



Older People's Commissioner for Wales
Comisiynydd Pobl Hŷn Cymru

Mr Stephen Phillips
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12 September 2011

Dear Mr Phillips,

Dignified Care Hospital Review and notification of end of Review

I would like to thank you for responding on time to my request for further information in relation to my Review 'Dignified Care? The experiences of older people in hospital in Wales'. I appreciate the time and effort that have been spent in responding to my request. The responses I have received demonstrate a high level of commitment to older people in Wales. If organisations take the action they have said they will take there should be a significant improvement in the experiences of older people in hospital in Wales.

As you are aware, it was my request that Neath Port Talbot County Borough Council respond to Recommendation 5 jointly with Abertawe Bro Morgannwg University Health Board, outlining how it would be complied with. If the decision was that no action was to be taken, I requested an explanation for no action being taken. I received no response directly from Neath Port Talbot County Borough Council and therefore issued Written Notice requesting further information in order to persuade me that the interests of older people will be safeguarded and

promoted throughout the process of discharging older people from Abertawe Bro Morgannwg University Health Board's hospitals.

Since then I have received Neath Port Talbot County Borough Council's joint response to Recommendation 5 with the City and County of Swansea, Bridgend County Borough Council and Abertawe Bro Morgannwg University Health Board. My team and I have assessed the response thoroughly. We have had help from a panel of advisors whose names are listed on our website. I am satisfied with the response to Recommendation 5 and am pleased to note that the focus has been to put in place measures that will ensure that instances of failure to treat older people with dignity and respect will become increasingly rare and will not be tolerated.

Since your response has satisfied my request for information that will persuade me that Recommendation 5 will be complied with, the official Review as it relates to Neath Port Talbot County Borough Council has now ended. My team and I will be active in working to ensure that my recommendations and Abertawe Bro Morgannwg University Health Board's action plan become practical realities which benefit older people in Wales. We hope to meet with you in the spring of 2012 to discuss the progress that has been made and opportunities to share best practice.

If you have any questions about this letter, please contact Anna Buchanan on 02920 445034 or anna.buchanan@olderpeoplewales.com.

Yours sincerely,



Ruth Marks
Older People's Commissioner for Wales