

**Consultation  
Response Form**

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**1. Do you agree there is a need to strengthen Welsh language services in health, social services and social care?**

Strengthening Welsh language services in healthcare will improve patient outcomes.

It will improve the patient experience

It will ensure that nursing services in Wales are at the forefront of best practice and innovative research with intentional application for our profession.

**3. Do you agree that health, social services and social care organisations should be responsible for**

Secondly what does 'priority' mean in this

<p>clear message of respect for the welsh language and an understanding of the Active Offer and the responsibility this places on the care worker.</p> <p>The provision of continuous professional development is important not only to develop employees' ability to speak Welsh but also linguistic sensitivity. Many people in Wales are genuinely surprised when they learn of the size of the Welsh speaking population in their own area and the age range it spans.</p> <p>It may also be worthwhile to provide staff on maternity leave or other breaks opportunities to develop their language skills or even make such opportunities available to those working in the independent sector. The frequent crossover of HCSWs and nurses from one sector to the other is often not recognised as an opportunity.</p>	
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## 6. Do you broadly agree with the actions outlined in the action plan?

<i>Yes, I agree</i>	<i>No, I do not</i>
<p><i>Please give us your reasons</i></p> <p>Yes. The actions are specific, measurable, achievable, relevant and bound by a time-frame. They can also be evaluated.</p> <p>It is imperative that Chief Executives, Nurse Directors, middle managers and ward sisters, general employees and health care support workers clear about their responsibilities under this new strategy. The Action Plan will empower people at every level to understand these responsibilities and make positive changes.</p>	<p><i>Please give your reasons</i></p>

## 7. What else do you think should be included in the action plan?

<p>It would be useful to have a specific action around recruitment in the NHS. .Job descriptions should reflect the skill set required including whether welsh speaking is a desirable skill or an essential one. Too often an essential service is lost as a particular welsh speaking individual retires or changes jobs and the language has failed to be considered in new appointments. Very often this is because the line manager simply never considers the issue.</p> <p>Even at a senior level there can be myths e.g. that advertising for a welsh speaker is 'not allowed' It is very important that HR departments and the Equality unit work together to encourage applications from welsh speakers.</p> <p>Can a standard advert for a nurse be translated for example (to prevent extra cost falling on small units)? Or are NHS advertisements placed in welsh language papers and websites?</p>
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## **8. Are there any other related comments you would like to make?**

The DVD of patient stories that was produced to accompany the 2012 strategy was invaluable in starting conversations with healthcare professional, nursing staff, NHS and independent sector on the importance of the delivery of care in Welsh.

The NHS Welsh language Unit has produced marvellous training resources on the Active Officer and crucially short videos highlighting how best practice can be achieved with (and often without additional resources!). We would urge the Welsh Government to produce similar material to accompany the launch of this strategy.

Finally we would note the consultation document itself is printed in a very peculiar fashion with the Action Plan pages running very oddly (in the English). Bound hard copies of the final document will be important if senior level executives are to be familiar with the strategy. It should be easy to produce a