



**Older People's Commissioner for Wales**  
**Comisiynydd Pobl Hŷn Cymru**

Mrs Mary Burrows  
Betsi Cadwaladr University  
Health Board  
Ysbyty Gwynedd  
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Bangor  
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12 September 2011

Dear Mrs Burrows,

**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 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 Betsi Cadwaladr University 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 Betsi Cadwaladr University 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 Betsi Cadwaladr University Health Board's second response. It addresses all the issues about which I had requested further information. It also demonstrates depth of commitment to improving the experiences of older people in hospital. I was pleased to see the input of the numerous County Councils in the Betsi Cadwaladr University Health Board area. I have written to them separately.

Since your second response has satisfied my request for information that will persuade me that my recommendations will be complied with, the official Review as it relates to Betsi Cadwaladr University Health Board has now ended. My team and I will be active in working to ensure that my recommendations and Betsi Cadwaladr 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](mailto:anna.buchanan@olderpeoplewales.com).

Yours sincerely,



Ruth Marks  
Older People's Commissioner for Wales