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Bwrdd Iechyd Prifysgol
Betsi Cadwaladr
University Health Board

Mr William Powell AC / AM
Cadeirydd / Chair
Petitions Committee
National Assembly for Wales
Cardiff Bay
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CF99 1NA

Ein cyf / Our ref: GL/RC/10229/630

Eich cyf / Your ref: P-04-457/P-04-474

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Dyddiad / Date: 15 August 2013

Dear Mr Powell

Thank you for your letter dated 11th July 2013 regarding the Charitable Chaplaincy Campaign.

Background

Betsi Cadwaladr University Health Board (BCUHB) provides spiritual and religious care for patients, carers and staff in line with the Standards for Spiritual Care Services in the NHS in Wales (2010). The provision of religious care is a statutory responsibility of the LHB under Equalities Legislation, as such Chaplains provide a valuable resource in meeting the requirements for this protected group and ensuring an equitable service is delivered across BCUHB. While it is clear that Spiritual care is an important element of compassionate care and the responsibility of all staff Chaplains provide an important resource to the LHB in supporting staff in the delivery of high quality holistic care. The availability of Chaplains to spend time with patients, carers and staff listening to their concerns and needs enhances the healthcare experience for all. Chaplains work in partnership with nursing and medical staff to deliver appropriate spiritual or religious care in a manner that takes full account of patient choice. Chaplains in BCU contribute to a range of training across the Health Board including bereavement, Dignity Ambassadors, student nurses and volunteer inductions. As NHS employees Chaplains are subject to the same rigorous confidentiality and data protection policies as all staff.

Specific Questions

Whether any data in relation to use of chaplaincy services is recorded:

The Pastoral Care Chaplaincy Team in BCUHB have a Data Set for evidencing chaplaincy activity within the three acute district hospitals and some community hospitals or Locality sites which includes a number of activity episodes under the headings:

- Referrals for patients requesting spiritual/religious care from patients, carers, family staff or third party e.g. Faith Community
- Spiritual or Religious Care of Patient at/after time of Death
- Bereavement support for Family or carers



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- Spiritual/Religious /Bereavement care following pregnancy loss, including miscarriage, still birth and neonatal/child death
- Support for Mental Health and Learning Disability Patients
- Support for distressed Patients referred by staff
- Staff Support, including bereavement support following death of staff member
- Religious Care provided/facilitated by chaplains for all Faith/Belief groups
- Hospital provided funerals, all Faiths and Civil, for adults and babies, including bereavement support

This data set is currently under revision to include full evidence of Chaplaincy activity in all community sites and Localities. This revision should be completed by October 2013.

An update to the Spiritual Care Standards Action Plan is reported annually to the Chief Nursing Officer, NHS Wales.

The Pastoral Care Chaplaincy team reports regularly to the BCU Board through Improving Service User Experience Committee which is a subcommittee of Quality and Safety. Chaplaincy is included in the BCUHB Annual Report, Service User Experience Plan and other CPG Service User Experience reports. Pastoral Care Chaplains have been fully involved in all service reviews and public consultations.

Clarity on how funding is allocated for chaplaincy services:

A specific Budget for all Pastoral Care Chaplaincy, including acute, community and locality is part of the Executive Nurse Directors budget. It is overseen by an Assistant Director of Nursing along with the Head of Nursing Service User Experience and Pastoral Care Manager. This budget is regularly reviewed being subject to same scrutiny and savings requirements as all Board budgets. This budget does not relate solely to religious care but encompasses the full range of care provided by chaplaincy which enhances the patient experience. This budget funds a 24/7 on call service available across BCUHB hospitals and Localities.

The Pastoral Care Chaplaincy team is currently working in an interim structure to ensure equity of service provision whilst awaiting completion of a revised structure. There are three teams of chaplains with responsibility for hospitals, acute and community including Enhanced Home Care and Hospice at Home.

Should you have any queries or require any further information please do not hesitate to contact me.

Yours sincerely

GEOFF LANG
ACTING CHIEF EXECUTIVE