



Older People's Commissioner for Wales
Comisiynydd Pobl Hŷn Cymru

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12 September 2011

Dear Dr Mehmet,

Dignified Care Hospital Review and notification of end of Review

On 12 July 2011, I issued Written Notice to Denbighshire County Council requesting that the Council respond to Recommendation 5 of my Review 'Dignified Care? The experiences of older people in hospital in Wales' jointly with Betsi Cadwaladr 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 issued Written Notice because I had received no response directly from Denbighshire County Council, and it was not clear from Betsi Cadwaladr University Health Board's response whether the Council had approved the Health Board's response.

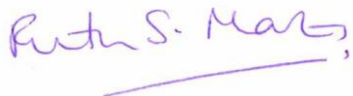
Since then I have still not received a direct written response from Denbighshire County Council to Recommendation 5, which is disappointing. However, I have learned from Betsi Cadwaladr University Health Board's response that the Older People's Lead for Denbighshire was included in developing and approving the draft response and the Head of Adult and Business Services at Denbighshire County Council has confirmed the Council's commitment to the Health Board's response

to my recommendations. I was pleased to learn that Denbighshire County Council Partnerships Scrutiny Committee considered my report in July 2011. My colleague, Alun Thomas, also attended the North Wales Dignity in Care Group in July and was encouraged by the commitment to improve joint working.

The response I received from Betsi Cadwaladr University Health Board, along with other interaction we have had with representatives from Denbighshire County Council in relation to the recommendations, has persuaded me that Denbighshire County Council will comply with Recommendation 5. Therefore, the official Review as it relates to Denbighshire County Council 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.

Yours sincerely,



Ruth Marks
Older People's Commissioner for Wales