



Older People's Commissioner for Wales
Comisiynydd Pobl Hŷn Cymru

Mr Harry Thomas
Gwynedd County Council
Council Offices
Shirehall Street
Gwynedd
LL55 1SH

Cambrian Buildings
Mount Stuart Square
Cardiff
CF10 5FL
08442 640670
ask@olderpeoplewales.com

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Dear Mr Thomas,

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 County 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.

Yours sincerely,



Ruth Marks
Older People's Commissioner for Wales