



Older People's Commissioner for Wales
Comisiynydd Pobl Hŷn Cymru

Ms Jan Williams
Cardiff and Vale University
Health Board
Whitchurch Hospital
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Cardiff
CF14 7XB

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Cardiff
CF10 5FL
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12 July 2011

Dear Ms Williams

**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 Cardiff and Vale 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 Cardiff and Vale 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 Cardiff and Vale 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 Cardiff and Vale'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 Cardiff and Vale 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 Cardiff and Vale 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 3 Continence needs | Please provide further information to address: <ul style="list-style-type: none">• Our concerns that Cardiff and Vale UHB has not demonstrated in its response a zero-tolerance approach to unacceptable practice. In particular, the response offers insufficient understanding of the patient's perspective. |

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| <p>Recommendation 4</p> <p>Privacy of information</p> | <p>Please provide further information to:</p> <ul style="list-style-type: none"> • Persuade us that the default position will be that all conversations involving personal information (medical and non-medical) will be held in private • Specify the timeframe for the review of current ward round practice |
| <p>Recommendation 8</p> <p>Ward environment</p> | <p>Please provide further information to address:</p> <ul style="list-style-type: none"> • The needs of those with dementia and sensory loss |
| <p>Recommendation 12</p> <p>Knowledge and skills</p> | <p>Please provide further information to address:</p> <ul style="list-style-type: none"> • Which staff groups will be required to undergo training and in which areas (not just nurses) • Which staff groups will be required to have mandatory training • Action plan and timescales for implementing changes |