



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

Ms Jan Williams  
Cardiff and Vale University  
Health Board  
Whitchurch Hospital  
Park Road  
Cardiff  
CF14 7XB

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

12 September 2011

Dear Ms Williams ,

**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 Cardiff and Vale 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 Cardiff and Vale 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 Cardiff and Vale University Health Board's second response to Recommendation 3 (continence needs). The second response dealt with these issues in greater depth and addressed the points raised by my recommendations more directly.

The second response to Recommendations 4 (patients' personal information), 8 (ward environment) and 12 (knowledge and skills) do not persuade me that the interests of older people will be safeguarded and promoted in Cardiff and Vale University Health Board's hospitals in relation to these issues.

The second response to Recommendation 4 strongly links increased protection of patients' personal information to the refurbishment programme that is taking place. It is encouraging to know that the Medical Director will lead a review of ward round practice during the coming year but no specific month is given for completion of this review in 2012. The response states 'until such time that the refurbishment programme is complete, all staff will be reminded of their responsibilities to maintain patient confidentiality at all times'. The response does not seem to recognise that patients have a right to privacy of information; any personal information belongs to the patient and every effort should be made to keep it confidential. 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 patient's rights are central.

The second response to Recommendation 8 was helpful but, again, no month in 2012 is specified for the completion of the scoping exercise.

Similarly, the second response to Recommendation 12 gives no month by which the mapping exercise and the review of the mandatory training schedule will be completed.

Please would you provide me with further information to address the issues around timescales and the patient's right to privacy of personal information. I would consider a completion date of December 2012 for all of the action points mentioned above to be too slow a response to my recommendations.

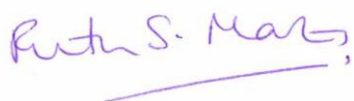
In accordance with the Commissioner for Older People in Wales Regulations 2007, reg. 15(6), this letter constitutes Supplementary Notice to Cardiff and Vale University Health Board requesting further information in relation to Recommendations 4, 8 and 12. Please provide this information no later than **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 Cardiff and Vale University 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](mailto:anna.buchanan@olderpeoplewales.com).

Yours sincerely,

  
Ruth S. Marks

Ruth Marks  
Older People's Commissioner for Wales