

Sarah Rochira  
Older People's Commissioner for Wales  
Cambrian Buildings  
Mount Stuart Square  
Cardiff  
CF10 5FL

Dear Mrs Rochira,

**Re: Care Home Review**

As bodies subject to the Requirements for Action in your Care Home Review, we write in response to your letters dated 17<sup>th</sup> April which asked for further information from us in order to satisfy you that our organisations are either already complying or are committed to complying with your requirements and the changes we need to make.

This response has been prepared by Cwm Taf University Health Board and the two Local Authorities within the Health Board footprint ie Merthyr Tydfil CBC and Rhondda Cynon Taf CBC. We have been working together to consider the implications of your report and have also involved local care home providers in our discussions. We intend to continue this collaborative approach working in partnership across our region and, as agreed with Daisy Cole from your office, we are therefore submitting a joint reply and have developed a joint action plan.

We appreciate that the response submitted to you previously did not provide the assurances you were looking for. We had provided you with a draft action plan but were conscious that there were gaps in this and that it would not be sufficiently robust to meet your requirements. We have undertaken further work and now attach the following documents for your consideration:

1. Cwm Taf UHB Current Position Statement
2. Merthyr Tydfil CBC Current Position statement
3. Rhondda Cynon Taf Current Position Statement
4. Cwm Taf Health and Social Care Economy Action Plan

The current position statements relate to each individual organisation and the specific Actions that you required from each of us (i.e Health Boards

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12 actions and Local Authorities 7 actions.) We have used these to inform the joint Cwm Taf Action plan that we have developed as a Partnership. This Plan however is structured around the outcomes that you are seeking to secure for older people as we feel this focus is really important. This approach has enabled us to respond to a wider range of your Actions and avoid looking at your report in isolation/organisational silos. We are committed to delivering on these actions and also committed to working with other partners, such as Care Home Providers, Welsh Government and CSSIW, who have been allocated as responsible for a number of required Actions. We have however cross referenced your Required Action numbers to the outcomes so that you are also able to see in the Cwm Taf Action Plan what we intend to do to meet the specific requirements of us as a Health Board and as Local Authorities.

The Cwm Taf Action Plan has been developed by a multi agency Steering Group which will be meeting bimonthly to oversee its implementation and monitor progress. In recognition of the importance of this work and the commitment from our organisations to deliver on it, in addition to our individual organisational governance arrangements, we will be reporting quarterly to the Cwm Taf Social Services and Wellbeing Partnership Board to ensure that actions are being taken and followed through and any issues or concerns can be raised at the highest level.

The Steering Group recognises that the Action Plan will need to be refined further and remain a "live" document, for example to take account of the responses to the OPC by other organisations including Welsh Government and any amendments to timeframes as a result. We look forward to being able to see all the responses submitted to you so that we can learn from other areas or examples of best practice and share ideas for action, particularly where we have identified common problems.

In particular, we are mindful that in taking this work forward and in reviewing or scoping services and activities (as we have committed to doing in many instances in the Action Plan) we must keep at the forefront of our approach the need to understand more fully the reality of access and user experience locally. This will help us to continue to identify and quantify any shortfalls in the level or quality of provision and take the necessary action to improve.

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We understand that you will be reviewing progress formally in eighteen months but we look forward to continuing a constructive dialogue with you and your office in the meantime. If you have any queries, please do not hesitate to contact Nicola Davies, Head of Health and Wellbeing on 01443 744824 or [nicola.davies12@wales.nhs.uk](mailto:nicola.davies12@wales.nhs.uk)

Yours sincerely,

**Allison Williams**  
Chief Executive,  
Cwm Taf UHB

**Gareth Chapman**  
Chief Executive  
Merthyr Tydfil CBC

**Steve Merritt**  
Chief Executive  
RCT CBC

**cc.**

**Lynda Williams** Director of Nursing Cwm Taf UHB  
**Maria Thomas** Independent Board Member Cwm Taf UHB  
**Cllr Mike Forey** Cabinet Member for Health and Adult  
Social Services, RCT CBC  
**Giovanni Isingrini** Director of Social Services RCT CBC  
**Lisa Curtis-Jones** Director of Social Services Merthyr Tydfil  
CBC

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GIG  
CYMRU  
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Bwrdd Iechyd Prifysgol  
Cwm Taf  
University Health Board

Your Ref/ eich cyf  
Our ref/ ein cyf:  
Date/ dyddiad:  
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Chair & Chief Executive

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Cwm Taf University Health Board is the operational name of Cwm Taf University Local Health Board/Bwrdd Iechyd Prifysgol Cwm Taf yw enw gweithredol Bwrdd Iechyd Lleol Cwm Taf