



Mrs Allison Williams
Cwm Taf Health Board
Ynysmeurig House
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Abercynon
CF45 4SN

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Mount Stuart Square
Cardiff CF10 5FL

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26 October 2011

Dear Mrs Williams ,

Dignified Care Hospital Review and notification of end of Review

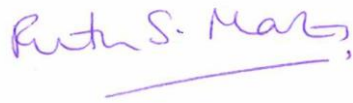
I would like to thank you for responding on time to my request for further information in relation to Recommendations 9 (communication) and 12 (knowledge and skills) of my Review 'Dignified Care? The experiences of older people in hospital in Wales'.

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.

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 Cwm Taf Health Board has now ended. My team and I will be active in working to ensure that my recommendations and Cwm Taf 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, please contact Anna Buchanan on 08442 640670 or 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