

WELCOME TO

# Cardiff and Vale University Health Board



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WALES

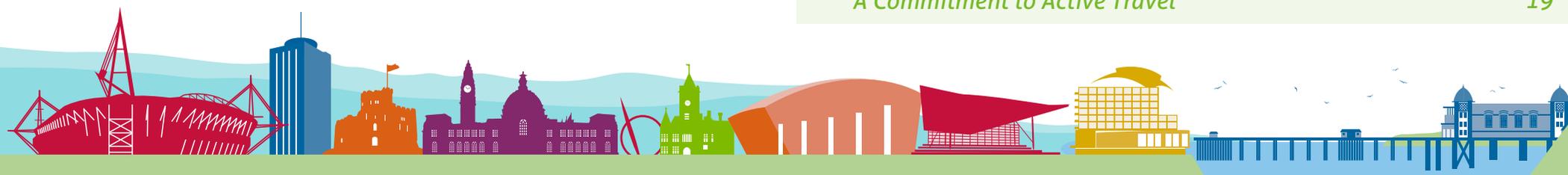
Bwrdd Iechyd Prifysgol  
Caerdydd a'r Fro  
Cardiff and Vale  
University Health Board

*A Great  
Place to Work  
and Learn*

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## Overview

At Cardiff and Vale UHB our aim is to care for people and keep people well. We employ over 14,500 staff and provide health and well-being services to a total population of around 475,000 living in Cardiff and the Vale of Glamorgan. Our local population is growing rapidly, with Cardiff projected to be the fastest growing major British city over the next 20 years.

Our services include health promotion and public health functions as well as the provision of local primary care services and the running of hospitals, health centres, community health teams and mental health services. We work closely with other Health Boards and Trusts across South Wales as well as our local and third sector partners to provide a full range of health services for our local residents and those from further afield who use our specialist services.

## Our Strategy

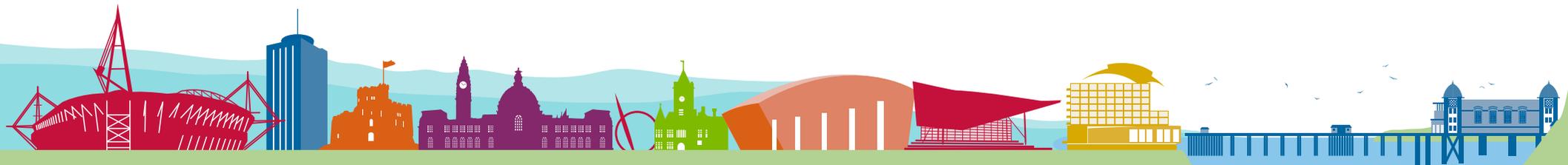
'Shaping our Future Wellbeing 2015-25' describes how we seek to achieve our vision of insuring that a person's chance of leading a health life is the same wherever they live and whoever they are. At its heart our strategy has the desire to achieve joined up care based on empowering the person, home first, delivering outcomes that matter to people and avoiding harm, waste and variation. Cardiff and Vale is leading the way in Wales in transforming its services and the care it offers to patients by working in a shared learning alliance with Canterbury Health Board (CHB) in New Zealand.

## Our Partnerships

As a university teaching hospital, we pride ourselves on being a centre of excellence for learning and development in medicine, research and clinical innovation. We have strong links with our academic and research partners, Wales Deanery, Cardiff University, University of South Wales and Cardiff Metropolitan University.

We also work closely with the two Local Authorities, Cardiff and the Vale of Glamorgan, as part of the Regional Partnership Board and there is a far greater emphasis on collaborative working and co-production with other public sector organisations and the third sector.

**We employ over  
14,500 staff and  
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Glamorgan**



## Our Values and Behaviours

Over recent years we have involved patients and their families, and clinical and non-clinical staff in creating a behavioural framework to bring our Values to life. We are working hard to ensure these behaviours are integrated in to all workforce processes, including recruitment, promotion, appraisals, induction and performance management.

**Kind and caring**

**Respectful**

**Trust and integrity**

**Personal responsibility**

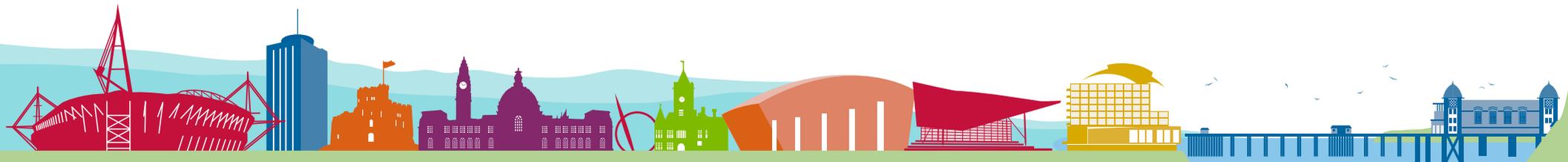
## #CAVYOURSAY - Listening to Our Staff

At Cardiff and Vale we are committed to improving staff engagement and recognise that staff who are engaged are more productive, content and more likely to remain within the UHB. This means that obtaining staff views and helping managers to have meaningful conversations with staff/teams to find out what matters to them and to explore potential solutions is a priority for us.

## F2SU - Freedom to Speak Up Safely, Your Voice Matters

Everyone deserves the Freedom to Speak Up safely. The safety and wellbeing of patients, service users and staff has always been a key priority for Cardiff and Vale University Health Board (UHB). We are committed to fostering a culture of openness across all parts of the organisation to support and encourage you to communicate any concerns you might have, with the confidence that you will be treated with respect and dignity when doing so.

The Freedom to Speak Up initiative was started as a means to create an environment that enables and empowers staff to raise concerns they might have or observe in their area of work and to notify the relevant body or authority with the knowledge that action will be taken as a result.



## Inclusion

**We live in a diverse community and to support it we want to provide a culture of inclusion.**

“At the health board we know that our staff perform better when they can be who they are. As an employer we want to build a culture of acceptance without exception. Having and investing in a diverse staff group enables us to be a more inclusive organisation and improve patient care.

For us at Cardiff and Vale University Health Board, inclusion is about creating a fairer society where everyone has the chance to fulfil their potential. It is about recognising, valuing and celebrating difference in its broadest sense. Inclusion is about an individual’s experience within the workplace and in wider society.”

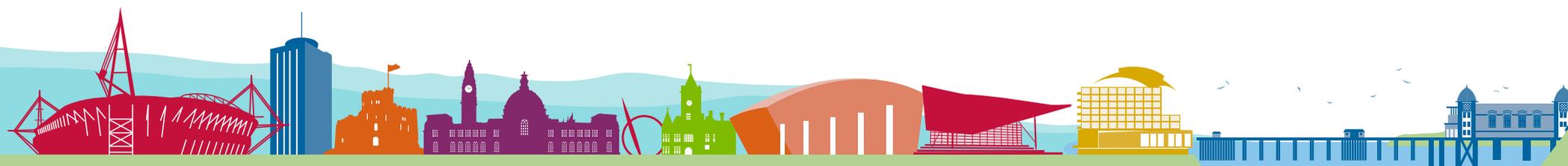
*Keithley Wilkinson, Equality Manager*

## To support this we ...

- Have a LGBTQ+ Network that works to make LGBTQ+ issues more visible within the work environment, serving as an inclusive resource for all employees across the Health Board.
- Disability Confident Employer status
- Equality, Inclusion and Human Rights Policy
- Stonewall Diversity Champions
- Black Asian and Minority Ethnic Staff Network
- Policy for supporting Trans staff
- Supporting Carers Guidelines
- We work with DFN Project Search, a programme providing training in employability to young people with learning disabilities and/or autism.

*We're supporting*

**AGE POSITIVE**



## Health and Wellbeing

We are passionate about creating a happy and healthy working environment and want to help staff improve their physical and emotional wellbeing and help them lead a healthy lifestyle. In order to care for others, it's important that staff take the time to care for themselves.

“Our vision in the Employee Health and Wellbeing Service is for every employee to feel valued and equipped to maintain their health and wellbeing in the workplace.”

*Nicky Bevan, Head of Employee Health and Wellbeing*

### We have a range of benefits available to support staff's health and wellbeing including:

#### Employee Wellbeing Service

We are here to help you access the support you need. We offer an initial Resource Appointment which is an opportunity for you to come and talk about any issue or situation, home or work-related.

#### Counselling

We offer up to 6 sessions of brief focused counselling. Counselling can provide you with a safe, non-judgemental space to explore some of the things which are causing you difficulty in your life.

#### Mental health resources

We offer a range of resources including newsletters, resources packs, YouTube channel and we have a list of helpful resources and signposting on our EWS webpage.

#### Q&A drop ins

We offer Q&A sessions for managers to find help and support for their areas.

#### Occupational health

Provides a confidential service to all staff and delivers specialist occupational health advice to management.

#### Guided self help

A brief, low intensity therapy, based on the principles of Cognitive Behaviour Therapy (CBT), which aims to help people with mild to moderate mental health problems.

#### Wellbeing champion training

We provide training and ongoing support for staff wanting to train as a wellbeing champion for their area and offer wellbeing support and signposting.

#### Menopause cafes

We offer monthly Menopause Cafes which are a space for you to come together with colleagues (everyone is welcome) to explore how the menopause may be affecting you or someone you know.

#### Staff physiotherapy service

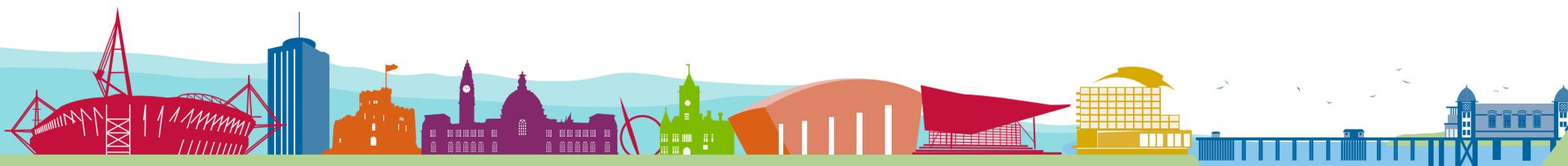
All staff can self refer to our dedicated staff Physiotherapy service to get early help with any musculoskeletal problems.

#### Nutrition and dietetics advice

Self referral to Dietician for advice on eating healthy and its impact on Gastrointestinal conditions.

#### Cycle to work

Staff can obtain a bike and accessories through a salary sacrifice scheme.



## Health and Wellbeing

“When I was struggling to come to terms with being diagnosed with a potential life changing health condition, I didn’t know where to turn. I had always been a fit and active guy who loved his rugby, but when this hit me, I felt alone and scared. I had time off work which is not like me at all, but the friendships that I had through work and the supportive manager made all the difference. People reached out just to check in with me and ask if I wanted a chat over a coffee – that meant the world to me. I’m learning to manage my illness now, but without the genuine care my colleagues and manager provided me, I think I would’ve struggled to know where to turn”.

*Gareth, Carpenter*

“Working in an acute environment and on a shift pattern can impact you both physically and emotionally. That is why I have always felt it was important to look after yourself and each other as well as your patients. With the support of my manager, I was able to become a well-being champion and implement changes such as signposting and advice in the staff room as well as a staff shout out board to recognise the hard work of staff members on the ward”.

*Rhiannon, Deputy Ward Manager*

## Staff Havens

The Health Board’s affiliate charity, the Cardiff & Vale Health Charity, have funded 3 Staff Havens at the University Hospital of Wales, University Hospital Llandough and the Lakeside Wing. These spaces offer our staff a calm, quiet space away from their clinical area in order to wind down and relax during their breaks.

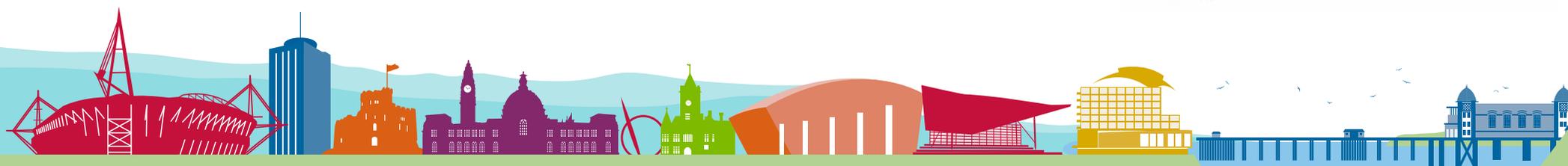
## Recovery and Wellbeing College

The Cardiff and Vale Recovery & Wellbeing College provides free courses on a range of mental health and wellbeing topics, which are available to all Cardiff & Vale UHB staff (as well as people who are currently using or have used mental health services, their carers, or individuals working in mental health field). All of the courses provided are co-produced by people with lived experience of mental health issues and mental health services, alongside a mental health professional. The College is grounded in the principles of recovery and co-production, and has an educational focus, with the promotion of wellbeing at its core, and has consistently had excellent feedback from its students.

Health Board staff are welcome to enrol as students on courses, either online, or in person at venues across Cardiff and the Vale where social distancing can be accommodated. A prospectus can be found by following this link: <https://cavuhb.nhs.wales/files/recovery-wellbeing-college/summer-term-prospectus-2021/>



Cardiff and Vale  
Recovery &  
Wellbeing College



## Nurseries and Childcare

The UHB has childcare day nurseries at both the UHW and UHL sites.

### Professional Childcare

The team of staff and managers working at our nurseries have been carefully selected to provide the highest quality of care for babies and children up to 5 years of age. They are a dedicated team who are committed to nurturing and caring for children in a safe, stimulating environment.

### Child Development

We strive to provide exciting learning opportunities and stimulation play experiences in a fun, colourful, safe way where each child is special.

### Our premises

Our premises are bright and colourful. The walls are used to display artwork completed by the children and we also have safe enclosed outdoor play spaces, where the children are supervised at all times.

### Talk to us and take a look around

Choosing a nursery for your child is an important decision, particularly when you leave your child to be cared for by someone else for the first time. Our dedicated managers and staff will be happy to talk to you and answer any questions you may have.

**For further information or to arrange a visit please call:  
UHW Nursery 02921 842550 or UHL Nursery 02921 825697**

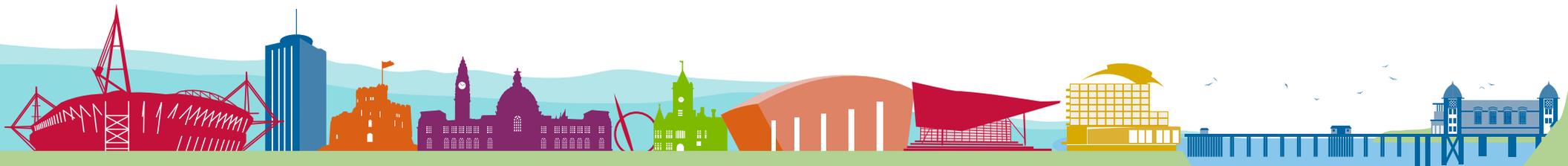
You can also email Suzanne Toft, Senior Childcare Manager at:  
[Suzanne.Toft@Wales.NHS.UK](mailto:Suzanne.Toft@Wales.NHS.UK)



**“Rhian absolutely loves nursery – this is a testament to all the staff. She thoroughly enjoys her days and we love how varied the activities are”.**

**“Thomas loves nursery and is so happy here. He is doing really well and nursery has helped him with his language, eating and playing”.**

For information about the childcare funding options available please see our [website](#).



## Education and Development

**Cardiff and Vale University Health Board is an organisation that promotes being a 'Great Place to Work and Learn'.**

As a teaching hospital, with strong links to local universities and education providers, we are committed to providing our staff with the opportunity to develop and learn throughout their career.

We offer a wide range of educational and development opportunities, including skills based training and work based learning to ensure staff at all levels are continuously developing.

Wherever possible learning is interprofessional to enable our staff to learn with both clinical and non-clinical colleagues. This helps us to facilitate a culture of effective team working and collaboration, where the contribution of every member of staff is valued and recognised.



### Appraisals

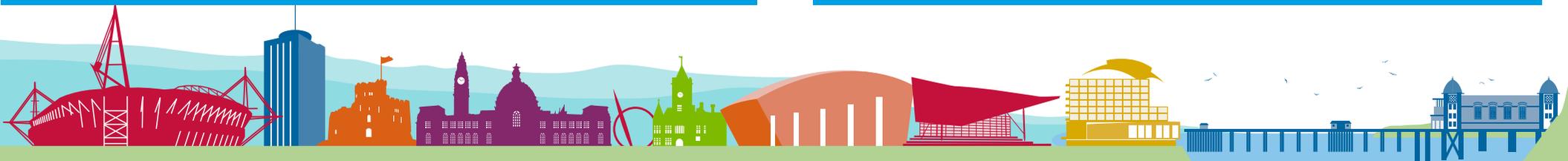
Our Values Based Appraisal is designed to support and encourage staff to reach their potential and aims to develop engaged and motivated staff with the skills and confidence to live up to our values every day. Appraisal is a focussed conversation covering the development you need, the value you bring and the position that best suits your skills now and in the future.

The Revalidation process supports medical staff to develop their practice, drives improvements in clinical governance and gives patients confidence that they are keeping up to date. Revalidation is not a single event, and is underpinned by the annual appraisal process which should be an integral part of doctor's personal and professional development and learning.



### Induction and Mandatory Training

As an employee you will receive a comprehensive induction and overview of the organisation, which will enable you to see where you fit into the bigger picture. . As well as this, you will receive a local induction into your workplace and working environment.



## Clinical Education

We offer a great variety of **clinical skills training programmes** for both registered and unregistered staff. All courses are delivered by experienced facilitators from clinical practice who have up to date specialist knowledge. Information about all our courses can be found in the [LED \(Learning, Education and Development\) prospectus](#).

Our dedicated **Health Care Support Worker Education** team provides education opportunities for learning across all professions and supports HCSW to develop inline with the All Wales Career and Skills Framework. In 2020 our first cohort of HCSW undertaking a flexible route into nursing completed their training and joined us as registered nurses.

The delivery of robust **Preceptorship/ Foundation Trainee Programmes**, which ensure high levels of support for our clinical staff in their first year in post, is a key priority. These supportive programmes are in place across all professional groups.



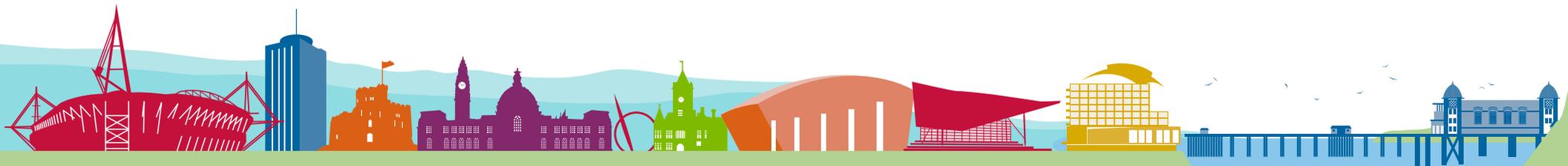
Our **Overseas Nurse Education Centre** supports international nurses to achieve registration with the Nursing and Midwifery Council (NMC) and join the UHB as registered nurses. A dedicated education team deliver an OSCE preparation programme which has a 100% pass rate. Our programme is open to international nurses who have passed their English language and NMC computer based tests and want to come and work with us.

Local education teams continue to support our overseas nurses in practice. Post OSCE the nurses attend essential skills training and specialist education programmes which help them to adapt to the role of the registered nurse in the UK.



**“The educators were excellent and so kind and supportive. I passed first time with their help”**

**“ I appreciated the expertise of our teachers. The training really did prepare me well for my OSCE test”**



# Leadership and Management Programmes

We have a suite of Leadership and Management development opportunities for all levels of UHB staff.

**FIRST STEPS TO MANAGEMENT** - To help new and existing supervisors develop key supervisory and management skills.

**ESSENTIAL MANAGEMENT SKILLS** - for aspiring and existing managers to develop the essential skills required by all managers.

**EFFECTIVE APPRAISAL** - for managers and supervisors to prepare for and conduct one to ones, appraisals and other meetings with teams.

**VALUES BASED RECRUITMENT** - to support recruiters in preparing interview structure and questions around the organisation values.

**COACHING SKILLS FOR MANAGERS** - find out how to use a coaching style to ask the right questions to enable your team to be proactive and independent.

**ENHANCED COMMUNICATION SKILLS** - for people working in leadership, management and supervisory roles to develop skills which will enable dignified and respectful communication.

**SENIOR LEADERSHIP PROGRAMME** - for Senior Leaders in the organisation who lead a team or services.

**UNDERSTANDING MY PERSONAL LEADERSHIP STYLE** - providing leaders with support and challenge to deepen personal reflection and learning.

“It has certainly changed how I approach my job as a whole. The changes for me have been around transferring that learning into practical steps”.

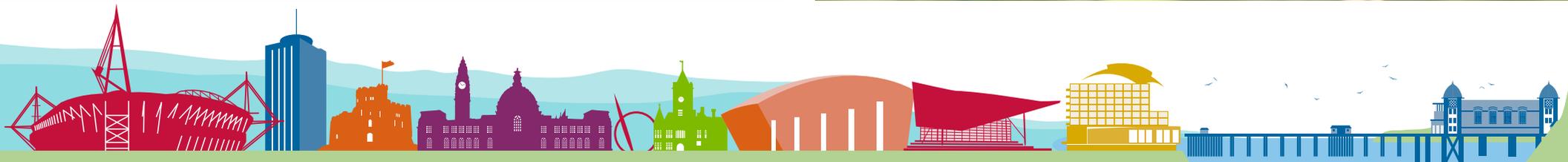
*Ian, Senior Nurse*

“His confidence levels have gone through the roof, which is really positive, and his ability to be able to communicate with the staff, professionally, now is much, much better”.

*Stuart, Manager of Team Leader in Facilities*

“The program gave me the skills and the tools to be able to [...] move forward and believe in myself and improve my confidence”.

*Emma, Clinical Service Manager*



## The Apprenticeship Academy

We want to provide opportunities for people to develop their skills, experience, education and qualifications by learning and working on the job. Apprenticeships are a way of achieving this - both for existing staff and individuals recruited directly as apprentices.

**Apprenticeships are available in a range of subjects including:**

ILM Leadership & Management

Clinical Healthcare Support

Healthcare Science

Data Analytics

CIPD (Human Resources)

Health Informatics

Business Administration

Information, Advice & Guidance

Project Management

Kick start your career  
with the Cardiff & Vale  
University Health Board...

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prentisiaid apprenticeship  
ACADEMY

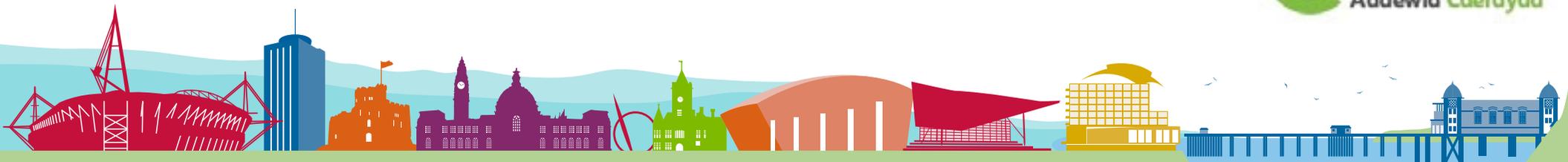


“Doing an apprenticeship alongside my role has helped me to apply what I’m learning in a more immediate and practical way. Seeing how those skills translate into practice really helps develop my understanding”.

*Chris, Apprenticeship Level 3*

“The Apprentice role has allowed me insight into the NHS as an organisation with clear support and encouragement from my Team and this has helped me to develop my confidence and skills by receiving on the job training. The role has started my career within the NHS by training me to the standards that are required within the organisation and by setting personal targets such as the NVQ Level 2 Business Administration that I have completed within my 12 month post. This will allow me to further my development within the NHS and I now hope to strive for a NVQ Level 3”.

*Tommos, Business Administration Apprentice , Medical Education*



## Graduate trainee scheme

We have a two year Graduate Scheme which is a vital part of our talent management strategy to create a new generation of potential leaders into the NHS and which enables trainees to complete a fully funded Master's Degree.

At the end of the course they can work in three structured work placements in an Acute, Primary Care and Corporate Management settings. During this time, Graduates will quickly gain an in-depth insight into the complex workings of a great organisation with a demanding hands on learning experience.



## Medical Education

### Undergraduate Teaching

Clinical placements and teaching are provided and supported for medical students from both Cardiff and Swansea University Medical Schools.

### Postgraduate Training

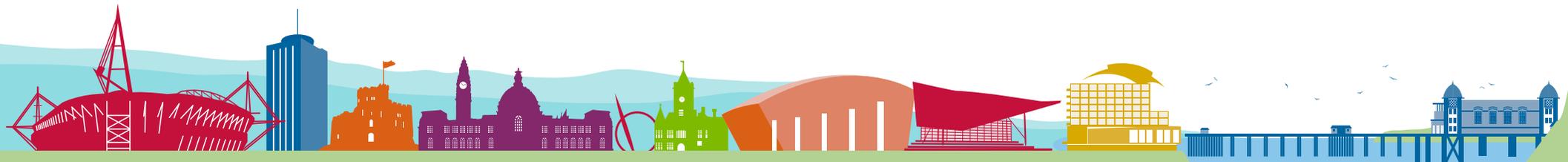
Postgraduate training and support is provided by a dedicated Faculty Team who work closely with Health Education and Improvement Wales (HEIW) to ensure quality training programmes for junior doctors in training.

### Continuing Professional Development (CPD)

Ongoing support and CPD programmes are provided for all medical staff in both training and non-training roles.

### Clinical Skills and Simulation

The Clinical Skills and Simulation Team provide teaching and support in a safe dedicated simulated environment that is accessible to the whole multidisciplinary team (MDT).



# Education for Health and Care Professionals

## Undergraduate Teaching

The UHB provides undergraduate clinical placements for healthcare professional students.

## Postgraduate Training

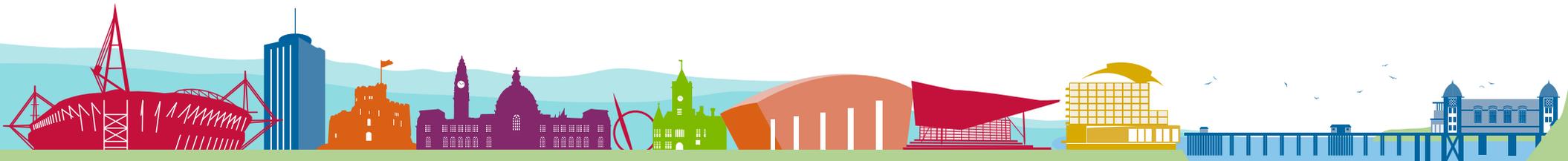
Ongoing close collaboration with Universities and institutes in Wales allows opportunities for quality improvement, audit, service development and research throughout your career.

## Continuing Professional Development (CPD)

Ongoing support and CPD programmes are provided for healthcare professionals.

## Clinical Skills and Simulation

Teaching and support in a safe, dedicated, simulated environment that is accessible to the whole multidisciplinary team (MDT).



## Student Streamlining

Since its inception the UHB has been at the forefront of Student Streamlining, delivering a single application and recruitment pathway for students across Wales. Student Nurses and Allied Health Professions & Healthcare Science graduates no longer need to submit multiple applications to secure their first job in the UHB after graduating.

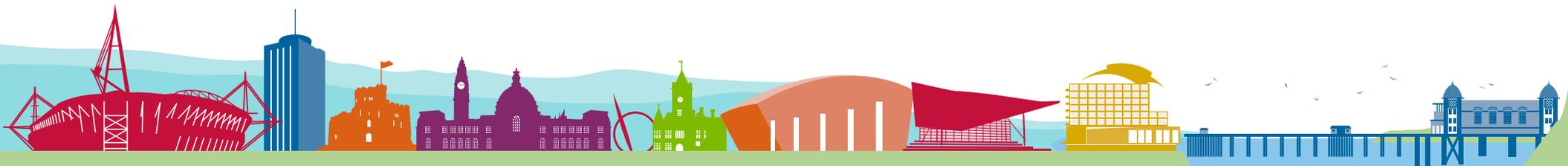


We work in partnership with HEIW, Cardiff University, University of South Wales and Swansea University to attract highly motivated students ready to take on their first role as a registrant. We take every opportunity to engage with students prior to them joining the scheme by visiting the Universities, hosting open days and wide use of social media.

We attract more students from the scheme than any other Health Board. Patients, students and other professions benefit from getting the right students, with the right values and right skills into the areas with vacancies at the right time. We provide enhanced opportunities for students to stay and work in Wales when they graduate and create an environment whereby students feel aligned to our services.



**We attract more students from the scheme than any other Health Board.**



## Trade Union Membership and Partnership Working

Our objective of delivering the highest quality services possible can only be achieved by a workforce that is sufficiently skilled, committed and feels valued. To deliver partnership working successfully, it is important to develop good formal and informal working relations that build trust and share responsibility, whilst respecting differences.

Trade Unions have an important role in representing staff both individually and collectively and we encourage our staff to join a recognised Trade Union, staff organisation or professional organisation.

The UHB's approach to partnership working is underpinned by our agreed values and behaviours.

“There is a commitment to strengthen the social partnership approach here in Wales so now is the perfect time to be part of the growing staff community and **JOIN A TRADE UNION TODAY**. Unions bargain for better pay, defend your rights at work, make sure your working conditions are safe, and provide you with representation, guidance, or legal support if you need it plus, much, much more”.

*Dawn Ward, Chair of Staff Representatives*

To find out more visit:

<https://cavuhb.nhs.wales/staff-information/your-employment/trade-unions>

## Meddwl Cymraeg - Think Welsh

The Welsh language community at Cardiff and Vale UHB is growing and thriving and we aim to become a truly bilingual organisation in the near future.

**Meddwl  
Think** **Cymraeg  
Welsh**

We welcome, support and encourage individuals to use their Welsh language skills at work and offer opportunities for learners and improvers. Meddwl Cymraeg - Think Welsh campaign encourages staff to consider how the Welsh Language can be incorporated into their everyday roles.

“I meet many people daily in my role who speak Welsh and so when the challenge was posed by the Meddwl Cymraeg - Think Welsh campaign. It seemed like the perfect opportunity to kickstart my learning. I am proud to say that I am learning another language, especially one that can positively benefit my work and the staff and patients I encounter. I would encourage as many people as possible to use even the most basic Welsh as it has a great impact on all patients that we provide a service for”.

*Ellis, Mechanical Craftsperson*

“As a Health Board we are proud to champion the Welsh language. We have many Welsh speakers across the UHB that actively engage with members of the public daily, and to be able to communicate in a language that puts those patients at ease is wonderful.”

*Abigail Harris, Executive Director of Strategic Planning and Board Welsh Language Champion*



## Core Benefits

**CORE BENEFITS** are those you can enjoy simply because you work for Cardiff and Vale UHB.

All UHB staff have a generous paid annual leave package which increases with length of service. It is an important part of work-life balance and supports your physical, social and psychological well-being.

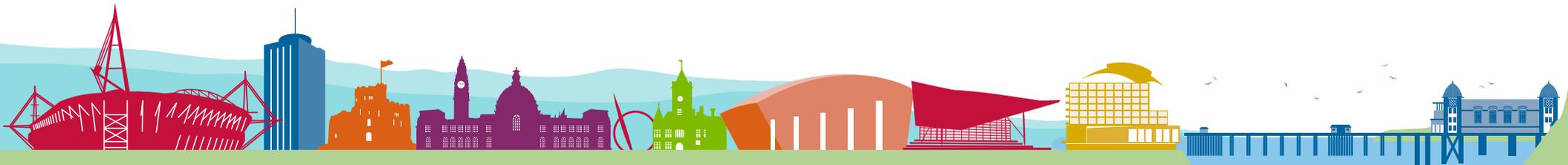
You may also be able to purchase 1 or 2 weeks Additional Annual Leave and spread the cost over a year. Your manager must ensure that it doesn't compromise our patient care or cost the UHB more money.

Staff with children can take up to 4 weeks unpaid Parental Leave per year to help them look after their child's welfare. This might include helping them settle into a new school/childcare arrangements, visit grandparents or simply spend more time together. Parental leave is usually taken in blocks of whole weeks.

The Flexible Working Procedure contains more traditional flexible working practices such as part time working, compressed hours, flexitime etc. All staff with more than 26 weeks service have a right to apply for flexible working and your manager must seriously consider the request. If they can't accommodate it they must write to you explaining why.

We know that there are times when it is hard to balance the demands of domestic and work responsibilities. The Special Leave Policy exists to support staff at times of urgent and unforeseen need by allowing them to take additional leave.

When you join the UHB you are automatically enrolled into the Pension Scheme (unless you choose to opt out). This is an important and valuable benefit because, as well as the contributions you make to the scheme from your own salary, the UHB also contributes to your pension. On retirement, the Pension Scheme will provide you with an annual pension and (if required) a tax free lump sum. The Scheme also provides you with life assurance cover, family benefits, and benefits associated with voluntary early retirement, ill-health retirement and redundancy.



## Sustainability

At Cardiff and Vale University Health Board (UHB), sustainability is key to ensuring we can continue to deliver healthcare outcomes that matter today and in the future.

### Our sustainability agenda includes:

#### Biodiversity

We have a Biodiversity Action Plan to help us meet our environmental responsibilities. We are developing an orchard on the UHL site and bee hives in UHW and UHL. We are also developing green spaces on our other sites.

#### Energy consumption and exploration of low-energy alternatives

A Combined Heat and Power plant installed at the University Hospital of Wales (UHW) is the largest of its kind ever to be installed by the NHS in Wales, it produces 60% of UHW's needs. All electricity purchased by the UHB is renewable.

#### Waste reduction and recycling measures

We have a zero waste to landfill strategy and are continually looking to improve our recycling activity. Non-recyclable waste from our Aroma cafes go to a energy recovery facility.

#### A commitment to Active Travel

We provide a Park and Ride scheme and public transport information along with links to the latest travel and weather information in the local area. A Cycle to Work Scheme further encourages staff members into active travel. We have a shuttle bus between University Hospital Wales and University Hospital Llandough, which enables staff to avoid commuting in their own vehicles between sites.

