



Older People's Commissioner for Wales
Comisiynydd Pobl Hŷn Cymru

Dr Andrew Goodall
Aneurin Bevan Health Board
Mamhilad House
Block A
Mamhilad Park Estate
Pontypool
NP4 0YP

Cambrian Buildings
Mount Stuart Square
Cardiff
CF10 5FL
08442 640670
ask@olderpeoplewales.com

12 September 2011

Dear Dr Goodall,

**Dignified Care Hospital Review: feedback and Supplementary
Notice requesting further information by 30 September 2011**

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 Health Boards and Velindre NHS Trust 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 Aneurin Bevan Health Board respond to the recommendations, outlining how they will be complied with. If the Health Board's decision was to take no action in response to the recommendations, I requested an explanation for no action being taken. I received the Health Board's first response on 15 June 2011.

After assessing this response, I issued Written Notice requesting further information in order to persuade me that the interests of older people will be safeguarded and promoted in Aneurin Bevan Health Board's hospitals.

My team and I have assessed the second response thoroughly. We have had help from a panel of advisors whose names are listed on our website. I am satisfied with Aneurin Bevan Health Board's second response to Recommendation 3 (continence needs).

The second response to Recommendation 4 (patients' personal information) does not persuade me that the interests of older people will be safeguarded and promoted in Aneurin Bevan Health Board's hospitals in relation to this issue. Whilst it is helpful that the Health Board acknowledges that the use of 'dignity pegs' does not result in privacy of information, the response does not give me the necessary assurance that the sharing of patients' personal information in the hearing of others will cease wherever possible. Any personal information belongs to the patient and every effort should be made to keep it private. The response does not look beyond the obvious solution of removing the patient to a private ward facility and lacks creative thinking to address challenging situations. For example, where a patient cannot be moved to a private room could a private space be created around that patient? It is important that the patient's rights are central to their care.

Therefore, in accordance with the Commissioner for Older People in Wales Regulations 2007, reg. 15(6), this letter constitutes Supplementary Notice to Aneurin Bevan Health Board requesting further information in relation to Recommendation 4. Please provide this information no later than **Friday 30 September 2011 at 12 noon.**

I am required to keep a register, available to the public, containing details of the recommendations and details of further action I have taken, such as issuing Supplementary Notice to a particular Health Board. This register will be on our website along with all responses sent by Aneurin Bevan Health Board 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 letter that you would like to discuss, please contact Anna Buchanan on 02920 445034 or anna.buchanan@olderpeoplewales.com.

Yours sincerely,



Ruth Marks
Older People's Commissioner for Wales