

**PWYLLGOR DIWYLLIANT, POBL A DATBLYGU SEFYDLIADOL
PEOPLE, ORGANISATIONAL DEVELOPMENT & CULTURE COMMITTEE**

DYDDIAD Y CYFARFOD: DATE OF MEETING:	15 April 2024
TEITL YR ADRODDIAD: TITLE OF REPORT:	Cwrs Codi Hyder yn y Gymraeg / Welsh Language Building Confidence Course
CYFARWYDDWR ARWEINIOL: LEAD DIRECTOR:	Alwena Hughes Moakes, Communications and Engagement Director
SWYDDOG ADRODD: REPORTING OFFICER:	Enfys Williams, Welsh Language Services Manager

Pwrrpas yr Adroddiad (dewiswch fel yn addas)

Purpose of the Report (select as appropriate)

Er Gwybodaeth/For Information

**ADRODDIAD SCAA
SBAR REPORT**

Sefyllfa / Situation

In March 2023, the Health Board secured funding from the National Centre for Welsh Language to fund the employment of a Welsh Language confidence building tutor to support Hywel Dda staff in developing their Welsh language skills and using the language within the workplace. This pilot project saw the employment of a tutor, hosted by Aberystwyth University, for a period of one year. The Health Board set a target that 100 colleagues across the Health Board would be able to access and benefit from the tutoring.

The first year of the pilot project completed in March 2024. As the National Centre for Welsh Language deemed the pilot to be a success, the Health Board has managed to secure funding for a second year.

The enclosed report summarises the activity undertaken during the first year of the pilot project.

Cefndir / Background

During Summer of 2022, a short pilot project was jointly carried out between the National Centre for Learning Welsh (the Centre) and Hywel Dda University Health Board (HDdUHB).

Following the success of this project, HDdUHB received support from the Centre to carry out a one-year project to build confidence of staff when using Welsh in the workplace. Funding was allocated to the Health Board but managed through the Centre. Following a tender process, managed by the Centre, Aberystwyth University was appointed as provider for the services. Aberystwyth University appointed a dedicated tutor for the Health Board who started to provide tutoring sessions for HDdUHB staff in February 2023.

Audience:

The main target audience for pilot project were individuals who already have Welsh speaking skills e.g., have been brought up through the medium of Welsh or have received Welsh-medium education, but have either stopped using their Welsh (e.g. have changed to speaking English with family members and friends), or have not had the opportunity to do so (e.g. living in an English-speaking area). A change in habitual use of Welsh through lack of opportunity can lead to a lack the confidence in an individual's use of Welsh. In some cases, individuals

develop a fear of making mistakes or receiving criticism and further undermining their confidence when trying to use Welsh.

Aim

The main aim of the confidence building sessions were to change linguistic habits and raise the confidence of Welsh speakers, so that they can use Welsh in circumstances where they could use the language but would normally default to using English.

Target

The Health Board set a target that 100 members of staff would commit to the sessions during a 12 month period.

Asesiad / Assessment

We are pleased to be able to share that the first year has been deemed a success. The confidence building courses have been popular among Health Board staff with attendance from diverse areas across the Health Board including nursing, estates, mental health, children's services, administrative roles and many more.

Increasing the Welsh language skills of the workforce is a priority for the Health Board and is viewed as a positive step in improving the patient experience.

Increasing the use of the Welsh language was the main aim of the plan and, 121 individuals attended the courses over the past year, many more staff now use more Welsh with patients and other colleagues in the workplace.

The success of the pilot project at HDdUHB has led to a second year of funding and the offer to other health boards across Wales being able to access a similar program of support.

Argymhelliad / Recommendation

The Committee is asked to:

- **NOTE** the report and progress being made with the project.

Amcanion: (rhaid cwblhau)

Objectives: (must be completed)

Committee ToR Reference: Cyfeirnod Cylch Gorchwyl y Pwyllgor:	3.8 Seek assurances that there is the appropriate culture and arrangements to allow the Health Board to discharge its statutory and mandatory responsibilities with regard to Welsh language provision (workforce & patient related).
Cyfeirnod Cofrestr Risg Datix a Sgôr Cyfredol: Datix Risk Register Reference and Score:	Not applicable
Parthau Ansawdd: Domains of Quality Quality and Engagement Act (sharepoint.com)	6. Person-Centred
Galluogwyr Ansawdd: Enablers of Quality:	4. Learning, improvement and research

Quality and Engagement Act (sharepoint.com)	
Amcanion Strategol y BIP: UHB Strategic Objectives:	All Strategic Objectives are applicable
Amcanion Cynllunio Planning Objectives	8d Welsh Language and Culture
Amcanion Llesiant BIP: UHB Well-being Objectives: Hyperlink to HDdUHB Well-being Objectives Annual Report 2021-2022	2. Develop a skilled and flexible workforce to meet the changing needs of the modern NHS

Gwybodaeth Ychwanegol: Further Information:	
Ar sail tystiolaeth: Evidence Base:	Not applicable
Rhestr Termau: Glossary of Terms:	Not applicable
Partïon / Pwyllgorau â ymgynhorwyd ymlaen llaw y Pwyllgor Diwylliant, Pobl a Datblygu Sefyddiadol: Parties / Committees consulted prior to People, Organisational Development & Culture Committee:	All Wales Welsh Language Officers Welsh Language County Forums x 3 Independent Members Executive Directors

Effaith: (rhaid cwblhau) Impact: (must be completed)	
Ariannol / Gwerth am Arian: Financial / Service:	No cost to the Health Board apart from staff time to attend the sessions Integrated Impact Assessment Template
Ansawdd / Gofal Claf: Quality / Patient Care:	Communication is at the heart of everything HDdUHB do therefore treating service users and staff in the language of need is key to the organisation's culture and engagement. There is evidence that high employee engagement can deliver quality patient care.
Gweithlu: Workforce:	All staff have a role to play in implementing the Welsh Language Standards
Risg: Risk:	Any risks are addressed through the day-to-day management of the Welsh Language Services.
Cyfreithiol: Legal:	Not applicable
Enw Da: Reputational:	Not applicable
Gyfrinachedd: Privacy:	Not applicable

Cydraddoldeb: Equality:	The focus of equality between the Welsh and English languages runs throughout the compliance notice. HDdUHB's Equality Impact Assessment processes will ensure that compliance with the standards is assessed.
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Hywel Dda
University Health Board

Confidence Building Scheme Report

2023-2024

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Background:

During the Summer of 2022, a short pilot project was carried out jointly between The National Centre for Learning Welsh (the Centre) and Hywel Dda University Health Board.

Following the success of this project, Hywel Dda University Health Board received support from the Centre to carry out a one-year project in order to build staff confidence. Following a tender process by the Centre, Aberystwyth University was appointed as provider. The provider set out to appoint a tutor who started work in February 2023.

Audience:

The main audience was individuals who already have Welsh speaking skills e.g. have been brought up through the medium of Welsh or have received Welsh-medium education, but have either given up the habit of using their Welsh (e.g. have changed to the habit of speaking English with family members and friends), or without having the opportunity to do so (e.g. living in an English-speaking area). Due to the change in habits or lack of opportunities - although they may have a desire to use their Welsh later in their lives for family, work or social reasons - they lack the confidence to use their Welsh in case they make mistakes or are criticized.

Aim:

The purpose of these sessions is to change linguistic habits and raise the confidence of reluctant or unconfident speakers, so that they use Welsh when they would normally use English.

Target:

100 individuals to commit to the sessions during a 12 month period.

The health board's strategic arrangements

We will incorporate the training into the work in accordance with:

Bilingual Skills Policy

The policy relates to planning the workforce and improving the skills of employees as part of providing services bilingually. The Policy relates to the ability of each service/team to provide a bilingual service and to ensure that the Health Board complies with the standards.

The policy states that services and teams are required to make the best use of existing linguistic skills and develop bilingual skills in order to provide a quality bilingual service.

The Policy has three main aims:

- Increase the use of the Welsh language in the workplace.
- Enable everyone who receives or uses our services to do so through the medium of Welsh or English, according to personal choice, and encourage users and other providers to use and promote the Welsh language in the health sector.
- Ensure that staff are able to exercise their right to receive services through the medium of Welsh in our internal administrative systems.

Learning and Development Provision - support from managers

The development of Welsh skills is included as part of PADR meetings and recorded on the individual's Personal Development Plan resulting from the PADR discussion (or through the ESR for self-service/managers). Before registering for any training programme, the learner and their line manager will complete a learning contract. This will act as a contract, specifying the objectives for the learner and the line manager on how the learning will be used in the workplace, the level of time to be allocated to Welsh classes and what support the learner can expect.

More Than Just Words – Five year plan 2022-2027

We will actively develop the Welsh language skills of the current and future workforce in order to achieve the goals of More Than Just Words and mainly the recent recommendations set out in the plan.

15. The National Centre for Learning Welsh will further develop their plans to offer Welsh language training to the health and social care sectors and provide an environment that enables people to use the Welsh language in workplaces. This should complement the informal process of language learning through online resources and apps that will be available across the sector. This could be modelled on recently announced developments for the education workforce. This should include tailored provision to support practice in the field of health and social care and find opportunities (hand in hand with relevant employers) to increase staff confidence to use their Welsh skills more at whatever level in the workplace. We also recommend that the Welsh Government consider what resources are needed to provide adequate support for such a scheme, including helping employers to free up key staff to get serious about learning Welsh.

The Discovery Process around the Welsh Language and Welsh Culture

The health board's Discovery Process around the Welsh language and Welsh Culture sought the views of staff, patients, partners, exemplar organizations and the local population on ways to make Hywel Dda an exemplar public sector organization for embracing and celebrating the Welsh language and Welsh culture – for example, in the way we communicate, offer our services and design our estate and facilities. The resulting findings of the discovery process were presented in a Discovery Report to the Board and formed the basis of our new Welsh Language and Culture Scheme.

A clear theme within the process and the final report was the desire to learn Welsh and improve language skills in the workplace.

Evaluating the scheme

From the health board's point of view, we are extremely proud to be able to report back on the successes of the past year. The confidence building courses have been popular among health board staff with attendance from many areas such as nursing, estates, mental health, children's services, administrative roles and many more.

Increasing the Welsh language skills of the workforce is a priority for the health board, and therefore seeing so many staff eager to commit to these types of sessions is a very positive step in order to improve the patient experience.

Increasing the use of the Welsh language was the main aim of the plan and, with 121 individuals having attended the courses over the past year, we can say with confidence that many more staff now use more Welsh with patients and other colleagues in the workplace.

Regular meetings were held between the coordinator, the tutor and the contact from Welsh Language Services at the health board to discuss staff needs and offer support to the tutor.

The courses were advertised using a variety of internal communication platforms to inform staff about the course:

- Global email (email that reaches over 12,000 staff).
- 'Llais Hywel' newsletter
- Welsh Language Services pages on the intranet
- Health board staff Facebook group
- Induction sessions
- Meetings with managers
- Welsh Language Champions Network

The tutor has visited each hospital and held a drop-in stand in the canteens as an opportunity to advertise the course and also to meet those who were already on the courses.

Here is a further analysis of the scheme:

Target Group Courses

Apprentices

Hywel dda apprentices were one of the scheme's target groups for the past year and now a confidence-building session is included in the apprentices' induction programme when they join the health board. Each new cohort of apprentices has spent an afternoon with the tutor in a group session to introduce the course. Following this, 1:1 sessions were held with Richard to discuss individual needs and further support for the apprentices.

Receptionists / Switchboard Staff / Call Handlers

These are the staff who have the main contact with patients, often the first point of contact, and therefore they have been a priority for us to try to improve their use of the Welsh language in the workplace. As the telephone services have been identified as a weakness in a survey by the Welsh Language Commissioner, we have been working with them to build confidence in using Welsh on the telephone. Sessions were held with 14 members of staff who deal with phone calls over the past year focusing on practicing phone conversations, specific scripts and practicing different scenarios. By the end of the sessions, it became clear that the use of Welsh had increased among the staff and that they felt more confident to use the language at work.

Nurses

A wide variety of nurses and healthcare support workers have attended the sessions during the past year which is proof of their dedication to improving experiences for Welsh speaking patients. A whole course was held specifically for nurses, with 28 nurses joining over the summer months. Although 28 nurses were able to attend, it is important to note that some obstacles arose especially in this field - obstacles such as workload and time to release nurses from their work especially those on wards.

Planning and organising the courses

A member of Hywel Dda's Welsh Language Services Team was responsible for advertising and coordinating the registration process for the courses.

Following this, initial sessions of half an hour were organized to meet all new learners to assess their language level before starting the course. It was a good

opportunity to explain course content, talk about their connection with the language and to explore their confidence with regard to speaking Welsh.

The learners are contacted by email to organize a meeting to discuss the course, their language level, their needs and their expectations from the course at the start of each new cohort. Weekly 1-to-1 sessions are held to target and work on the individual needs of each learner. The sessions are flexible in terms of when we meet, which suits health board staff especially those who work variable shifts.

There are now 8 group sessions; 'Starting Again' for a group of learners somewhere between Entry and Foundation level who need a lot of help with conversation, 'Helping Hand 1 and 2' for learners around foundation level who need a little help with the structure of the language, and 'Over the bridge' for learners who can speak with more fluency. There is also a Refresher session for one learner. Over 30 members of staff have also received help with useful medical language in their jobs; unfamiliar terminology for them, but they are now more confident to use and understand the Welsh terminology.

Not everyone can attend every session at all times and therefore on the occasion when fewer staff attend they sometimes ask to use the 'cuppa and chat' session as a review session. By now, every session is used as an open session and some attend to practice more or to catch up if they have missed sessions.

Staff Pairing

Half an hour 1-to-1 sessions are offered to many learners with the aim of raising their confidence and ability enough for them to be willing to join another learner at around the same level. In pairs they can practice speaking naturally in a safe environment. This method is used especially with learners who are not very confident.

Katrina and Afona have managed to work brilliantly on their Welsh as a pair, both happy to speak with Richard but feeling nervous about the idea of speaking with others. Janet, Rachel and sometimes Corinne (colleagues who are occupational therapists in Ceredigion) work brilliantly together and can talk well with the tutor helping in the background.

Assessing the ability of reluctant speakers

The questionnaire was shared and suitable targets were set for everyone. We have identified their level of ability and confidence through sensitive and

supportive assessments. We are working together with a Hywel Dda officer to create a linguistic and supportive atmosphere in the organisation, in order to foster positive attitudes towards the attendees. Learners help each other and the group sessions are in an extremely supportive atmosphere. It is important that learners feel comfortable to encourage them to speak confidently.

Learners are asked for feedback at the end of each session. The sessions are adjusted based on the feedback focusing on exercises that work for the individual. For example, one group of learners chose to have more time to chat naturally instead of more linguistic exercises.

Contents and Resources

Emails were sent and shared containing details of informal activities, activities and events that are relevant to the attendees such as Walk and Talk, Community Coffee and Chat etc. A Facebook group was set up to encourage learners to talk and connect outside the sessions and to share any interesting articles e.g. Lingo 360 news which gives help with vocabulary, idioms website, tongue twisters, word of the day and topics to spark conversation. The tutor also refers to the articles during sessions. The learners were asked for recommendations e.g. history books for children, P.P Gwenllian for a man from Kidwelly, the Mabinogi (from Twinkle and books for children). Resources were found to help with topics relevant to the nature of the attendees' work e.g. the skeleton, organs, the digestive system etc.

The tutor communicates regularly with the learners in order to tailor sessions at the right levels for them.

Meetings are held with the tutor, the co-ordinator and the contact at Hywel Dda to discuss the learners' needs in order to ensure that the teaching is as supportive as possible. The co-ordinator meets regularly with the tutor as well as keeping in touch via e-mail to monitor and ensure the best possible Support for learners. We encourage and inspire learners, making sure that the support sessions are interesting, fun and enjoyable.

We also include cultural elements in the sessions as a trigger for discussion. We plan sessions in order to provide an opportunity for the learners to attend sessions that appeal to them yet to ensure that they are relevant to the practitioners' areas of work, eg the tutor responded to a request to find a list of mental health terms and we collaborated with other organizations to find a list of relevant terms. The co-ordinator holds meetings with the employer and the tutor to discuss resources and the content of the sessions in order to

ensure that the course is tailored to meet the demands and needs of the learners' workplace. The tutor works closely with the learners to prepare materials to promote conversation that will be relevant for using the Welsh language in their jobs. Many activities are carried out to support the learners to use the Welsh language in the workplace. The tutor encourages the practitioners to keep in touch with each other and also directs them to the Hywel Dda network to enjoy occasional events through the medium of Welsh in their workplace.

Considering the significant pressure on workers in this sector, it is natural that it has been challenging for some to achieve the hours in the 12 weeks but even though they have not reached the hours we still support them on their journey by offering more 1:1 sessions and an opportunity for them to attend informal 'cuppa and chat' sessions.

Feedback

A feedback questionnaire was distributed by the provider after the courses finished.

Here are examples of feedback from the mid-term questionnaires:

A good mix of learning new vocabulary as well as sentence structure and plenty of opportunity to practice what we have learned to gain confidence to hold conversations in Welsh. The groups were very useful to chat with other learners at a similar level.

Always fun, always positively challenging. Richard was a very patient tutor and made the sessions fun.

The 1:1 sessions were very useful to get things explained at my own pace and to have the opportunity to ask questions.

I feel confident to speak Welsh in my work now if people know I'm learning.

My confidence has raised considerably as I definitely feel more comfortable and confident to speak more Welsh. It has made me more confident to speak more formally.

I have started to use more Welsh when speaking every day. I definitely understand more when colleagues talk too.

Case studies

Del Gwynfyd Harris, Frailty Nurse

Del was born in England and moved to Wales later in life as an adult. Del has been learning Welsh for twenty years but since starting nursing there hasn't been much time to continue learning and therefore has lost the confidence to use the language. Del works with very vulnerable patients and understands the importance of communicating with them in Welsh. Since attending the sessions with Richard, Del has set a new goal in the workplace; to start a conversation in Welsh with patients every day and Del intends to start carrying out assessments for his patients through the medium of Welsh once a week. "I would have never have tried this without attending the Confidence Building Course".

*A video clip of Del talking about his experience will be available soon.

Teresa Hassell, Learning Disability Liaison Nurse

Teresa moved to the Ceredigion area 8 years ago and immediately realized that there was a lot of Welsh in the area and so she has been learning the language ever since. Teresa works with patients with learning disabilities and sees the importance of receiving care in their mother tongue. Since starting the sessions with Richard, Teresa is now able to hold a conversation better in Welsh. Teresa works with an older man whose mother tongue is Welsh and she speaks Welsh to him, especially when important instructions need to be emphasized. Other staff who care for this patient have also noticed that he responds much better since receiving care in his mother tongue.

Emily Mills, Community Pediatrician

Emily grew up in London in a non-Welsh speaking family. Since moving to Wales, Emily can appreciate Welsh culture and is passionate about helping the language flourish, and to communicate with her colleagues, patients, and the wider community in Welsh. Emily feels that her confidence to use the language is slowly building and that she has been communicating much more with her patients and local people in Welsh. Emily now feels more confident to wear her 'Welsh Learner' lanyard so that her patients and their families are more likely to converse with her in Welsh.

Mark Lawler, Mental Health CBT Traumatic Stress Leader

Mark works as a Senior Cognitive Behavioral Therapist (CBT) helping patients with mental health problems. Mark lived and trained in England for a period of

time but since moving back to Wales he has committed to a series of intensive Welsh learning courses and is fully committed to the language. Over 30 hours were spent with Richard over the past year, and as a result of that, Mark now feels more confident to conduct some therapy sessions in Welsh. Although he felt a little nervous at first, Mark feels great satisfaction at being able to hold therapy sessions in Welsh. In addition to this, Mark also starts conversations in Welsh in the workplace and also sends emails in Welsh to other colleagues.

Ebonie Leaf, Junior ITU Sister

Ebonie attended an English medium primary school and therefore had very little understanding of the language and not much confidence to use what she had learned. Since starting the sessions with Richard, Ebonie feels that she has benefited greatly from the sessions, and that her basic understanding of the language has increased greatly. Ebonie can have conversations in Welsh which has been very positive for her patients and their families. Ebonie has received positive feedback from the patients' families explaining that they admire her enthusiasm for the language and towards learning it.

Comments / obstacles from the learners' point of view

Negative comments from other Welsh speakers

Several learners have spoken of bad experiences regarding speaking Welsh in the community or at home, including a member of Cymdeithas yr Iaith talking down to a learner who was having trouble thinking of a word even though she can speak at a higher level when at ease. The negative comments are a very common reason for lacking in confidence or even stopping speaking and learning Welsh altogether.

Psychological or 'mental block'

The importance of making the learners feel comfortable is emphasized to encourage them to speak the language. There are plenty of difficult aspects when learning a language without adding negative experiences. Several have said that they had a mental block when speaking Welsh even though they could speak it quite well.

Reasons for attending the confidence building courses

There are many reasons that prompted an interest in joining the sessions:

- Most staff want to ensure that they can speak fluently to create a good relationship with patients.
- Understanding medical terms

- Children speaking Welsh at home
- Wanting to take up the language again after living away for a while
- Improving the Welsh language provision within their teams

Analysis of the courses

Six 2 hour long courses were held over 12 weeks which equates to 24 hours of contact for each course. The 1:1 sessions have been extremely popular with the staff with approximately 478 hours of contact noted by the tutor. The time spent with each individual varies, with some spending up to 12 hours 1:1 with the tutor, and others only needing a few hours to build confidence.

Month	Staff	Numbers
February 2023	Apprentices	11
March 2023	Open to all staff members	11
April 2023	Receptionists / Switchboard / Call handlers	8
May 2023	Receptionists / Switchboard / Call handlers	6
June 2023	All staff members	9
July 2023	Nurses	15
August 2023	Nurses	8
September 2023	Nurses	5
October 2023	Open to all staff members/ Apprentices	4 15
November 2023	Open to all staff members/ Apprentices	15 14

Findings

Looking back on the past year, it became clear that there are more robust ways of measuring the learners' progress following the confidence building sessions. The health board's Electronic Staff Record (ESR) system can be used to measure the progress of language use by noting the individual's language level before the start of the sessions and then to update their language levels at the end of the sessions. Changing language levels on the system will be a way of measuring progress and solid evidence of progress. So from now on, the Welsh Language Services Team will be responsible for ensuring that the staff are aware that this information needs updating on the system following the sessions.

Action

Provide an evaluation form at the end of each course, again in order to collect information, case studies and above all to measure use of the language as a direct result of the sessions.

Planning to provide more support for staff following the courses, eg follow-up courses, informal 'Coffee and Chat' sessions; ways to ensure that staff continue to use their Welsh. Ensure that staff have the opportunity to attend a 'refresher' session with the tutor if they need further support.

Looking into a Mentoring scheme; the idea of pairing staff with another Welsh speaker within their teams to support the individual to continue using the Welsh language. The mentor can be a colleague, a line Manager, or a friend who works in the health board. The idea of offering training to the mentors was discussed, that is to discuss ideas on how to support staff who are on their learning journey.

We as a health board have already started planning for next year and have started advertising the confidence building courses and have many staff registering already. We very much look forward to working together with the tutor, and the Learning Centre again this year.



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Adroddiad

Cynllun Codi Hyder

2023-2024

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Cefndir:

Yn ystod Haf 2022, cynhaliwyd prosiect peilot byr ar y cyd rhwng Canolfan Dysgu Cymraeg Cenedlaethol (y Ganolfan) a Bwrdd Iechyd Prifysgol Hywel Dda.

Yn dilyn llwyddiant y prosiect hwn, derbyniodd Bwrdd Iechyd Prifysgol Hywel Dda gefnogaeth wrth y Ganolfan Dysgu Cymraeg Cenedlaethol i gynnal prosiect blwyddyn er mwyn magu hyder staff. Yn dilyn proses tendro gan y Ganolfan, penodwyd Prifysgol Aberystwyth fel darparwr. Aeth y darparwr ati i benodi tiwtor a ddechreuodd ar ei waith yn Chwefror 2023.

Cynulleidfa:

Y brif gynulleidfa oedd unigolion sydd eisoes â sgiliau siarad Cymraeg e.e. wedi eu magu yn y Gymraeg neu wedi derbyn addysg cyfrwng Cymraeg, ond eu bod un ai wedi rhoi'r gorau i'r arfer o ddefnyddio'u Cymraeg (e.e. wedi newid arferiad i siarad Saesneg gydag aelodau'r teulu a ffrindiau), neu heb gael y cyfle i wneud hynny (e.e. yn byw mewn ardal Saesneg ei natur). Oherwydd y newid arferion neu ddiffyg cyfleoedd, er efallai bod awydd ganddynt i ddefnyddio'u Cymraeg yn ddiweddarach yn eu bywydau am resymau teuluol, gwaith neu gymdeithasol, nid oes ganddynt yr hyder i gymryd y cam yna i ddefnyddio'u Cymraeg rhag gwneud camgymeriadau neu gael eu beirniadu.

Nod:

Pwrpas y sesiynau hyn yw newid arferiad ieithyddol a chodi hyder siaradwyr amharod neu ddihyder, fel eu bod yn defnyddio'r Gymraeg pan fyddent fel arfer yn defnyddio'r Saesneg.

Targed:

100 unigolyn i ymrwymo i'r sesiynau yn ystod cyfnod o 12 mis.

Trefniadau strategol y bwrdd iechyd

Byddwn yn ymgorffori'r hyfforddiant mewn i'r gwaith yn unol â:

Polisi Sgiliau Dwyieithog

Mae'r polisi'n ymwneud â chynllunio'r gweithlu a gwella sgiliau gweithwyr fel rhan o ddarparu gwasanaethau'n ddwyieithog Mae'r Polisi'n ymwneud â gallu pob gwasanaeth/tîm i ddarparu gwasanaeth dwyieithog a sicrhau bod y Bwrdd Iechyd yn cydymffurfio â'r safonau.

Mae'r polisi'n nodi ei fod yn ofynnol i wasanaethau a thimau wneud y defnydd gorau o'r sgiliau ieithyddol presennol a datblygu sgiliau dwyieithog er mwyn darparu gwasanaeth dwyieithog o ansawdd.

Mae tri phrif nod i'r Polisi:

- Cynyddu'r defnydd o'r Gymraeg yn y gweithle.
- Galluogi pawb sy'n cael neu'n defnyddio ein gwasanaethau i wneud hynny trwy gyfrwng y Gymraeg neu'r Saesneg, yn ôl dewis personol, ac annog defnyddwyr a darparwyr eraill i ddefnyddio a hyrwyddo'r Gymraeg yn y sector iechyd.
- Sicrhau bod staff yn gallu gweithredu eu hawl i gael gwasanaethau trwy gyfrwng y Gymraeg yn ein systemau gweinyddol mewnol.

Darpariaeth Dysgu a Datblygu – cymorth gan reolwyr

Mae datblygu sgiliau Cymraeg yn cael ei cynnwys fel rhan o cyfarfodydd PADR a'u cofnodi ar Gynllun Datblygiad Personol yr unigolyn sy'n deillio o'r drafodaeth PADR (neu trwy'r ESR ar gyfer defnyddwyr hunan-wasanaeth/gwasanaeth rheolwr). Cyn cofrestru ar gyfer unrhyw raglen hyfforddi, bydd y dysgwr a'i reolwr llinell yn cwblhau contract dysgu. Bydd hwn yn gweithredu fel contract, gan nodi'r amcanion ar gyfer y dysgwr a'r rheolwr llinell ar sut y bydd y dysgu'n cael ei ddefnyddio yn y gweithle, lefel yr amser i'w neilltuo i ddosbarthiadau Cymraeg a chefnogaeth y gall y dysgwr ei ddisgwyl.

Mwy Na Geiriau – Cynllun Pum Mlynedd 2022-2027

Byddwn yn mynd ati i ddatblygu sgiliau Cymraeg y gweithlu presennol a gweithlu'r dyfodol er mwyn cyflawni nodau Mwy na geiriau ac yn bennaf yr argymhellion diweddar a nodir yn y cynllun.

15. Bydd y Ganolfan Dysgu Cymraeg Genedlaethol yn datblygu ymhellach eu cynlluniau i gynnig hyfforddiant ar y Gymraeg i'r sectorau iechyd a gofal cymdeithasol, ac yn darparu amgylchedd sy'n galluogi pobl i ddefnyddio'r Gymraeg mewn gweithleoedd. Dylai hyn ategu'r broses anffurfiol o ddysgu iaith drwy adnoddau ac apiau ar-lein a fydd ar gael ar draws y sector. Gellid modelu hyn ar ddatblygiadau a gyhoeddwyd yn ddiweddar ar gyfer y gweithlu addysg. Dylai hyn gynnwys darpariaeth wedi'i theilwra i gefnogi ymarfer ym maes iechyd a gofal cymdeithasol, a dod o hyd i gyfleoedd (law yn llaw â chyflogwyr perthnasol) i gynyddu hyder staff i ddefnyddio mwy ar eu sgiliau Cymraeg ar ba lefel bynnag yn y gweithle. Rydym hefyd yn argymhell bod Llywodraeth Cymru yn ystyried pa adnoddau sydd eu hangen i ddarparu cefnogaeth ddigonol ar gyfer cynllun o'r fath, gan gynnwys helpu cyflogwyr i ryddhau staff allweddol i fynd ati o ddifrif i ddysgu Cymraeg.

Proses Darganfod y Gymraeg a Diwylliant Cymru

Ceisiodd proses Darganfod y Gymraeg a Diwylliant Cymru y bwrdd iechyd am farn staff, cleifion, partneriaid, sefydliadau enghreifftiol a'r boblogaeth leol ar ffyrdd o wneud Hywel Dda yn sefydliad sector cyhoeddus enghreifftiol ar gyfer cofleidio a dathlu'r Gymraeg a diwylliant Cymru – yn y ffordd rydym yn cyfathrebu, yn cynnig ein gwasanaethau ac yn dylunio ein hystâd a'n cyfleusterau er enghraift. Cafodd canfyddiadau canlyniadol y broses ddarganfod eu cyflwyno mewn Adroddiad Darganfod i'r Bwrdda ac roedd yn sail i'n Cynllun Iaith a Diwylliant Cymru newydd.

Thema glir o fewn y broses a'r adroddiad terfynol oedd yr awydd i ddysgu Cymraeg a gwella sgiliau iaith yn y gweithle.

Gwerthuso'r cynllun

O safbwyt y bwrdd iechyd, rydym yn hynod o falch i allu adrodd yn ôl ar lwyddiannau'r flwyddyn ddiwethaf. Mae'r cyrsiau codi hyder wedi bod yn boblogaidd ymhliith staff y bwrdd iechyd gyda phresenoldeb o sawl maes megis nysrio, ystadau, iechyd meddwl, gwasanaethau plant, rolau gweinyddol a llawer mwy.

Mae cynyddu sgiliau Cymraeg y gweithlu'n flaenorriaeth i'r bwrdd iechyd, ac felly mae gweld cymaint o staff yn barod i ymrwymo i'r fath yma o sesiynau yn gam cadarnhaol iawn er mwyn gwella profiad y claf.

Cynyddu defnydd o'r Gymraeg oedd brif nod y cynllun ac erbyn hyn rydym yn hyderus i weud bod llawer mwy o staff bellach yn defnyddio mwy o Gymraeg gyda chleifion a chydweithwyr eraill yn y gweithle. Mae 121 o bobl wedi mynchu'r cyrsiau dros y flwyddyn ddiwethaf.

Cynhaliwyd cyfarfodydd cyson rhwng y cydlynnydd, y tiwtor a'r cyswllt o Wasanaethau'r Gymraeg yn y bwrdd iechyd i drafod anghenion y staff a chynnig cymorth i'r tiwtor.

Hysbysebwyd y cyrsiau gan ddefnyddio amrywiaeth o lwyfannau cyfathrebu mewnol i hysbysu staff eraill am y cwrs. Llwyfannau megis;

- E-bost byd-eang (e-bost sy'n cyrraedd dros 12,000 o staff).
- Cylchlythyr 'Llais Hywel'
- Tudalennau Gwasanaethau'r Gymraeg ar y fewnrwyd
- Grŵp Facebook staff y bwrdd iechyd
- Sesiynau Cynefino
- Cyfarfodydd gyda rheolwyr
- Rhwydwaith Pencampwyr y Gymraeg

Mae'r tiwtor wedi ymweld â phob ysbty a chynnal stondin galw heibio yn y ffreutur fel cyfle iddo hysbysebu'r cwrs a hefyd fel cyfle iddo gwrdd â'r rhai oedd ar y cyrsiau yn barod.

Dyma ddadansoddiad pellach o'r cynllun;

Cyrsiau'r grwpiau targed

Prentisiaid

Prentisiaid Hywel dda oedd un o grwpiau darged y cynllun ar gyfer y flwyddyn ddiwethaf ac erbyn hyn mae sesiwn codi hyder wedi'i chynnwys ar raglen cynefino'r prentisiaid pan ei bod nhw'n ymuno a'r bwrdd iechyd. Mae pob carfan newydd o brentisiaid wedi treulio prynhawn gyda'r tiwtor mewn sesiwn grŵp i gyflwyno'r cwrs. Yn dilyn hyn, cynhaliwyd sesiynau 1:1 gyda Richard i drafod anghenion unigol a chymorth pellach i'r prentisiaid.

Derbynyddion / Staff Switsfwrdd / Ymdrinwyr Galwadau

Dyma'r staff sydd â'r prif gyswilt â chleifion, yn aml y pwynt cyswllt cyntaf, ac felly maent wedi bod yn flaenoriaeth i ni geisio gwella eu defnydd o'r Gymraeg yn y gweithle. Gan fod y gwasanaethau ffôn wedi cael ei nodi fel gwendid mewn arolwg gan Gomisiynydd y Gymraeg, rydym wedi bod yn gweithio gyda nhw i fagu hyder i ddefnyddio Cymraeg ar y ffôn. Cynhaliwyd sesiynau gyda 14 aelod o staff sy'n ymdrin â galwadau ffôn dros y flwyddyn ddiwethaf gan ganolbwytio ar ymarfer sgyrsiau ffon, sgriftiau penodol ac ymarfer gwahanol senarios. Erbyn diwedd y sesiynau, daeth yn amlwg bod defnydd o'r Gymraeg wedi cynyddu ymysg y staff yma a'i bod nhw'n teimlo'n fwy hyderus i ddefnyddio'r iaith yn y gwaith.

Nyrsys

Mae amrywiaeth eang o nyrsys a gweithwyr cymorth gofal iechyd wedi mynchu'r sesiynau yn ystod y flwyddyn ddiwethaf sy'n brawf o'u hymroddiad i wella profiadau i gleifion Cymraeg eu hiaith. Cynhaliwyd cwrs cyfan yn benodol i nyrsys gyda 28 nyrs yn ymuno dros fisodd yr haf. Er bod 28 nyrs wedi medru mynchu, mae'n bwysig nodi bod rhai rhwystrau wedi codi yn enwedig yn y maes yma o waith - rhwystrau megis pwysau gwaith, amser i ryddhau'r nyrsys o'u gwaith, yn enwedig staff ar wardiau.

Cynllunio a threfnu'r cyrsiau

Aelod o Dîm Gwasanaethau Cymraeg Hywel Dda oedd yn gyfrifol am hysbysebu a chydlynú'r broses gofrestru ar gyfer y cyrsiau.

Yn dilyn hyn, trefnwyd sesiynau cychwynnol o hanner awr i gwrdd â phob dysgwr newydd i asesu lefel eu hiaith cyn dechrau ar y cwrs. Roedd yn gyfle da i esbonio beth sydd ar gael ar y cwrs, siarad am eu cysylltiad gyda'r iaith a sut yr ydynt yn teimlo am eu hyder ynglŷn â siarad Cymraeg.

Cysylltir â'r dysgwyr trwy e-bost i drefnu cyfarfod i drafod y cwrs, eu lefel iaith, eu hanhenion a'u disgwyliadau o'r cwrs ar ddechrau pob carfan newydd. Cynhelir sesiynau 1-i-1 wythnosol i dargedu a gweithio ar anghenion unigol pob dysgwr. Mae'r sesiynau yn hyblyg o ran pryd yr ydym yn cwrdd sydd yn siwtio staff y bwrdd iechyd yn enwedig y rhai sydd sy'n gweithio sifftiau cyfnewidiol.

Mae 8 sesiwn grŵp erbyn hyn; 'Dechrau Eto' i grŵp o ddysgwyr rhywle rhwng lefel Mynediad a Sylfaen sydd angen llawer o help i sgwrsio, 'Cydio Llaw 1 a 2' i ddysgwyr tua lefel sylfaen sydd angen ychydig o help gyda strwythur yr iaith, a 'Croesi'r Bont' i ddysgwyr sydd yn gallu siarad gyda mwy o ruglder. Mae hefyd sesiwn Gloywi i un dysgwr. Mae hefyd dros 30 aelod o staff wedi cael cymorth gydag iaith feddygol ddefnyddiol yn eu swyddi; terminoleg anghyffredin iddyn nhw, ond erbyn hyn yn fwy hyderus i ddefnyddio a deall y derminoleg yn yr iaith Gymraeg.

Ni all pawb fynychu pob sesiwn bob amser ac felly ar yr achlysur pan fydd llai o staff yn mynchu maent weithiau yn gofyn i ddefnyddio'r sesiwn 'paned a sgwrs' fel sesiwn adolygu. Erbyn nawr, mae pob sesiwn yn cael ei defnyddio fel sesiwn agored ac mae rhai yn mynchu i ymarfer mwy neu ddal i fyny os ydynt wedi colli sesiynau.

Paru'r staff

Cynigir sesiynau 1 i 1 hanner awr i lawer o ddysgwyr gyda'r nod i godi ei hyder a'i gallu digon iddynt fod yn fodlon i ymuno â dysgwr arall tua'r un lefel. Mewn pâr maent yn gallu ymarfer siarad yn naturiol mewn sefyllfa ddiogel. Defnyddir y ffordd yma yn enwedig gyda'r dysgwyr sydd ddim yn hyderus iawn.

Mae Katrina ac Afona wedi llwyddo i weithio'n wych ar eu Cymraeg mewn pâr, y ddwy yn hapus i siarad gyda Richard ond yn teimlo'n nerfus am y syniad o siarad gydag eraill. Mae Janet, Rachel ac weithiau Corinne (cydweithwyr sy'n

therapyddion galwedigaethol yng Ngheredigion) yn gweithio'n wych gyda'i gilydd ac yn gallu siarad yn dda gyda'r tiwtor yn helpu yn y cefndir.

Asesu gallu siaradwyr anfoddog

Rhannwyd yr holiadur defnydd iaith a gosodwyd targedau addas i bawb. Rydym wedi adnabod lefel eu gallu a'u hyder drwy asesiadau sensitif a chefnogol. Rydym yn cydweithio â swyddog Hywel Dda i greu awyrgylch ieithyddol a chefnogol yn y sefydliad, er mwyn meithrin agweddau cadarnhaol tuag at y mynuchwyr. Mae dysgwyr yn helpu ei gilydd ac mae'r sesiynau grŵp mewn awyrgylch gefnogol tu hwnt. Mae'n bwysig bod dysgwyr yn teimlo'n gyfforddus i'w hannog i siarad yn hyderus. Gofynnir i'r dysgwyr am adborth ar ddiwedd pob sesiwn. Addasir y sesiynau ar sail yr adborth gan ffocysu ar ymarferion sydd yn gweithio i'r unigolion. Er enghraift, gwnaeth un grŵp o ddysgwyr ddewis cael mwy o amser i sgwrsio'n naturiol yn lle mwy o ymarferion ieithyddol.

Cynnwys ac adnoddau

Anfonwyd a rhannwyd e-byst gyda manylion gweithgareddau anffurfiol sydd yn berthnasol i'r mynuchwyr sef digwyddiadau a chyfleoedd fel Cerdded a Chlonc, Paned a sgwrs gymunedol ayyb. Dechreuwyd grŵp Facebook i annog dysgwyr i siarad a chysylltu tu allan i'r sesiynau ac i rannu unrhyw erthyglau diddorol e.e newyddion Lingo 360 sydd yn rhoi help gyda geirfa, gwefan idiomau, cylmau tafod, gair y dydd, a phynciau i sbarduno sgwrs. Mae'r tiwtor hefyd yn cyfeirio at yr erthyglau yn ystod sesiynau. Gofynnwyd i'r dysgwyr am argymhellion e.e llyfrau hanes i blant, P.P Gwenllian i ddyn o Gydweli, y Mabinogi (o Twinkle a llyfrau i blant). Daethpwyd o hyd i adnoddau i helpu gyda phynciau perthnasol i natur gwaith y mynuchwyr e.e yr esgyrn, organau, y system dreulio ayyb. Mae'r tiwtor yn cyfathrebu yn rheolaidd gyda'r dysgwyr er mwyn teilwra sesiynau ar y lefelau cywir iddynt.

Cynhelir cyfarfodydd gyda'r tiwtor, cydlynnydd a'r cyswllt yn Hywel Dda i drafod anghenion y dysgwyr er mwyn sicrhau bod yr addysgu mor gynhaliol â phosib. Mae'r Cydlynnydd yn cyfarfod yn rheolaidd gyda'r tiwtor yn ogystal â chadw cyswllt trwy e-bost i fonitro a sicrhau bod y tiwtor yn darparu'r gefnogaeth orau posib i'r dysgwyr. Rydym yn annog ac ysbrydoli dysgwyr, gan ofalu bod y sesiynau cefnogi'n ddiddorol ac yn hwyllog, ac y bydd dysgwyr yn eu mwynhau.

Rydym yn cynnwys elfennau diwylliannol hefyd yn y sesiynau fel sbardun i'r trafod. Rydym yn cynllunio sesiynau er mwyn darparu cyfle i'r dysgwyr fynychu sesiynau sy'n apelio atynt ond eto i sicrhau eu bod nhw'n berthnasol i feysydd gwaith yr ymarferwyr, ee gwnaeth y tiwtor ymateb i gais i ddod o hyd i restr o eirfa termau iechyd meddwl a gwnaethom gydweithio â sefydliadau eraill i ddod o hyd i restr o dermau perthnasol. Mae'r cydlynnydd yn cynnal cyfarfodydd gyda'r cyflogwr a'r tiwtor i drafod adnoddau a chynnwys y sesiynau er mwyn sicrhau bod y cwrs yn cael ei deilwra i ateb gofynion ac anghenion gweithle'r dysgwyr. Mae'r tiwtor yn gweithio'n agos gyda'r dysgwyr i baratoi deunyddiau i hybu sgwrsio a fydd yn berthnasol ar gyfer defnyddio'r Gymraeg yn eu swyddi. Gwneir llawer iawn o weithgareddau i gefnogi'r dysgwyr i ddefnyddio'r Gymraeg yn y gweithle. Mae'r tiwtor yn annog yr ymarferwyr i gadw cyswllt â'i gilydd a hefyd yn eu cyfeirio at rwydwaith Hywel Dda i fanteisio ar y digwyddiadau achlysuol trwy Gyfrwng y Gymraeg yn eu gweithle.

O ystyried y pwysau sylweddol sydd ar weithwyr yn y sector yma, mae'n naturiol ei bod hi wedi bod yn heriol i rai cyflawni'r oriau yn yr 12 wythnos ond er nad ydynt wedi cyrraedd yr oriau rydym dal yn eu cefnogi ar eu taith drwy gynnig fwy o sesiynau ar ail 1:1 a chyfle iddyn nhw fynychu sesiynau anffurfiol 'paned a sgwrs'.

Casglu adborth yn dilyn y cyrsiau

Dosbarthwyd holiadur adborth gan y darparwr ar ôl i'r cyrsiau orffen. Dyma esiamplau o'r math o adborth o'r holiaduron canol ffordd:

Cymysgedd da o ddysgu geirfa newydd yn ogystal â strwythur brawddegau a digon o gyfle i ymarfer yr hyn yr ydym wedi ei ddysgu i fagu hyder i gynnal sgyrsiau yn Gymraeg. Roedd y grwpiau yn ddefnyddiol iawn i sgwrsio â dysgwyr eraill ar lefel debyg.

Bob amser yn hwyl, bob amser yn gadarnhaol heriol. Roedd Richard yn diwtor amyneddgar iawn ac yn gwneud y sesiynau'n hwyl.

Roedd y sesiynau 1:1 yn ddefnyddiol iawn i gael esboniad o bethau ar fy nghyflymder fy hun a chael y cyfle i allu gofyn cwestiynau.

Dw i'n teimlo yn hyderus i siarad Cymraeg yn fy ngwaith nawr os mae pobl yn gwybod bod i'n dysgu.

Mae fy hyder yn codi cryn dipyn gan fy mod yn bendant yn teimlo'n fwy cyfforddus a hyderus i siarad mwy o Gymraeg. Mae wedi fy ngwneud i'n fwy hyderus i siarad yn fwy ffurfiol.

Rwyf wedi dechrau defnyddio mwy o Gymraeg wrth siarad bob dydd. Rwy'n bendant yn deall mwy pan fydd cydweithwyr yn siarad hefyd.

Straeon dysgwyr

Del Gwynfyd Harris, Nyrs Eiddilwch

Ganed Del yn Lloegr ac fe symudodd i Gymru yn hwyrach mewn bywyd pan yn oedolyn. Mae Del wedi bod yn dysgu Cymraeg am ugain mlynedd ond ers dechrau nysio does dim llawer o amser i barhau i ddysgu ac felly wedi colli'r hyder i ddefnyddio'r iaith. Mae Del yn gweithio gyda chleifion bregus iawn ac yn deall y pwysigrwydd i gyfathrebu a'r cleifion yn Gymraeg. Ers mynchu'r sesiynau gyda Richard, mae Del wedi gosod amcanai newydd yn y gweithle; i ddechrau sgwrs yn Gymraeg gyda chleifion bob dydd ac mae Del yn fwriadau dechrau cynnal asesiadau i'w gleifion trwy gyfrwng y Gymraeg unwaith yr wythnos. "Fydda i byth wedi trio hwn heb fynychu'r Cwrs Codi Hyder".

*Bydd clip fideo o Del yn siarad am ei brofiad ar gael yn fuan.

Teresa Hassell, Nyrs Cyswllt Anableddu Dysgu

Symudodd Teresa i ardal Ceredigion 8 mlynedd yn ôl ac wedi sylweddoli'n syth bod yna lawer o Gymraeg yn yr ardal ac felly ymunodd ar unwaith i ddysgu Cymraeg ac mae wedi bod yn dysgu'r iaith ers hynny. Mae Teresa'n gweithio gyda chleifion sydd ag anableddau dysgu ac yn gweld y pwysigrwydd o dderbyn gofal yn eu mamiaith. Ers dechrau'r sesiynau gyda Richard, mae Teresa nawr yn medru cynnal sgwrs yn well yn Gymraeg. Mae Teresa'n gweithio gyda gŵr hŷn â'r Gymraeg yn famiaith iddo ac yn siarad Cymraeg iddo, yn enwedig pan bod angen pwysleisio ar gyfarwyddiadau pwysig. Mae staff eraill sy'n gofalu am y claf yma hefyd wedi sylwi eu bod yn ymateb llawer gwell ers derbyn gofal yn ei mamiaith.

Emily Mills, Meddyg Pediatrig Cymunedol

Magwyd Emily yn Llundain mewn teulu di-gymraeg. Ers symud i Gymru mae Emily yn medru gwerthfawrogi diwylliant Cymru ac yn angerddol am helpu'r iaith i ffynnu, ac i gyfathrebu gyda'i chydweithwyr, cleifion, a'r gymuned ehangach yn Gymraeg. Mae Emily'n teimlo bod ei hyder i ddefnyddio'r iaith yn araf adeiladu a'i bod hi wedi bod yn cyfathrebu llawer fwy gyda'i chleifion a phobl leol yn Gymraeg. Mae Emily nawr yn teimlo'n fwy hyderus i wisgo'i

Ianyard ‘dysgu Cymraeg’ fel bod ei chleifion a’i theuluoedd yn fwy tebygol o sgwrsio gyda hi yn Gymraeg.

Mark Lawler, Arweinydd Straen Trawmatig CBT Iechyd Meddwl

Mae Mark yn gweithio fel Uwch Therapydd therapi gwybyddol ymddygiadol (CBT) yn helpu cleifion a phroblemau iechyd meddwl. Bu Mark yn byw ac yn hyfforddi yn Lloegr am gyfnod o amser ond ers symud yn ôl i Gymru mae Mark wedi ymrwymo i gyfres o gyrsiau dysgu Cymraeg dwys ac yn gwbl ymroddedig i’r iaith. Treuliwyd dros 30 awr gyda Richard dros y flwyddyn ddiwethaf, ac o ganlyniad o hynny, mae Mark nawr yn teimlo’n fwy hyderus i gynnal rhai sesiynau therapi yn Gymraeg. Er ei fod dal i deimlo bach yn nerfus i ddechrau, mae Mark yn teimlo boddhad mawr o allu cynnal sesiynau therapi yn Gymraeg. Yn ogystal â hyn, mae Mark hefyd yn dechrau dwy o sgyrsiau yn Gymraeg yn y gweithle a hefyd yn anfon e-byst Cymraeg i gydwelthwyr eraill.

Ebonie Leaf, Prif Nyrs Iau ITU

Mynychodd Ebonie ysgol gynradd cyfrwng Saesneg ac felly dealltwriaeth fach iawn o’r iaith oedd ganddi a dim llawer o hyder i ddefnyddio’r hyn roedd hi wedi’i ddysgu. Ers dechrau’r sesiynau gyda Richard, mae Ebonie’n teimlo ei bod hi wedi elwa’n fawr o’r sesiynau, a bod ei dealltwriaeth sylfaenol o’r iaith wedi cynyddu’n fawr iawn. Mae Ebonie’n medru cael sgyrsiau yn Gymraeg sydd wedi bod yn gadarnhaol iawn i’r cleifion a’i theuluoedd y mae hi’n gofalu amdanynt nhw. Mae Ebonie wedi cael adborth cadarnhaol gan deuluoedd y cleifion yn egluro eu bod yn edmygu ei frwd frydedd dros yr iaith a thuag at ei dysgu.

Sylwadau / rhwystrau gyda’r iaith o safbwyt y dysgwyr

Sylwadau negyddol o siaradwyr Cymraeg eraill

Mae sawl dysgwr wedi sôn am brofiadau gwael ynglŷn â siarad Cymraeg yn y gymuned neu adre, yn cynnwys aelod o Gymdeithas yr iaith yn siarad lawr i ddysgwr oedd yn cael trafferth meddwl am air er ei bod hi’n gallu siarad ar lefel uwch pan mae’n teimlo’n gyfforddus. Mae’r sylwadau negyddol yn rheswm cyffredin iawn am stopio siarad a dysgu Cymraeg neu’n teimlo’n isel mewn hyder.

Ochr seicolegol a ‘mental block’

Pwysleisir pwysigrwydd gwneud i’r dysgwyr deimlo’n gyfforddus i’w hannog i siarad yr iaith. Mae digon o agweddau anodd pan mae rhywun yn dysgu iaith

heb ychwanegu profiadau negyddol. Mae sawl un wedi dweud eu bod wedi cael ataliad meddyliol wrth siarad Cymraeg er eu bod yn gallu siarad yn eithaf da. Pwysleisir y ffaith bod angen galluogi'r dysgwyr i deimlo'n gyfforddus cyn a thra eu bod nhw'n siarad.

Rhesymau am fynychu'r cyrsiau codi hyder

Mae yna lawer o resymau a ysgogodd ddiddordeb i ymuno â'r sesiynau;

- Rhan fwyaf o staff eisiau sicrhau eu bod yn gallu siarad yn rhugl mewn sgwrs i greu perthynas dda gyda'r cleifion.
- Deall termau meddygol
- Plant yn siarad Cymraeg adref
- Eisiau ail-gydio yn yr iaith ar ôl byw bant am gyfnod
- Gwella'r gwasanaeth Gymraeg o fewn eu timoedd

Dadansoddiad o'r cyrsiau

Cynhaliwyd 6 cwrs 2 awr o hyd dros 12 wythnos sy'n cyfateb i 24 awr o gyswllt i bob cwrs. Mae'r sesiynau 1:1 wedi bod yn hynod o boblogaidd i'r staff gyda thua 478 awr o gyswllt wedi nodi gan y tiwtor. Mae'r amser a dreuliwyd gyda phob unigolyn yn amrywio, gyda rhai yn treulio hyd at 12 awr 1:1 gyda'r tiwtor, ac eraill ond angen ychydig oriau i godi hyder.

Mis	Staff	Niferoedd
Chwefror 2023	Prentisiaid	11
Mawrth 2023	Agored i holl staff	11
Ebrill 2023	Derbynyddion / Switsfrdd / Ymdrinwyr galwadau	8
Mai 2023	Derbynyddion / Switsfrdd / Ymdrinwyr galwadau	6
Mehefin 2023	Agored i holl staff	9
Gorffennaf 2023	Nyrsys	15
Awst 2023	Nyrsys	8
Medi 2023	Nyrsys	5
Hydref 2023	Agored i holl staff Prentisiaid	4 15
Tachwedd 2023	Agored i holl staff Prentisiaid	15 14

Canfyddiadau

Wrth edrych yn ôl ar y flwyddyn ddiwethaf, ddaeth yn amlwg bod yna ffyrdd mwy cadarn o fesur cynnydd y dysgwyr yn dilyn y sesiynau codi hyder. Mae modd defnyddio system Cofnod Electronig Staff (ESR) y bwrdd iechyd i fesur cynnydd defnydd iaith drwy nodi lefel iaith yr unigolyn cyn dechrau'r sesiynau ac yna i ddiweddar eu lefelau iaith ar ddiwedd y sesiynau. Bydd newid lefelau iaith ar y system yn ffordd o fesur cynnydd ac yn dystiolaeth gadarn o'r cynnydd. Felly o hyn ymlaen, bydd Tîm Gwasanaethau'r Gymraeg yn gyfrifol am sicrhau bod y staff yn ymwybodol bod angen diweddar u'r wybodaeth ar y system yn dilyn y sesiynau.

Camau Gweithredu

Darparu ffurflen gwerthuso ar ddiwedd bob cwrs, eto er mwyn casglu gwybodaeth, astudiaethau achos a fwy na dim er mwyn mesur defnydd o'r iaith yn dilyn y sesiynau.

Cynllunio i ddarparu mwy o gefnogaeth i staff yn dilyn y cyrsiau, ee cyrsiau dilynol, sesiynau 'Coffi a Chlonc' anffurfiol; ffyrdd i sicrhau bod staff yn parhau i ddefnyddio'u Cymraeg. Sicrhau bod cyfle i'r staff i fynychu sesiwn 'adfywio' gyda'r tiwtor os oes angen cymorth pellach arnynt.

Edrych mewn i gynllun Mentora; y syniad o baru staff gyda siaradwr Cymraeg arall o fewn eu timoedd i gefnogi'r unigolyn i barhau i ddefnyddio'U Cymraeg. Gall y mentor fod yn gydweithiwr, yn Rheolwr Ilinell, neu ffrind sy'n gweithio yn y bwrdd iechyd. Trafodwyd y syniad o gynnig hyfforddiant i'r mentoriaid, hynny yw trafod syniadau a rhoi cymorth ar sut i gefnogi'r staff sydd ar eu taith ddysgu.

Rydym fel bwrdd iechyd yn barod wedi dechrau cynllunio ar gyfer y flwyddyn nesaf ac wedi dechrau hysbysebu'r cyrsiau codi hyder ac erbyn hyn wedi cael nifer o staff yn cofrestru yn barod. Edrychwn ymlaen yn fawr iawn at gydweithio gyda'r tiwtor, a'r Ganolfan Dysgu eto eleni.