



Older People's Commissioner for Wales
Comisiynydd Pobl Hŷn Cymru

Ms Alexandra Howells
Abertawe Bro Morgannwg
University Health Board
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Port Talbot
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12 July 2011

Dear Ms Howells,

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

I would like to thank you for responding on time to my Review 'Dignified Care? The experiences of older people in hospital in Wales'. I appreciate the time and effort that has been spent in collating a response to the recommendations made in the Review Report. I was encouraged by the promising responses we received and felt they showed a real desire to improve the experience of older people in hospital. The response from Abertawe Bro Morgannwg University Health Board was particularly helpful in relation to Recommendation 9 (communication) and Recommendation 10 (patient experience). We will be using these responses as good examples for others.

When I sent out copies of the Review Report it was my request that Abertawe Bro Morgannwg University Health Board respond to the recommendations, outlining how they will be complied with. If the Health Board's decision was to take no action in response to the recommendations, I requested an explanation for no action being taken. I stated that it was my expectation that Recommendation 5 would be responded to jointly with the local authorities in your area.

Since receiving the response from Abertawe Bro Morgannwg University Health Board, 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. The Commissioner for Older People in Wales Regulations 2007 state that the information provided to me by Abertawe Bro Morgannwg University Health Board 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 welcome Abertawe Bro Morgannwg's recognition of the issues and also welcome the work that has been done to address these issues. I have received many good responses, however no Health Board has provided me with enough information to fully assure me that the interests of older people will be safeguarded and promoted in hospitals in Wales. Therefore, in accordance with the Regulations, this letter constitutes Written Notice to Abertawe Bro Morgannwg University Health Board requesting further information in relation to the recommendations outlined in the table below. Please provide this information no later than **Monday 15 August at 5pm.**

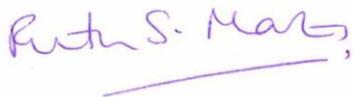
I am required to keep a register, available to the public, containing details of the recommendations and the result of further action I have taken, such as issuing Written Notice to a particular Health Board. This register will be on our website along with the response sent by Abertawe

Bro Morgannwg University Health Board and this letter. 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 recommendations become 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.

Yours sincerely,



Ruth Marks
Older People's Commissioner for Wales

Responses for which further information is requested

Recommendation	Feedback and information sought
	Please refer back to the Report Recommendations and the full text of the Report to guide your response
Recommendation 1 Stronger Ward Leadership	Please provide further information to address: <ul style="list-style-type: none">• Authority to select staff• Evaluation of training and monitoring of its effectiveness in

	<p>practice</p> <ul style="list-style-type: none"> • The strategic role of the Board and senior managers in empowering ward leaders • The benefits of using ‘virtual patient persona’ in an acute hospital setting • The appropriateness of the use of the term ‘modern geriatric ward’ • Timescales for implementing changes
<p>Recommendation 2</p> <p>Dementia care</p>	<p>Please provide further information to address:</p> <ul style="list-style-type: none"> • How advice will be given in specific cases since ABMU does not fully support the aspect of the recommendation relating to the Consultant Nurse role • Whether dementia awareness training will be given to all staff who may work with older people, how often and whether or not it will be mandatory • The meaning of paragraph 2 on page 11 of ABMU’s response, particularly the last sentence (‘increased appropriate use of community Do Not Attempt Resuscitation orders’). • Timescales for implementing

	changes
<p>Recommendation 3</p> <p>Continence needs</p>	<p>Please provide further information to address:</p> <ul style="list-style-type: none"> • Our concerns that ABMU has not demonstrated in its response a zero-tolerance approach to unacceptable practice
<p>Recommendation 4</p> <p>Privacy of information</p>	<p>Please provide further information to:</p> <ul style="list-style-type: none"> • Address the limitations of 'dignity pegs' which will not prevent the overhearing of personal information at the bedside • Persuade us that the default position will be that all conversations involving personal information (medical and non-medical) will be held in private • Address the ways in which ABMU will put 'much more focus on the rights of patients' (p. 19 of response)
<p>Recommendation 5</p> <p>Hospital discharge</p>	<p>Please provide further information to address:</p> <ul style="list-style-type: none"> • Whether the response was approved by Bridgend County Borough Council, Neath Port Talbot County Borough Council

	<p>and the City and County of Swansea Council. We require confirmation from the local authorities and have written to them separately.</p> <ul style="list-style-type: none"> • Our concerns that the response demonstrates an insufficient sense of urgency in resolving the problems identified in discharging older people in an effective and timely manner • Timescales for implementing changes
<p>Recommendation 8 Ward environment</p>	<p>Please provide further information to address:</p> <ul style="list-style-type: none"> • What will be done to collaborate with patients, their families and carers in relation to changes to existing wards (not just 'new builds') other than quarterly patient surveys • Whether changes will be considered in relation to all wards, not just wards usually associated with older people • Timescales for implementing changes
<p>Recommendation 12 Knowledge and skills</p>	<p>Please provide further information to address:</p> <ul style="list-style-type: none"> • Which staff will be required to undergo mandatory training and in which areas

	<ul style="list-style-type: none">• How staff will be released from clinical duties to attend mandatory training• Timescales for implementing changes
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