



Older People's Commissioner for Wales
Comisiynydd Pobl Hŷn Cymru

Mr Gareth Chapman
Merthyr Tydfil County Borough
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12 September 2011

Dear Mr Chapman,

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 organisations 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 Merthyr County Borough Council respond to Recommendation 5 jointly with Cwm Taf 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 received no response directly from Merthyr County Borough Council and therefore issued Written Notice requesting further information in order to persuade me that the interests of older people will

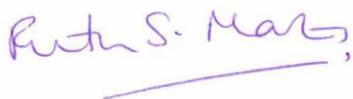
be safeguarded and promoted throughout the process of discharging older people from Cwm Taf Health Board's hospitals.

Since then I have received Merthyr County Borough Council's response to Recommendation 5. My team and I have assessed the response thoroughly. We have had help from a panel of advisors whose names are listed on our website. I am satisfied with Merthyr County Borough Council's response and am pleased to note that the local authority is working closely with Rhondda Cynon Taf County Borough Council and Cwm Taf Health Boards to support Recommendation 5 in order to reduce delayed transfers of care and increase multi-disciplinary working.

Since your response has satisfied my request for information that will persuade me that Recommendation 5 will be complied with, the official Review as it relates to Merthyr County Borough Council has now ended. My team and I will be active in working to ensure that my recommendations and Cwm Taf 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