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Bwrdd Iechyd Prifysgol
Abertawe Bro Morgannwg
University Health Board

ABM Headquarters
One Talbot Gateway,
Seaway Parade, Port Talbot
SA12 7BR

Our Ref:
Your Ref:

☎ (01639) 683302
☎ WHTN (01787) 3302
Alexandra.Howells@wales.nhs.uk

Date: 15th August 2011

Ms Ruth Marks,,
Older People's Commissioner for Wales/Comisiyn Pobl Hyn Cymru,
Cambrian Buildings,
Mount Stuart Square,
Cardiff,
CF10 5FL

Dear Ms Marks

**Re : Older People's Commissioner for Wales Report on Dignity in Care ?
The Experiences of Older People in Hospital in Wales**

Thank you for your letter of 12th July requesting further information by 15th August 2011. In the original response, we indicated that we would send our detailed action plan to you by 14th July. However, having received your letter, we considered it appropriate to send both our action plan and formal response to your request for further information together.

We have attached the action plan jointly agreed between ABMU Health Board, and each of its three Local Authority Partners namely City and County of Swansea, Neath Port Talbot and Bridgend County Borough Councils. Our action plan has been discussed and agreed with a number of partners, voluntary groups, patients and staff. Consultation on this action plan has included the Swansea branch of Age Concern, and the Swansea 50+ group We have had strong engagement from staff with expertise in the issues identified within the report, including Physicians specializing in the care of older people, Psychiatrists, Specialist Nurses, Therapists, Managers, Social Services staff and the Executive Team.

A commitment is given with the action plan to undertaking an equality impact assessment on any major service changes undertaken. Mechanisms will be developed to involve patients, carers and family members in developments and communication on the implementation of the action plan. For example ABMU Health Board with its Local Authority Partners has set up an Older Persons Strategy Group that engages patients and members of public representation in overseeing delivery of the action plan.

Whilst our action plan details a number of areas where we consider that ongoing improvement is required, we strongly believe that there is very significant good practice in delivering high quality care to older people within the ABMU Health Board area. Evidence including actively seeking information on patient experience demonstrates that patient care

within ABMU hospitals is generally of a high standard with appropriate attention paid by our staff to dignity and privacy of patients. ABMU Health Board together with its Local Authority Partners is committed to continuously developing its systems of care to deliver improvements in patient experience and clinical outcomes.

Our joint focus in developing the action plan has been to put in place measures that will ensure that instances of failure to treat Older People with dignity and respect become increasingly rare and are not tolerated..

It was pleasing to note your intention to share our responses to recommendations 9 and 10 as examples of good practice. ABMU Health Board together with its 3 Local Authority Partners, Neath Port Talbot, Swansea and Bridgend, believes that the attached action plan will provide you with the assurance that the interests of Older People will be safeguarded and promoted within ABMU Hospitals.

In your letter of 12th July, you asked for specific further information and the ABMU Health Board response to this is also attached.

With Best Wishes

Yours sincerely



Alexandra Howells
Acting CEO, ABMUHB



Chris Maggs
Corporate Director of Social Services, City and County of Swansea Council



D.W.Davies
For-CEO, Neath Port Talbot County Borough Council

Abigail Harris

Abigail Harris
Corporate Director of Well Being, Bridgend County Borough Council