale Out of Hours, Barry Hospital

16/12/23: Secondary Care—Cardiff Out of Hours, Cardiff Royal Infirmary.

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.

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
- Answer questions about the process and explain your options
- Provide a step-by-step guide to the process and offer some tips

If we can help you, we'll tell you how. If we can't, we'll do our best to advise who can.

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



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

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.



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

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:
Tel: 02920 750112
Email:
cardiffandvaleenquiries
@llaiscymru.org



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

Gwirfoddolwch gyda ni

Helpwch i wneud gwahaniaeth i iechyd
a gofal eich cymuned

Rhesymau dros wirfoddoli

- Rhoi cynniq ar rwbeth 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

cardiffandvaleenquiries@llaiscymru.org



Meet The Team



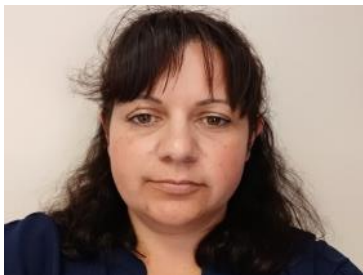
Stephen Allen — Regional Director



Amy English— Deputy Regional Director



Nadia Frangos— Regional Operations Manager



Jessica Mannings— PPE/Monitoring Scrutiny Officer



Samantha Perrett—Complaints Advocate



Amelia Mansfield— Complaints Advocate




- ♦ Tina Easen—Complaints Advocate
- ♦ Shannon Keane— Advocacy Support Officer
- ♦ Caroline Harris—Administrative Officer
- ♦ Leigh Gallagher—Administrative Officer
- ♦ Nosa Irorere—Administrative Officer
- ♦ Rachel Cook—Administrative Assistant

We are very sorry to report the sad passing of our colleague, Clare Clements. Clare was a much-loved member of staff in the Cardiff & Vale region and before this, was a CHC member for 10 years.


Clare will be deeply missed but remembered for her vibrant spirit. Our team here at Cardiff will cherish the memories we hold.



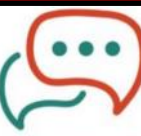
Current Volunteers

LLAIS 


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

Coffee & Catch up 


Where?	When?	Who?
Cardiff and Vale Llais Office	17th October 10am-12pm	Community Engagement and Visiting Volunteers

LLAIS 


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

Coffee & Catch up 

Where?	When?	Who?
Cardiff and Vale Llais Office	18th October 6-8pm	Community Engagement and Visiting Volunteers

LLAIS 

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


Coffee & Catch up 

Where?	When?	Who?
Cardiff and Vale Llais Office	24th October 10am-12pm	Representation and Online Feedback Volunteers Group


Let us know if you can attend one of our coffee and catch up's.

Macmillan Coffee morning is 13.10.23
10am

Are you able to attend one of our future engagement events? Or can you attend one of our planned visits? Contact us on the email below for a copy of the dates and locations.

LLAIS 

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

Coffee & Catch up 

Where?	When?	Who?
Cardiff and Vale Llais Office	25th October 6pm - 8pm	Representation and Online Feedback Volunteers Group



cardiffandvaleenquiries@llaiscymru.org