



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

Mr Ken Finch  
Conwy County Borough Council  
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12 July 2011

Dear Mr Finch,

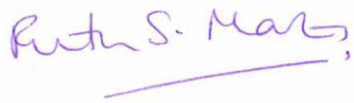
I would like to thank you for responding on time to my Review 'Dignified Care? The experiences of older people in hospital in Wales'. I appreciate the time and effort that has been spent in collating a response to Recommendation 5 of the Review Report. I welcome Conwy County Borough Council, Gwynedd Council and Wrexham County Borough Council's recognition of the issues and also welcome the work that has been done to address these issues. 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. I enclose a copy of my response to Betsi Cadwaladr University Health Board and ask that you read it carefully.

I am required to keep a register, available to the public, containing details of the recommendations and the result of any further action I have taken. This register will be on our website and 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