



Older People's Commissioner for Wales
Comisiynydd Pobl Hŷn Cymru

Mrs Mary Burrows
Betsi Cadwaladr University
Health Board
Ysbyty Gwynedd
Penrhosgarnedd
Bangor
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Cardiff
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12 July 2011

Dear Mrs Burrows,

**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.

When I sent out copies of the Review Report it was my request that Betsi Cadwaladr 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 Betsi Cadwaladr 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 Betsi Cadwaladr 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.

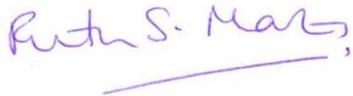
They also permit me to send Written Notice asking for more information from those bodies that have not yet persuaded me that my recommendations will be followed. I welcome Betsi Cadwaladr's recognition of the issues and also welcome the work that has been done to address these issues. I have received 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 Betsi Cadwaladr 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 Betsi Cadwaladr 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">• Necessary clinical leadership skills• Support of specialist consultant nurses especially in dementia care and continence• Knowledge of the correct staff

	<p>numbers</p> <ul style="list-style-type: none"> • Responsibility for regular appraisal of the skills, knowledge and attitude of ward staff
<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 Flintshire County Council, Denbighshire County Council and the Isle of Anglesey County Council. We have also issued Written Notice to these councils. • If these three councils did not provide information for the joint response, we request a joint response from Betsi Cadwaladr UHB and these three councils
<p>Recommendation 8</p> <p>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 wards • The needs of those with sensory loss • Action plan and timescales for implementing changes
<p>Recommendation 9</p> <p>Communication</p>	<p>Please provide further information to address:</p>

	<ul style="list-style-type: none">• Advocacy provision
Recommendation 12 Knowledge and skills	<p>Please provide further information to address:</p> <ul style="list-style-type: none">• Which staff will be required to undergo training and in which areas (not just nurses)• Who will be required to have mandatory training• Action plan and timescales for implementing changes