An independent voice and champion for older people

The work of the Older People’s Commissioner for Wales 2012-2013
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Contact us

Accessible formats

If you would like a copy of this document in Braille, large print or audio format, please contact us. Telephone 08442 640670 or email ask@olderpeoplewales.com

This document is available in both Welsh and English. Telephone 08442 640670 to request hard copies or download them from our website www.olderpeoplewales.com
We work to ensure that older people have a voice that is heard, that they have choice and control, that they don’t feel isolated or discriminated against and that they receive the support and services that they need.

We work to ensure that Wales is a good place to grow older, not just for some but for everyone.

Our work is always driven by what matters to older people. We:

• Promote awareness of the rights and interests of older people in Wales
• Challenge discrimination against older people in Wales
• Encourage best practice in the treatment of older people in Wales
• Review the law affecting the interests of older people in Wales
We can help individual older people, their families and carers in the following ways:

• We can intervene directly if an older person has experienced difficulties with a service provider

• We can support an older person to make a complaint and monitor how their complaint is dealt with

• We help put older people in touch with organisations best placed to resolve their issues

If you would like help with any of the above, or if you have a question you would like to ask, please contact us by telephone, letter, or email using the contact details provided on page one of this leaflet.
Our Priorities

Our twelve priorities for the coming year, from April 2012 to September 2013, are set out below.

1. Meeting with and listening to older people

Our work is always driven by what matters to older people and those that care for them. This year we are meeting more people across Wales than ever.

2. Dignity and respect in hospitals

We will continue to make a difference to the way that people are treated when in hospital so that all older people are treated with dignity and respect no matter where they are in Wales.
Our 12 priorities

3 Paying for and access to social care

We will stand up for older people and make sure that the views and concerns of those who receive social care, or are worried about paying for their care, are heard by the Welsh Government.

4 Protecting and safeguarding older people

We will make sure that new legislation makes a real difference to the lives of older people who need protection from harm so that they can live free from exploitation and abuse.
5 Unpaid carers

We will stand up and speak out for carers of older people in Wales, and work with carer organisations to improve support and advice.

6 Dementia

We will raise awareness of the realities of dementia so that its impact on older people and their carers is more widely understood. We will also push for better dementia services.
Poverty and hard financial times

We will continue to challenge poverty amongst older people. We will challenge government when changes have a negative impact on the financial situation of older people.

Information and advice

We will continue to improve the access that older people have to information and advice so that they can make informed decisions and have choice and control over their lives.
We will increase the voice, choice and control that older people have when they consider entering a care home, when they live in a care home or when a home is being considered for closure.

We will ensure that local community plans reflect the issues raised by older people. We will push for better public services, such as access to public toilets, rural public transport and local facilities.
We will continue to seek better rights for older people in Wales. We will help them to challenge discrimination when they experience unfairness and failures in service delivery.

We will encourage people to start planning for older age. We will also encourage service providers to think about ways of preventing people from becoming vulnerable in the first place.
You can find out more about the work that we are doing in the following ways:

• Our detailed work programme can be found on our website www.olderpeoplewales.com

• To receive regular updates sign up for our newsletter by calling 08442 640670 or send an email to ask@olderpeoplewales.com with the subject ‘Newsletter’

• You can also follow us, and those talking about us, on Twitter. Search for @talkolderpeople
Tell us what you think...

Our work is driven by what older people say matters to them.

We want to hear about the things that are important to you so that your voice informs our future work.

We are interested in knowing:

• What are the best things about getting older?

• What are the worst things about getting older?

• If there were three things that we could change on your behalf, what would they be?

Let us know your views, use the contact details provided on page one of this leaflet.