



Ms Jan Williams  
Cardiff and Vale University  
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26 October 2011

Dear Ms Williams ,

### **Dignified Care Hospital Review and notification of end of Review**

I would like to thank you for responding on time to my request for further information in relation to Recommendations 4 (patients' personal information) and 12 (knowledge and skills) of my Review 'Dignified Care? The experiences of older people in hospital in Wales'.

My team and I have assessed the third and final response thoroughly. We have had help from a panel of advisors whose names are listed on our website.

As you are aware, following the third response I sought further clarification from Cardiff and Vale University Health Board regarding the timescales for the review of ward rounds, the update of the mandatory training matrix and the Task and Finish Group that has been established. The Health Board responded promptly to my request and this information has been provided.

I am satisfied with Cardiff and Vale University Health Board's third response. It addresses the issues about which I had requested further information in greater depth.

Since your third response has satisfied my request for information that will persuade me that all of my recommendations will be complied with, the official Review as it relates to Cardiff and Vale University Health Board has now ended. My team and I will be active in working to ensure that my recommendations and Cardiff and Vale University Health Board's action plan become practical realities which benefit older people in Wales. We hope to meet with you in the spring of 2012 to discuss the progress that has been made and opportunities to share best practice.

If you have any questions about this letter that you would like to discuss, please contact Anna Buchanan on 08442 640670 or [anna.buchanan@olderpeoplewales.com](mailto:anna.buchanan@olderpeoplewales.com).

Yours sincerely,

A handwritten signature in purple ink that reads "Ruth S. Marks," with a horizontal line underneath the name.

Ruth Marks, Older People's Commissioner for Wales