



Older People's Commissioner for Wales
Comisiynydd Pobl Hŷn Cymru

Mr Simon Dean
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12 September 2011

Dear Mr Dean,

**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.

As you are aware, it was my request that Velindre NHS Trust respond to the recommendations, outlining how they will be complied with. If the Trust's decision was to take no action in response to the recommendations, I requested an explanation for no action being taken. I received the Trusts'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 Velindre Cancer Centre.

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 Velindre NHS Trust's second response to Recommendations 1 (ward leadership), 2 (dementia), 3 (continence needs), 5 (delayed discharge), 6 (volunteers), 7 (staffing levels), 9 (communication), 10 (patient experience), 11 (good practice) and 12 (knowledge and skills). 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) and 8 (ward environment) do not persuade me that the interests of older people will be safeguarded and promoted in Velindre Cancer Centre in relation to these issues. The response to Recommendation 4 does highlight some good initiatives, but it does not indicate what will be done to protect patients' personal information other than to remove a patient to another room or draw a curtain around the bed (which would not result in privacy of spoken information). The response does not give me the necessary assurance that the sharing of patients' personal information in the hearing of others will cease wherever possible. Any personal information belongs to the patient and every effort should be made to keep it private. The response does not look beyond the obvious solution of removing the patient to a private room 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 the patient's rights are central to their care.

The second response to Recommendation 8 makes no mention of how the ward environment meets the needs of older people with dementia. The response does mention the signage project which is being established but does not link it to the needs of patients with dementia. This is disappointing because Recommendation 8 says that 'the needs of those with sensory loss or dementia should be central' to collaboration

with older people and their families and carers, ensuring that all patients have satisfactory access to ward facilities.

Therefore, in accordance with the Commissioner for Older People in Wales Regulations 2007, reg. 15(6), this letter constitutes Supplementary Notice to Velindre NHS Trust requesting further information to persuade me that Recommendations 4 and 8 will be complied with. 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 or Trust. This register will be on our website along with all responses sent by Velindre NHS Trust 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 Marks
Older People's Commissioner for Wales