



Older People's Commissioner for Wales
Comisiynydd Pobl Hŷn Cymru

Ms Bronwen Morgan
Ceredigion County Council
Neuadd Cyngor Ceredigion
Penmorfa
Aberaeron
SA46 0PA

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

12 September 2011

Dear Ms Morgan,

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 Ceredigion County Council respond to Recommendation 5 jointly with Hywel Dda 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 Ceredigion County 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 Hywel Dda Health Board's hospitals.

Since then I have received Ceredigion County 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 Ceredigion County Council's response and am pleased to note in the response from Hywel Dda Health Board that a significant start has already been made by embedding integrated, multi-disciplinary team working involving health and social services colleagues.

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 Ceredigion County Council has now ended. My team and I will be active in working to ensure that my recommendations and Hywel Dda 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