

## Transcript of 'National Advisory Board: One year on' video

**Judith Hall:** My name is Professor Judith Hall, on the board I'm the chair of the National Advisory Board for Care and Social Services Inspectorate Wales.

I have a rather complicated role outside the Board. I am head of department, chair of my own department of anaesthetics, intensive care and pain medicine, here in Cardiff University. But I also have a special passion for innovation in health care. I'm very passionate about improving processes and developing products and developing science that we can bring change, the latest developments closer to patient care.

Last year for the National Advisory Board has been one of development, and as it's developed some exciting and interesting outputs. We had to learn how we would work together and how we would get that voice-and it will never be one voice-will it. It's a collection of individuals with all kinds of experiences, from care itself, from all different areas of care, caring for the very youngest to the very oldest to the most vulnerable. And similarly the Board reflects that whole range of the industry that supports this caring mechanism in Wales.

Since then, I've chaired three meetings and I've had a lot of discussion with members of the Board, CSSIW as well and I've learnt myself because I'm from health, but health is a continuation, health is part of care. And medicine must see itself as part of the caring role and it was an adventure for me to learn more about the social care experience. Over the last few meetings we've learnt to have a voice and get ourselves listened to and understand how to get our concerns and our contributions out.

We've had lots of presentations from the professionals in Care and Social Services Inspectorate Wales and we have learnt about what the core business is. There's lots of innovation within the inspectorate itself from the first place. So there are these short assessments being made in a kind of observational way. Instead of it being a tick box exercise the inspectorate are going in and looking, feeling and understanding and you can even within a short time, because we're all human beings, we can actually understand what the care environment is like. And we can understand that with a tick box you either pass or fail. But what care is becoming is minimum standards are just not good enough; how far above are you with that. Is this excellence? And the board is being made to think about what is excellence?

We need to invest in social care, you get what you pay for or what you invest in, emotionally or financially, whatever you put in. we must invest and if we really want to stop being shocked by the outputs we see in the news and the things that we learn about then minimum standards are never going to be enough for the citizens, for the people of Wales.

And the really nice thing that I think the inspectorate are doing and that I think the National Advisory Board can contribute to is really understanding how far

above that minimum standard we are and how far and we can get to that excellence- because the board knows quality when it see's it.

I do belief that the Board feel that we've got to a place where we've found our voice, we understand the structures and we're able to comment and be listened to and 2015 is the year of being heard.