



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

Andrew Cottom  
Powys Teaching  
Health Board  
Mansion House  
Bronllys  
Brecon, Powys  
LD3 0LS

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

12 September 2011

Dear Mr Cottom,

**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 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 Powys Teaching 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

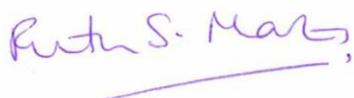
information in order to persuade me that the interests of older people will be safeguarded and promoted in Powys Teaching Health Board's hospitals.

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 Powys Teaching Health Board's second response. It addresses the issues about which I had requested further information in greater depth.

Since your second response has satisfied my request for information that will persuade me that my recommendations will be complied with, the official Review as it relates to Powys Teaching Health Board has now ended. My team and I will be active in working to ensure that my recommendations and Powys Teaching 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](mailto:anna.buchanan@olderpeoplewales.com).

Yours sincerely,



Ruth Marks  
Older People's Commissioner for Wales