

Cyngor Sir CEREDIGION

Miss Bronwen Morgan, LL.B.
Prif Weithredwr
Chief Executive



CEREDIGION County Council

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Dyddiad
Date

8th August, 2011

Fy nghyf
My ref

CE.S/BM/SAT

Eich cyf
Your ref

Ruth Marks,
Older People's Commissioner for Wales,
Cambrian Buildings,
Mount Stuart Square,
CARDIFF,
CF10 5FL.

Dear Ms.Marks,

Dignified Care Hospital Review: feedback and Written Notice requesting further information by 15th August, 2011

I refer to your letter dated 12th July, 2011 regarding the above.

The timely discharge of older people from hospital continues to be a challenge. In 2010 Hywel Dda Health Board and Ceredigion County Council Social Services Department developed a joint discharge service which proactively manages the discharge process, ensuring that any blockages in the system are removed and that outcomes on discharge for older people are improved. There has been a significant reduction in DTOCs bed days for individual events over the period of this greater collaboration.

However, there are underlying problems in the system which still need to be addressed. There is a need for further robust embedding of social care staff into the process at ward level multi disciplinary teams. There must be more joint targeted and effective commissioning of services and care for older people, particularly those with dementia. An agreed joint re-focussing on improved outcomes for older people on discharge from hospital must take place.

This response from Ceredigion County Council Social Services has been discussed with the Ceredigion Senior Management Team of Hywel Dda Health Board.

Yours sincerely,

Miss Bronwen Morgan
Prif Weithredwr / Chief Executive

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