



Mrs R Marks
Older People's Commissioner for Wales
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My Ref REG\SO
Please ask for Bob Gatis
Ext 5401

Date 9th August 2011

Dear Ruth

Dignified Care Hospital review

Further to your letter to the Chief Executive of the 12th July he has asked me to respond on his behalf.

Firstly can I confirm that the Council were party to the original response from Cwm Taf LHB and continue to work positively with them to improve older people's experience of hospital discharge.

We, along with Merthyr Tydfil County Borough Council, have been contributing to the further response that Cwm Taf LHB will provide to you by the 15th August.

I thought though that it might be helpful to outline some of the work that takes place, from a Rhondda Cynon Taff County Borough Council perspective, to support recommendation 5 of your report on commissioning services to reduce delayed transfers of care and increase multi disciplinary working.

The Council is committed to multi disciplinary working and our focus is on the community and enabling people to remain at home. We therefore believe that the existing emphasis of inreach into the hospital setting to facilitate hospital discharge is the correct one but need to ensure that the processes are robust and support the individual appropriately.

The Council and the LHB have developed multi agency dementia teams and whilst not located in hospital settings provide an inreach service into hospitals that supports multi disciplinary working.

The arrangements for monitoring DTOC's are similar to Merthyr and discussion and validation of DTOC's take place on a monthly basis. Generally DTOC figures compare favourably with those across Wales. There is though a need to evaluate this process.

Ellis Williams

Group Director, Community and Children's Services | Cyfarwyddwr Cyfadran y Gwasanaethau Cymuned a Gwasanaethau i Blant



Rhondda Cynon Taff CBC and Cwm Taf HB have jointly developed a number of initiatives in recent years to ensure patients are able to have a safe, timely and effective discharge from hospital. Examples include:

1. Restarting packages of care, prior to discharge, for those not requiring additional service without need for further assessment.
2. New Pathways of Care from Royal Glamorgan Hospital to be able to directly access reablement services and speed up peoples return home.
3. Protocol to allow Hospital OT's to access Community Equipment for discharge.
4. A Joint Equipment Service with Cwm Taf LHB and Merthyr Tydfil County Borough Council to facilitate a timely response to the above.
5. Multi Disciplinary meetings in the District General Hospitals.
6. Jointly commissioning an Age Concern Hospital Discharge Scheme.

We, like Merthyr Tydfil, have Telecare services that support individuals to remain independent and, as part of the Intermediate Care and Reablement Service, these are offered free on a trial basis for six weeks.

There are arrangements in place to learn from inappropriate discharges and we have agreed with the LHB that it is timely, with the revised choice procedures being issued by Welsh Government, to relook at the Hospital Discharge protocol and wider issues of Hospital & Community interface.

I trust this is of assistance

Yours sincerely



Bob Gatis
Service Director Community Care