



**Older People's Commissioner for Wales**  
**Comisiynydd Pobl Hŷn Cymru**

Mr Stephen Phillips  
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12 July 2011

Dear Mr Phillips,

**Dignified Care Hospital Review: feedback and Written Notice  
requesting further information by 15 August 2011**

On 14 March I published my Review 'Dignified Care? The experiences of older people in hospital in Wales', which was sent to Bridgend County Borough Council, Neath Port Talbot County Borough Council and the City and County of Swansea Council with a covering letter and a response form. As well as presenting my findings from the Review, the report made twelve recommendations. Recommendation 5 was directed at Local Health Boards and Local Authorities jointly. It was my request that Bridgend County Borough Council, Neath Port Talbot County Borough Council and the City and County of Swansea Council respond to Recommendation 5 jointly with Abertawe Bro Morgannwg University Health Board, outlining how the recommendation will be complied with.

Since receiving the response from Abertawe Bro Morgannwg UHB, my team and I have assessed the response thoroughly. We have also had help from a panel of advisors whose names are listed on our website. I was encouraged by the promising responses we received and felt that many of them showed a real desire to improve the experience of older people in hospital.

The Commissioner for Older People in Wales Regulations 2007 state that the information provided to me by Abertawe Bro Morgannwg UHB, Bridgend County Borough Council, Neath Port Talbot County Borough Council and the City and County of Swansea Council must be sufficient for me to determine whether or not my recommendations will be complied with or give sufficient explanation as to why a recommendation will not be complied with.

They also permit me to send Written Notice asking for more information from those bodies that have not yet persuaded me that my recommendations will be followed. I am unsure if Bridgend County Borough Council, Neath Port Talbot County Borough Council and the City and County of Swansea Council approved the joint response sent by Abertawe Bro Morgannwg UHB since the joint response does not explicitly say that this was the case. I am also concerned that the response demonstrates an insufficient sense of urgency in resolving the problems identified in discharging older people in an effective and timely manner. There are no timescales given for implementing changes.

Therefore, I have not been provided with enough information to fully assure me that the interests of older people in Wales will be safeguarded and promoted in relation to Recommendation 5. This letter constitutes Written Notice to Bridgend County Borough Council, Neath Port Talbot County Borough Council and the City and County of Swansea Council requesting further information in relation to Recommendation 5. Please provide a joint response to that recommendation with Abertawe Bro Morgannwg UHB no later than **Monday 15 August at 5pm**. The Chief Executive of Abertawe Bro Morgannwg UHB has also received Written Notice.

I am required to keep a register, available to the public, containing details of the recommendations and the result of further action I have taken, such as issuing Written Notice to a particular Local Authority or Local Health Board. This register will be on our website along with the responses sent to us. The register will also be available in paper form on request.

Once I am satisfied that I have all the information needed, my team and I will be active in working to ensure that the Recommendation 5 becomes a practical reality which benefits older people in Wales.

If you have any questions about this stage of the process, please contact Anna Buchanan on 02920 445034 or [anna.buchanan@olderpeoplewales.com](mailto:anna.buchanan@olderpeoplewales.com).

Yours sincerely,



Ruth Marks  
Older People's Commissioner for Wales