

Supporting notes for mentor update - Mentoring in bilingual setting

- **Quality of care** – evidence based, language of choice

Various reports and studies carried out in relation to the relevance and importance of providing services...particularly health care services through the medium of Welsh. In situations of stress and vulnerability, many bilingual patients and carers feel more comfortable communicating in Welsh (Roberts, 1991; Thomas, 1998; Misell, 2000)

References

Roberts G. (1991) *The use of the Welsh Language in nurse- patient communication within a bilingual health care setting*. MN thesis Bangor University

Thomas G. (1998) *The experiences of Welsh speaking women in a bilingual maternity service* (MSc thesis) University of Wales.

Misell A. (2000) *Welsh in the Health Service -The Scope, Nature and Adequacy of Welsh Language Provision in the National Health Service in Wales*. Welsh Consumer Council

- **Legislation**

The Welsh Language Act (1993) placed Welsh on an equal placing to English in Wales

- Set up the Welsh Language Board
- Gave Welsh speakers the right to speak Welsh in a court of law
- Obligated all organisations in the public sector providing services to the public in Wales to treat Welsh and English on an equal basis- develop Welsh Language Schemes

The Welsh Language Measure (2011)

Follows on from the Welsh Language Act.

- Creates a Welsh Language Commissioner with strong enforcement powers to protect the rights of Welsh speakers to access services through the medium of Welsh
- Creates a Welsh Language Tribunal and Welsh Language Partnership Council to advise Government on its strategy in relation to the Welsh language

- **Policy**

'More than just words' - Strategic Framework for Welsh Language Services in Health, Social Services and Social Care (Welsh Government 2012);

- *Organisations to implement a systematic approach to Welsh language services as an integral element of service planning and delivery*
- *Build on current best practice and plan, commission and provide care based on the 'Active Offer' principle*
- *Increase the capability of the workforce to provide Welsh language services in priority areas and language awareness among all staff*
- *Create leaders who will foster a supportive ethos within organisations so that Welsh speakers receive language sensitive services as a natural part of their care*
- *Design and provide education, learning and development programmes that reflect the responsibility of the service to plan and provide Welsh language services*
- *National strategies, policies and leadership*

- **Professional Standards (NMC 2008)**

'Collaborate with those in your care'

- 'You must make arrangements to meet people's language and communication needs'
- 'You must share with people, in a way they can understand, the information they want or need to know about their health'

Language Regions of Wales (2001)

- Gwynedd 70%
- Conwy 40%
- Anglesey 50%
- Denbighshire 30%
- Flintshire 20%
- Wrexham 20%
- 580,000 (21%) Welsh speakers in Wales (2001)

Four Key Groups identified by Misell (2000) as being most vulnerable

- People with mental health problems
- People with learning disabilities or other special needs e.g. need speech and language therapy
- The elderly
- Young children

Mentor / student support

- Resources are being developed bilingually e.g. personal mentor record
- Bilingual tutors and supervisors will help support, and if required, arrange translation of student / mentor feedback
- 1 WTE lecturer funded for 5 years by the Coleg Cymraeg Cenedlaethol to support learning and teaching through the medium of Welsh
- Language skills development support is available for students from Life Long learning department and Canolfan Bedwyr. Anyone over the age of 18 can follow Welsh Language courses with the Lifelong learning department.
- Canolfan Bedwyr can provide translation services and support
- Mentorship updates available in Welsh
- Facility to record skill as ' bilingual mentor' on E rostering system