



Older People's Commissioner for Wales
Comisiynydd Pobl Hŷn Cymru

Mrs Allison Williams
Cwm Taf Health Board
Ynysmeurig House
Navigation Park
Abercynon
CF45 4SN

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

12 September 2011

Dear Mrs 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 Cwm Taf 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 Cwm Taf 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 Cwm Taf Health Board's second response to Recommendation 1 (ward leadership) although note that two elements have been omitted from the second action plan that were present in the first – the statement that all staff are to be reminded of their professional responsibility to report poor practice and the statement that the Dignity Pledge will be displayed at the bedside. I realise this may just be an error due to working with two versions of the same document. It would be good to see those elements added back into the second version. I am also satisfied with the response to Recommendations 2 (dementia), 4 (personal information), 5 (delayed discharge) and 8 (ward environment). The second response dealt with these issues in greater depth and addressed the points raised by my recommendations more directly. I will be writing to local authorities separately in relation to Recommendation 5.

The second responses to Recommendations 9 (communication) and 12 (knowledge and skills) have not persuaded me that the interests of older people will be safeguarded and promoted in Cwm Taf Health Board's hospitals in relation to these issues. The response to Recommendation 9 makes only a passing reference to advocacy by 'promoting the Patient Support Officers role within the organisation to assist with patient advocacy'. It is my understanding that the role of the patient support officer is to offer general support and complaints advocacy rather than provide an independent advocacy service for hospital patients. Please will you clarify how older patients – both with and without capacity - will be aware of, and be able to access, independent advocacy services so their voices can be heard and their experiences captured.

The second response to Recommendation 12 states that 'all staff, either directly or indirectly caring for older people, to identify gaps in knowledge via Knowledge Skills Framework – performance development plans'. It is my understanding that training in certain areas of practice can be made

mandatory and specified as such through the KSF. In my request for further information I had asked which groups of staff will be required to undertake mandatory training and in which areas. The second response provided by Cwm Taf Health Board takes a step in the right direction but does not fully provide the information requested. The response to Recommendation 2, at (iii), does say that 'dementia training will become part of health board mandatory training' and the response to Recommendation 3 says: 'steering group to respond to continence care, training, knowledge and skills'. Please would you confirm which groups of staff will be required to undertake which types of mandatory training so that all those working with older people will have appropriate levels of knowledge and skill.

In accordance with the Commissioner for Older People in Wales Regulations 2007, reg. 15(6), this letter constitutes Supplementary Notice to Cwm Taf Health Board requesting further information in relation to Recommendations 9 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 Cwm Taf 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 S. Marks,

Ruth Marks
Older People's Commissioner for Wales