



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

Lesley Griffiths AM  
Minister for Health and  
Social Services  
Welsh Government  
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12 July 2011

Dear Minister for Health and Social Services,

**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 Welsh Government respond to five of the recommendations, outlining how they will be complied with. If the Government's decision was to take

no action in response to the recommendations, I requested an explanation for no action being taken.

Since receiving the response from the Welsh Government, 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 the Welsh Government 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 the Government's recognition of the issues and also welcome the work that has been done to address these issues. I am particularly encouraged by the recommendations made by the 'Dignity in Care Expert Reference Group', although I recognise that these have been accepted by the Government in principle only at this stage.

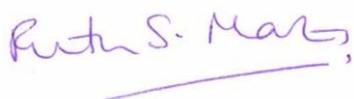
I am satisfied with the response to Recommendation 2 on dementia care and Recommendation 12 on training and skills. I require more information in relation to the remaining three recommendations to fully assure me that the interests of older people will be safeguarded and promoted in hospitals in Wales. Therefore, in accordance with the Regulations, this letter constitutes Written Notice to Welsh Government 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 body. This register will be on our website along with the response sent by the Welsh Government 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](mailto:anna.buchanan@olderpeoplewales.com).

Yours sincerely,



Ruth Marks  
Older People's Commissioner for Wales

### Responses for which further information is requested

<b>Recommendation</b>	<b>Feedback and information sought</b>
	<b>Please refer back to the Report Recommendations and the full text of the Report to guide your response</b>
Recommendation 7 Staffing levels	Please provide further information to address: <ul style="list-style-type: none"><li>• Whether the recommendations of the Expert Reference Group will be adopted in practice</li></ul>

<p>Recommendation 10</p> <p>Patient experience</p>	<p>Please provide:</p> <ul style="list-style-type: none"> <li>• An assurance that the recommendations of the Expert Reference Group will be adopted in practice</li> <li>• An assurance that qualitative data will be captured and shared</li> <li>• An assurance that the tool will capture and act upon the experiences of older patients who are unable to speak for themselves</li> <li>• Information on the benefits of the 'virtual patient persona' to an in-patient setting</li> </ul>
<p>Recommendation 11</p> <p>The sharing of good practice</p>	<p>Please provide further information to address:</p> <ul style="list-style-type: none"> <li>• How the Government will ensure robust, independent evaluation of good practice models so as to secure demonstrable changes in the care of older people</li> <li>• What the Government will do to ensure the adoption of good practice across Wales</li> <li>• How the Government will hold Health Boards and Velindre NHS Trust to account for their success in adopting good practice which enhances</li> </ul>

	dignified care, or justifying why they have not done so
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