



Pwyllgor Cronfeydd Elusennol/ Charitable Funds Committee

DYDDIAD Y CYFARFOD: DATE OF MEETING:	08 September 2026
TEITL YR ADRODDIAD: TITLE OF REPORT:	Art in ED (Emergency Departments) – Summer 2026 Update
CYFARWYDDWR ARWEINIOL: LEAD DIRECTOR:	Sharon Daniel, Executive Director of Nursing, Quality & Patient Experience
SWYDDOG ADRODD: REPORTING OFFICER:	Nadine Gould, Deputy Director of Nursing, Quality & Patient Experience

Pwrpas yr Adroddiad (dewiswch fel yn addas)

Purpose of the Report (select as appropriate)

Ar Gyfer Penderfyniad/ For Decision

ADRODDIAD SCAA SBAR REPORT

Sefyllfa / Situation

This report provides an update on the Art in Emergency Departments (EDs) project, for which an initial £60,000 charitable funds award was approved in December 2025. It sets out progress against the original funding award, confirms the current status of the project, and explains the rationale for the submission of a request for additional charitable funding to extend the programme to include the Prince Philip Hospital (PPH) Acute Medical Assessment Unit (AMAU).

The Charitable Funds Committee (CFC) is asked to:

- Review the progress made against the original Art in ED funding award.
- Note the current status of the project and its delivery to date.
- Consider the rationale for the separate additional funding request to extend the project into PPH AMAU.
- Review this update report alongside the accompanying charitable funds application and provide a decision on the additional funding request from the charity's 'Making a Difference' Fund, as set out in the recommendation section.

Cefndir / Background

In December 2025 the CFC approved £60,000 of charitable funding to support the creation and installation of artwork within the Emergency Departments at Withybush, Glangwili and Bronglais Hospitals. The funding was approved from the 'Making a Difference' Fund to enhance both the patient experience and staff wellbeing through improvements to the clinical environment.

At the time the original funding application was developed, the Arts and Health Team understood that the PPH AMAU was progressing its own plans for environmental improvements and had either secured, or was seeking, separate funding for artwork. As a result, PPH AMAU was not included within the original Art in ED proposal.

As the Art in ED project has progressed, it has become clear that the PPH AMAU team is keen to participate in the programme to ensure parity with the other emergency care settings across Hywel Dda. Inclusion within the programme would enable the unit to benefit from the same level of specialist support, engagement and charitable investment as the other sites, helping to create a consistent and welcoming environment for patients, visitors and staff.

PPH AMAU has already secured £1,206 towards artwork. Consequently, the additional funding request for the unit is lower than that of the other sites, ensuring that the total charitable investment allocated to each participating emergency and urgent care environment is equivalent at £20,000 per site.

Asesiad / Assessment

The Art in ED project continues to make progress across the EDs at Withybush Hospital (WGH), Glangwili Hospital (GGH) and Bronglais Hospital (BGH), with the key governance and engagement foundations now established to support delivery of the programme.

Key achievements to date include:

- Establishment of an Art in ED Working Group, with agreed Terms of Reference, representation from all participating sites, and identified clinical leads for each department.
- Appointment of the Deputy Director of Nursing, Quality & Patient Experience as Working Group Chair and implementation of an agreed governance structure.
- Completion of three Working Group meetings, providing oversight and direction for the programme.
- Delivery of 'Through Our Lens', a nature-based staff photography project designed to promote staff wellbeing and connection. The project received 88 photographic submissions, with 20 staff photographs selected for display on ED digital screens and an online exhibition created to showcase all submissions.
- Installation of creative mood boards in staff areas across all EDs to support engagement and gather ideas for future environmental improvements.
- Completion of an online staff survey, with findings analysed and presented to stakeholders to inform the development of artwork proposals.
- Ongoing consultation and engagement with staff and key stakeholders to identify priorities for each site and ensure that artwork proposals reflect local needs and aspirations.
- Agreement in principle to extend the programme to include PPH AMAU, subject to approval of the additional funding request.

Key challenges and revised timeline:

While good progress has been made, the programme has taken longer to mobilise than originally anticipated.

In June 2026, a revised timetable and project extension was approved in recognition of a number of factors that affected the early stages of project delivery, including:

- Significant winter pressures experienced across EDs, which limited staff capacity to engage with project planning and consultation activities.
- Delays in establishing the necessary governance arrangements, including the formation of the Art in ED Working Group and appointment of a Chair.
- Limited opportunities to align the project with wider environmental improvement work, as the Environment Operational Delivery Group had not met during the period.

- The need to coordinate artwork proposals with wider capital, estates and service developments which have been identified, for example a major remodelling of the GGH ED reception and waiting area is under feasibility stage. Members of the Art in ED Working group agreed that progression of artwork within the reception area should be temporarily paused until greater clarity is available regarding refurbishment plans.
- Reduced administrative capacity within the Arts and Health Team has impacted the pace of project delivery. This has arisen from a prolonged period of reduced administrative support due to long-term staff absence, subsequent resignation, and current restrictions on recruitment to administrative posts.

As a result, a one-year extension to the project timeline was agreed, with a revised completion date of March 2028. This will allow sufficient time for consultation, design development, procurement and installation activities to be completed in a coordinated and sustainable manner, ensuring the programme achieves its intended benefits for patients, visitors and staff.

A revised timetable is being considered by the Art in ED Working Group as follows:

Timeline	Item
January to May 2026	Art in ED governance arrangements
June to July 2026	Early engagement
Sites 1 and 2	
August to October 2026	Procurement
Nov – Dec 2026	Creative production
Jan – Feb 2027	Compliance and safety
March 2027	Installation and evaluation
Sites 3 and 4	
April to June 2027	Engagement
July to Sept 2027	Procurement
Oct to Nov 2027	Creative production
Dec to Feb 2028	Compliance and safety
March 2028	Installation and evaluation

Staff and Patient Engagement Findings

Early engagement activity has provided valuable insights into how patients and staff would like ED environments to feel and the role that artwork can play in supporting wellbeing.

The findings demonstrate a strong and consistent preference for environments that feel calm, safe, reassuring and welcoming. Respondents viewed artwork not simply as decoration, but as a means of reducing anxiety, supporting emotional wellbeing, and creating a greater sense of comfort during periods of stress and uncertainty.

Nature-based imagery emerged as the clear preference, with coastal scenes, woodlands, wildlife and local landscapes identified as the most appealing visual themes. There was particular support for reflecting the distinctive environments of West Wales, helping to create a sense of familiarity, connection and place.

Participants also highlighted the importance of artwork conveying messages of safety, care, hope and reassurance, helping patients and visitors feel supported while accessing services.

Artwork is expected to communicate emotional support such as:

- “You are safe here”
- “Everything is under control”

- “We've got you”
- “Positivity hope”
- “all will be well”
- “breathe”

These findings will inform the next phase of the project, with future artwork commissions likely to prioritise calming natural imagery, local identity and themes of reassurance.

Argymhelliad / Recommendation

The Charitable Funds Committee (CFC) is asked to:

- REVIEW the progress made against the original Art in ED funding award.
- NOTE the current status of the project and its delivery to date.
- CONSIDER the rationale for the separate additional funding request to extend the project into PPH AMAU.
- APPROVE OR REJECT the request for additional funding request from the charity's 'Making a Difference' Fund to extend the Art in ED programme to the Prince Philip Hospital Acute Medical Assessment Unit.

Amcanion: (rhaid cwblhau)

Objectives: (must be completed)

Cyfeirnod Cylch Gorchwyl y Pwyllgor: Committee ToR Reference:	4.19 Provide scrutiny with a view to approving or rejecting all requests for expenditure over £50,000 and under £100,000 against named charitable funds, within the scheme of delegation for authorisation of charitable funds expenditure. 4.20 Consider and recommend for approval to the Board in its capacity as Corporate Trustee all requests for expenditure over £100,000 against named charitable funds, within the scheme of delegation for authorisation of charitable funds expenditure. 4.21 Provide scrutiny with a view to approving or rejecting all requests for expenditure, regardless of value, for the following expenditure types: • Research and development expenditure. • Pay expenditure. • Requests of any nature resulting in ongoing charitable funds commitment.
Cyfeirnod Cofrestr Risg Datix, Teitl a Sgôr Risg Cyfredol: Datix Risk Register Reference and Score:	Not applicable
Parthau Ansawdd: Domains of Quality Quality and Engagement Act (sharepoint.com)	7. All apply
Galluogwyr Ansawdd: Enablers of Quality:	6. All Apply

Quality and Engagement Act (sharepoint.com)	
Amcanion Strategol y BIP: UHB Strategic Objectives:	3. Great care 1. Striving teams 2. Healthier communities
Nodau Cynllunio 2026/27 Planning Goals 2026/27	8. Fit for Purpose, Modern Facilities and Services 2. Customer Service Excellence 6. Safe, Timely, High Quality Care 7. Future Orientated
Hypergyswllt i Amcanion Llesiant HDdUHB 2026 Hyperlink to HDdUHB Well-being Objectives 2026	4. Create an inclusive culture where every voice matters, individual needs are considered and staff well-being is promoted and supported
Model Cymdeithasol ar gyfer Iechyd a Llesiant: (wedi'i gwblhau ar gyfer newid strategol a/neu newidiadau sylweddol i wasanaethau) A Social Model for Health and Wellbeing: (<i>complete for strategic change and/or significant service changes</i>)	6. A culture of testing and learning will be encouraged, enabled, supported and celebrated.
Gwybodaeth Ychwanegol: Further Information:	
Ar sail tystiolaeth: Evidence Base:	A substantial evidence base demonstrates that arts and creativity can improve health, wellbeing and healthcare delivery. The World Health Organisation's review of over 3,000 studies found that the arts support health promotion, prevention, treatment, recovery and wellbeing across the life course. Evidence shows that arts and creativity can: • Improve mental wellbeing and emotional resilience • Reduce loneliness and strengthen social connections • Support healthy behaviours and engagement with services • Help manage long-term conditions and support rehabilitation

	- Promote healthy ageing and quality of life Research also shows that integrating art into healthcare environments can: - Reduce stress, anxiety and emotional distress - Create calmer, more welcoming and inclusive spaces - Improve patient, visitor and staff experience - Enhance comfort, dignity, belonging and wellbeing - Provide positive distraction during treatment and waiting - Strengthen local identity and connection to community Evidence bespoke to the role of art in improving the ED environments are: Improving Patient Experience in A&E.pdf Reducing violence and aggression in A&E through design NLaG Urgent and Emergency Care / P+HS Architects
Rhestr Termau: Glossary of Terms:	Contained within the body of the report
Partïon / Pwyllgorau â ymgynhorwyd ymlaen llaw y cyfarfod hwn: Parties / Committees consulted prior to this meeting:	Art in ED Working Group Nursing Directorate PPH AMAU

Effaith: (rhaid cwblhau) Impact: (must be completed)	
Ariannol / Gwerth am Arian: Financial / Service:	No current funds available to support a project of this nature hence a submission being made to the Charitable Funds Committee.
Ansawdd / Gofal Claf: Quality / Patient Care:	Patient experience will be enhanced as a result of the programme based on the accepted evidence base that demonstrates the arts have powerful role to play in improving the healing environment.
Gweithlu: Workforce:	Staff wellbeing will be improved through improved working conditions and improved sense of pride and value in relation to staff experience.
Tegwch Iechyd: Health Equity:	The Art in ED programme has the potential to do more than improve the Emergency Department environment. If designed intentionally, it could help reduce some of the unequal experiences and outcomes faced by people who are most likely to use emergency care. Potential Health Equity Impacts - Improving the experience of people experiencing the greatest disadvantage - Supporting people with high levels of anxiety and distress - Creating a more inclusive environment - Supporting people who experience loneliness and social isolation

	• Reducing inequalities in access to arts and cultural participation • Better outcomes for rural communities
Risg: Risk:	The Art in ED Working Group has been established to ensure the management of risk throughout.
Cyfreithiol: Legal:	Not applicable
Enw Da: Reputational:	Not applicable - As the programme directly benefits patients and NHS staff there is no likelihood of public/patient opposition.
Gyfrinachedd: Privacy:	We will follow Hywel Dda Privacy Policy to ensure that we protect all data and identities at all times. We will not share any data with any external agencies without express permission. We will always ensure that we gain informed consent from all involved for any photography/video or documentation and feedback.
Cydraddoldeb: Equality:	The Art in ED programme has the potential to advance health equality by ensuring that creative wellbeing support is accessible to a diverse range of patients, carers and families attending the Emergency Department. Through inclusive, bilingual and person-centred delivery, the programme could help reduce barriers to participation, improve accessibility for people with protected characteristics, and contribute to a more welcoming and supportive healthcare environment for all. The programme will ensure that the Art in ED programme is equitable to all ED sites across the Health Board.

Application for charitable funds expenditure over £10,000

Please complete this form for all charitable expenditure requests over the value of £10,000.

Please read the application guidelines available at [Charities - Home \(sharepoint.com\)](https://sharepoint.com) to help you with completing your funding request. Please direct any questions to: charitablefundsfinance.hdd@wales.nhs.uk / 01267 283055 / 01827 1655.

Section 1: Applicant

Lead applicant

Contact name:	Debra Jones
Job title:	Senior Sister
Department/Service:	PPH MIU
Clinical Care Group:	Carmarthenshire System Unscheduled Care

Management contact

Contact name:	Catrin Rooney
Job title:	Senior Nurse Manager

Section 2: Application summary

2.1 Title of charitable funds application:

ART in ED for PPH

2.2 Brief description of your application:

In no more than 50 words please tell us what you are requesting charitable funds for.

Funding request £18,794 for participation in the Art in ED programme within the new Urgent Care Centre at Prince Philip Hospital. The funding will support the design, production and installation of therapeutic artwork throughout the Urgent Care Centre, including waiting areas, treatment rooms and clinical spaces. The project will be delivered through the Art in ED Programme and will involve staff engagement to ensure the artwork reflects the needs of our local community and population of Llanelli and surrounding area. The aim is to create a welcoming, calming environment for patients, relatives and the staff accessing the service.

2.3 Total value of charitable funds requested:	£18,794	
2.4 Duration of project	Project start date:	September 2026

	Project end date:	March 2028
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2.5 Strategic priorities

Please identify which of the charity's strategic priorities this application relates to (select all that apply).

Patient experience: Enhancing the patient experience throughout the whole care and treatment journey.	Staff experience: Supporting the wellbeing and professional development of University Health Board staff.	Innovation: Encouraging and supporting innovation and excellence in the delivery of healthcare.
Yes	Yes	Yes

2.6 Expenditure type

Please select the type of expenditure your application relates to (select all that apply).

Medical equipment <i>please also complete Appendix 1</i>	Service development or improvement	Staff welfare and wellbeing
No	Yes	Yes
Building/refurbishment Work <i>please also complete Appendix 2</i>	Other <i>If 'yes' selected, please state expenditure type in box opposite.</i>	<i>Expenditure type:</i>
No	No	

Section 3: Case for support

3.1 Funding request:

Please tell us what you are requesting charitable funds for. Give us as much information as possible so that we can determine whether your request is eligible for support.

Funding request is for participation in the Art in ED programme within the new Urgent Care Centre at Prince Philip Hospital.

This initiative—*Art in Emergency Departments*—aims to help transform high-pressure clinical environments into calmer, more welcoming spaces that enhance both patient and staff experience.

The programme will fund the co-creation and installation of at least three bespoke artworks per site, developed in collaboration with local staff, patients, and professional artists. These artworks will be tailored to the needs of each site and will be installed in priority areas (identified by local teams) such as:

- Waiting rooms and reception areas
- Quiet rooms for patients with additional needs, cognitive impairments or neurodivergence
- Relatives' rooms
- Paediatric areas
- Staff rest areas and associated outdoor spaces

The programme is designed to:

- **Improve patient experience** by reducing anxiety, supporting emotional wellbeing, and enhancing dignity, privacy, and communication.
- **Support staff wellbeing** by improving rest environments and fostering pride in the workplace.

- **Strengthen community identity** by incorporating local culture, language, and artistic expression.
- **Enhance wayfinding and spatial clarity**, supporting patient flow and reducing confusion in busy ED settings.
- **Innovation** - supporting innovation and excellence in the delivery of healthcare across the health board by committing to our Arts and Health Charter.

Strategic and Operational Alignment

This programme is being delivered in close collaboration with the Environmental Operational Delivery Group (Environmental ODG), part of the Accelerated Urgent and Emergency Care (UEC) Programme. The Environmental ODG was established to ensure the full implementation of the *Scheduling the Unscheduled* programme, with the goal of achieving significant improvements in environmental conditions and patient experience across UEC areas.

The Environmental ODG has identified the following priorities:

1. Deliver improvements across EDs at Bronglais, Glangwili, Withybush, and AMAU/UCC at Prince Philip Hospital to enhance both patient and staff environments.
2. Focus on five key areas:
 - Cleanliness
 - Professionalism
 - Communication
 - Privacy, dignity, and confidentiality
 - Nutrition and hydration
3. Respond to key drivers for change, including overcrowding, service user feedback, external inspections, audits, and incident reports.

The *Art in ED* programme directly supports these objectives by delivering creative, evidence-based environmental enhancements that respond to site audit findings and staff-identified priorities.

3.2 Reason for request:

Please tell us why this expenditure is needed, how the need has been identified and who this has been discussed with.

The funding will support the design, production and installation of 3 therapeutic artworks for display in agreed priority areas of the Urgent Care Centre, including waiting areas, treatment rooms and clinical spaces. The project will be delivered through the Art in ED Programme and will involve staff engagement to ensure the artwork reflects the needs of our local community and population of Llanelli and surrounding area. The aim is to create a welcoming, calming environment for patients, relatives and the staff accessing the service.

This funding is needed to support the transformation of Emergency Department (ED) environments across Hywel Dda into spaces that are more welcoming, calming, and supportive for patients and staff. The need has been identified through:

- **The Accelerated Urgent and Emergency Care (UEC) Programme**, which highlights the importance of improving environmental conditions to enhance patient experience.

- **Environmental Operational Delivery Group (Environmental ODG)** priorities, including cleanliness, communication, privacy, and dignity.
- **ED audits, service user feedback, and staff surveys**, which consistently point to the need for more compassionate, clearly defined, and inclusive environments.
- **Clinical and staff engagement**, with local teams identifying priority areas for improvement and expressing strong support for the inclusion of art.

"Through cultural engagement with staff, there is a clear desire to humanise the Emergency Department environment and introduce elements of warmth and wellbeing, with a suggestion of artwork playing a key role in creating a more welcoming and supportive space for both patients and staff." Rea John, Organisational Development Manager)

"I recently visited Cardigan Integrated Care Centre and the difference compared to any of our other front door areas across the HB. Beautiful art and feeling of calm felt by the staff and the patients. It made me want to work there!" Vicki Hughes, Consultant, Emergency Medicine.

This proposal has been discussed with the Environmental ODG, local ED teams, the Arts and Health Team, Estates and Facilities, and the Patient Experience and Organisational Development leads.

3.3 Project delivery plan:

Please tell us how you will deliver this charitable-funded project. Provide a timeline for delivery with clear milestones or phases of activity to allow you to monitor progress effectively.

Working collaboratively with Arts and Health Team. Staff surveys and mood board to be implemented. There are regular meetings between the health board, Assistant Director of Nursing and Head of Arts and Health to continue tracking the project. Within this work group an artist/s will be identified, and each acute site will liaise to ensure that the artwork chosen is suitable for the clinical area. This project will form part of our wider Art in ED programme inline with the timeline and milestones indicated in the attached SBAR update which has been completed.

3.4 Risks:

Please tell us what risks have been identified and how they will be mitigated.

Infection and Fire Safety: We will work within agreed outline policy framework to ensure that artists create artwork that comply with all regulations.

Installation challenges within the environment: Work with Estates Teams to plan and manage a reasonable installation plan that can be designed through each local team to dovetail with other improvement plans and facilities works.

Ensuring everyone is happy with end results: Prioritise engagement to ensure that everyone's views are captured and heard. Enable discussion and development of ideas.

High pressures in the environment: We are very mindful that the teams are under immense pressure. We will operate sensitively and efficiently in a way that is very respectful of any time that clinical teams can offer. Design accessible engagement plans that meet the needs and capabilities of staff to respond.

3.5 Additionality:

Please tell us how this expenditure is considered 'above and beyond' core NHS provision.

This expenditure is considered 'above and beyond' core NHS provision because it delivers a non-clinical, arts-based intervention that complements but does not replace statutory healthcare services. The Art in ED programme provides ED settings, sites and staff with a unique opportunity to accelerate the improvements to the ED environment for the benefit of all by:

- Enhancing patient wellbeing through the inclusion of artwork in an ED V2 July 2025 6 setting, which is not part of standard NHS capital improvement projects.
- Improving patient experience by offering comfort, connection, and emotional support in accessible community settings.
- Improving staff wellbeing by helping to improve the healthcare environment, and staff areas to show staff they are valued and cared for and promoting pride in the ED environment.

The programme meets charitable funding criteria by delivering demonstrable benefits to NHS patients and staff. It builds on successful pilots and robust evaluation, offering improvements in the ED Environment that would not be possible through NHS core funding alone.

The project ensures equality across the Health Board ensuring that all staff and communities have access to high quality caring environments.

Section 4: Impact

4.1 Impact and patient benefit:

Please tell us about the positive changes that will take place as a result of this expenditure. You must explain how patients will benefit (e.g. improved experience, improvements to patient health, efficiencies in the provision of care). If patients will not directly benefit (i.e. the main beneficiaries are staff), please tell us about the direct benefits to staff as well as the indirect patient benefits.

Note: You will be required to submit an evaluation report to summarise the impact at a later date.

The proposed Art in ED programme will bring about a range of positive changes for both patients and staff across the Emergency Departments (EDs) in Hywel Dda University Health Board. This investment in the environment will directly enhance patient experience and indirectly support improvements in care delivery and staff wellbeing.

Benefits to Patients:

Improved Patient Experience and Emotional Wellbeing

The inclusion of carefully designed, co-created artwork will help create a calmer, more welcoming and less clinical environment. This is particularly important in EDs, where patients often arrive in distress, pain or confusion. A more humanised space can reduce anxiety, support emotional regulation, and help patients feel more cared for and respected.

Enhanced Dignity, Privacy and Confidentiality

Artworks will be used to define zones, improve wayfinding, and create more private and respectful spaces, particularly in waiting areas and quiet rooms. This supports the Health Board's priorities around dignity and confidentiality.

Support for Vulnerable Groups

Specialist artwork will be developed for quiet rooms and paediatric areas, supporting patients with cognitive impairments, learning disabilities,

neurodivergence, and children. These tailored environments will help reduce sensory overload and improve communication and comfort for these groups.

Improved Navigation and Flow

Art will be cognisant of signage and spatial design and will support clearer wayfinding, helping patients understand where they are and where they need to go. This reduces confusion and frustration, which can escalate distress or aggressive behaviour.

Evidence-Based Impact on Health Outcomes

Research shows that well-designed environments can positively influence clinical outcomes by reducing stress, improving communication, and building trust between patients and clinicians. This programme aligns with that evidence base.

The King's Fund 'Enhancing the Healing Environment' programme found that integrating art into high stress areas such as Accident and Emergency departments reduced patient aggression towards staff and improved staff recruitment and retention. See [a&e 8steps.pdf](#)

Benefits to Staff:

Improved Working Environment and Morale

Staff rooms and outdoor areas will be enhanced with artwork, creating spaces for rest and recovery. This is essential in high-pressure ED settings, where staff wellbeing directly impacts performance and retention.

Support for Recruitment and Retention

A more attractive and dignified working environment helps staff feel valued and proud of their workplace. As noted by a Consultant in ED, the presence of art in other healthcare settings has already inspired a desire to work in those environments.

Co-Creation Builds Ownership and Engagement

Staff will be actively involved in the design and commissioning process, ensuring the artwork reflects their needs and values. This collaborative approach fosters a sense of ownership and strengthens team cohesion.

Indirect Benefits to Patients via Staff Wellbeing

A supported, motivated and emotionally resilient workforce is better equipped to deliver high-quality, compassionate care. By improving the staff environment, this programme indirectly enhances patient safety, communication, and overall care quality.

Learning:

- A full evaluation report will be submitted to summarise impact and inform future commissioning.

4.2 Beneficiaries:

Please tell us how many people are expected to benefit as a result of this expenditure and how you have determined these numbers. Beneficiaries may include patients, service users, patient families/carers, and staff.

According to Hywel Dda Annual Report 2024/25, 170,000 people are estimated to attend all 4 ED sites whom we expect to benefit annually. (These figures include attendance at AMAU of 40,000 people). Artwork will be installed to last, benefitting patients and staff for years to come. Many families and carers, who support their loved ones to attend the UCC will also benefit. 7 V2 July 2025 Hywel Dda University Health Board image will be enhanced with patients and staff feeling more cared for, and acknowledgement that the Health Board is going above and beyond to support its patient and staff. The Health Board will also be recognised for embedding its Arts and Health Charter.

4.3 Evaluation methods:

Please tell us what methods you will use to measure the effectiveness of your expenditure and the difference it makes. Please also describe any baseline information that you have that demonstrates the current position.

To measure the effectiveness of the expenditure and the difference it makes, we will implement a mixed methods evaluation plan aligned with the Health Board's Quality Improvement Plan and the Environmental Operational Delivery Group (ODG) objectives. This will include:

1. Baseline Information We have already gathered baseline data through:
 - Environmental audits of ED sites.
 - Staff surveys and feedback identifying priority areas for improvement and findings from the wider Staff Survey for ED.
 - Service user feedback highlighting the need for more compassionate and inclusive environments.
 - Incident reports and external inspections pointing to environmental stressors and communication challenges. This baseline establishes the current state of ED environments and informs the areas where art interventions can make the most impact.
2. Evaluation Methods We will use both quantitative and qualitative approaches:
 - Focus groups and interviews with staff, patients, and carers to gather in depth feedback on the impact of the artwork.
 - Observation and environmental walkthroughs to assess changes in spatial clarity, wayfinding, and atmosphere.
 - Staff wellbeing metrics, including retention rates, morale indicators, and feedback on rest areas.
 - Patient experience data, including complaints, compliments, and feedback collected via the Patient Experience Team.
 - Engagement tracking, including participation in co-creation workshops and artist selection panels.
 - Case studies from each ED site to document the process, outcomes, and lessons learned.
3. Reporting An Evaluation Report will be prepared at the end of the funding period (Jan–Mar 2027), summarising:
 - The impact of the artwork on patient and staff experience.
 - Alignment with strategic priorities.
 - Recommendations for future arts-based interventions in clinical settings.

Section 5: Exit strategy (for revenue expenditure requests)

Please tell us how the benefits of this expenditure will be sustained beyond the end of this time-limited period of charitable funding. For project funding, please tell us if it will continue, and how it will be funded. If it will not continue, please tell us how it will be brought to a close.

The benefits of this expenditure will be sustained for many years as the artwork will be installed for an ED environment, withstanding as much wear and tear that we can achieve for the resources we have.

Section 6: Governance

6.1 Compliance:

Please tell us (if applicable), how your expenditure request meets any relevant legislative requirements or standards as well as any Hywel Dda policies and procedures (e.g. Data Protection, Clinical Governance, etc.).

This expenditure request for the Art in ED programme complies with relevant legislative requirements and Hywel Dda University Health Board policies and procedures.

Key areas of compliance include:

- Infection Control and Fire Safety: Artworks will be designed to comply with Infection Prevention and Fire Safety guidelines and we will work with Hywel Dda Teams to ensure artwork is fit for purpose and built to last.
- Health & Safety: Artworks will be installed in partnership with the Estates and Facilities Teams through risk-assessments and safety protocols for the ED environment.
- Equality and Inclusion: Artworks will be designed to be inclusive, and well suited to individuals with additional needs. We will take advice from our Inclusion and Diversity Teams about this.
- Welsh Language: Artworks will be accessible, with bilingual signage, celebrate Welsh language and culture. If words/text are chosen we will work with our Welsh language team to ensure all artworks comply with Welsh Language standards.
- Evaluation and Accountability: A formal evaluation report will be submitted at the end of the funding period, ensuring transparency and accountability in line with Hywel Dda's policies on monitoring and reporting charitable-funded activity.
- Finance We will continue to work with the finance team to explore the most efficient and effective ways to administer project funds in line with financial policies and procedures.

6.2 Strategic alignment:

Please tell us how this funding request aligns with the health board's [strategic objectives](#).

This funding request for the Art in Emergency Departments programme aligns closely with Hywel Dda University Health Board's strategic objectives as outlined in:
A Healthier Mid and West Wales strategy
Hywel Dda's Arts and Health Charter
Wales Audit Office's 2024 review of urgent and emergency care (UEC) demand management

1. Supporting Strategic Priorities for Patient and Staff Experience The programme directly supports the Health Board's strategic aims to:
Improve patient experience by creating more compassionate, calming, and culturally relevant environments.

Enhance staff wellbeing and morale through improved rest areas and co created spaces that foster pride and ownership.

Promote dignity, privacy, and communication—key themes in both the Health Board's UEC improvement priorities and the Arts and Health Charter.

2.Addressing Key Findings from the Wales Audit Office Review The 2024 Auditor General's report identified several challenges in Hywel Dda's UEC system, including: Overcrowding and poor patient flow
Ambulance handover delays
Need for stronger staff and patient engagement

Environmental conditions that do not support optimal care delivery [Art V2 July 2021 in Emergency departments] The Art in ED programme responds directly to these findings by:

Improving spatial clarity and flow through visual zoning and signage, helping reduce confusion and delays.

Creating calmer, more dignified environments that reduce patient anxiety and support better communication.

Engaging staff and patients in co-design, strengthening local ownership and aligning with the report's call for better engagement.

Complementing clinical improvements with environmental enhancements that support the delivery of safe, effective, and compassionate care.

3. Enabling Innovation and Value Beyond Core Provision This programme exemplifies innovation in healthcare delivery by:

- Using arts-based interventions to address non-clinical barriers to care quality.
- Enhancing the healing environment in ways that traditional capital investment cannot.
- Delivering long-term value through durable, inclusive, and culturally resonant design. It also supports the Health Board's goal to "go above and beyond" core NHS provision by embedding creativity and community identity into the heart of emergency care.

Section 7: Other

Please provide any other relevant information in support of your funding request.

Not applicable

Section 8: Funding requirements

8.1 Cost breakdown:

Please provide a breakdown of all costs associated with this funding request.

Alternatively, please attach as a separate document.

Item/Category	Cost (£)	Comments
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	Net £ <i>Exc. VAT</i>	VAT £	Gross £ <i>Inc VAT</i>	
Art Budget	15,661.67	3,132.33	18,794	
8.2 Total amount of funding requested:				
Net £ <i>Excluding VAT</i>	15,661.67	VAT £	3,132.33	Gross £ <i>Including VAT</i> 18,794
8.3 Designated charitable fund				
Name of charitable fund:		Charitable fund code/number:		
Making a Difference Fund		T600		
8.4 Alternative funding sources:				
Please tell us about alternative funding sources that have been sought before applying for charitable funds. It is important that all other sources of funding have been exhausted prior to submitting an application for charitable funds.				
The proposed programme of work has been identified as a priority for the Health Board. Before applying for charitable funds, we have actively sought alternative funding to support the programme. Core NHS Funding: We have explored NHS service budgets, but due to the programme's non-clinical and preventative nature, it falls outside core NHS provision and is not eligible for standard NHS funding. Partnership Contributions: We will continue to explore alternative funding opportunities but these we need a core budget to initially work with to guide setting priorities and decision making, use as match funding to lever in other funds and meet the expectation and need/demand expressed by clinical teams to the Environment ODG. PPH AMAU has already secured £1,206 towards artwork. Consequently, the additional funding request for the unit is lower than that of the other sites, ensuring that the total charitable investment allocated to each participating emergency and urgent care environment is broadly equivalent at £20,000 per site.				
Section 9: Authorisation				
9.1 Application prepared by:				
Contact name:	Job title:		Date:	
Debra Jones	Senior Sister		5/6/26	
9.2 Application authorised by:				
Please ensure that your General Manager or Head of Service (fund approver up to £10,000) has reviewed your application before submission.				
Contact name:	Job title:		Date authorised:	
Mandy Davies	Interim GM Carms System		27 July 2026	
9.3 Clinical Care Group approval:				
Please ensure that your application has been reviewed by your Clinical Care Group before submission. This can be arranged via the manager you have listed above.				
Contact name:	Job title:		Date authorised:	
Peter Skitt	Clinical Care Group Service Director Community & Integrated Medicine		28 July 2026	
9.4 Finance Business Partner review:				

Please ensure that your Finance Business Partner has reviewed your application before final submission.

Contact name:	Job title:	Date reviewed:
Stephen Gravell	Assistant Finance Business Partner	28 July 2026

Please return completed form via email to:

charitablefundsfinance.hdd@wales.nhs.uk or via

internal mail to:

Charitable Funds Support Officer

Finance Department

Ty Gorwel, Building 14

St David's Park, Job's Well Road

Carmarthen SA31 3BB

Appendix 1

Assessment for medical equipment (as per [Medical Devices Policy](#)):

Not applicable for this request

Appendix 2

Assessment for building or refurbishment work (to be completed by Estates team):

Not applicable for this request

For Charitable Funds Finance Department

Application Reference Number:		CF03648	
Fund Title:	Fund Code:	Current Fund Balance £:	
Making a Difference Fund	T600	£358,599.70	
Finance review			
I confirm that I have reviewed this application and that it can be submitted to the Charitable Funds Sub-Committee / Charitable Funds Committee for consideration.			
Contact name:	Job title:	Date reviewed:	
Jessica Elderfield-Scott	Accounts Assistant	25 August 2026	
Outcome of meeting CFSC/CFC			
I confirm that this application has been considered and approved by the Charitable Funds Sub-Committee / Charitable Funds Committee.			
Meeting date:	Outcome:	Contact name:	Job title: