



Older People's Commissioner for Wales
Comisiynydd Pobl Hŷn Cymru

Andrew Cottom
Powys Teaching
Health Board
Mansion House
Bronllys
Brecon, Powys
LD3 0LS

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

12 July 2011

Dear Mr Cottom,

**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 Powys Teaching 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 Powys Teaching 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 Powys Teaching 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.

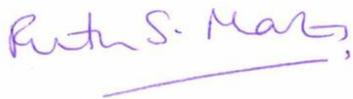
They also permit me to send Written Notice asking for more information from those bodies that have not yet persuaded me that my recommendations will be followed. I welcome Powys' recognition of the issues and also welcome the work that has been done to address these issues. I have received many good 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 Powys Teaching 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 Powys Teaching 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 Powys Teaching Health Board has not demonstrated in its response an immediate zero-tolerance approach to unacceptable practice.
Recommendation 4 Privacy of information	Please provide further information to:

	<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
<p>Recommendation 8</p> <p>Ward environment</p>	<p>Please provide further information to address:</p> <ul style="list-style-type: none"> • More fully the needs of those with dementia and sensory loss • The need for changes to be made in all wards in which older people may be present • The need to engage with patients, families and carers directly and not just staff, Community Health Councils and 'representative groups'.
<p>Recommendation 9</p> <p>Communication</p>	<p>Please provide further information to address:</p> <ul style="list-style-type: none"> • Advocacy provision • The needs of those with sensory loss
<p>Recommendation 10</p> <p>Experience of patients, families and carers</p>	<p>Please provide further information to:</p> <ul style="list-style-type: none"> • Persuade us that the Board is committed to direct contact with patients, families and carers
<p>Recommendation 12</p>	<p>Please provide further information</p>

Knowledge and skills

to address:

- Which staff groups will be required to undergo training (not just nurses) and in which areas other than dementia awareness
- Which staff groups will be required to have mandatory training