



Mr Colin Everett
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10 August 2015

Dear Mr Everett

Care Home Review: Analysis of your final response

I would like to take this opportunity to thank you again for providing a timely response to my Requirements for Action, which were published alongside the findings of my Care Home Review.

I am particularly pleased that your organisation was able to provide me with the assurances that I needed following your initial response in January 2015.

I welcome the strategic and operational leadership and commitment to older people in care homes that Flintshire County Council clearly evidenced in communicating and delivering the change required that I outlined in my Care Home Review, and you provided clear details about action you have in place or will take to deliver the intended outcomes for older people living in care homes in Wales.

I welcome the inclusion of a 'risk' rating, as this openly demonstrates how your organisation evaluates the risk and progress against each Requirement for Action. It is good to see that the Local Authority is working with the Health Board within some Requirements for Action.

Your organisation has proposed the proactive development of new services or processes which have the potential to progress as best practice. For example, you are committed to introducing an independence champion in each care home to embed an independence culture (Requirement for Action 2.2). Furthermore, in the Care Home Review Report itself I welcomed the introduction of an outcomes based quality monitoring process, which is based on consultations with older people and families about their expectations of residential care.

As you are aware, I am obliged by the Commissioner for Older People (Wales) Act 2006 to keep a register of responses to my Requirements for Action and therefore all of the responses from the bodies subject to my Review will be published on my website together with the analysis of each response.

As I have already advised, I will be publishing an overall commentary on whether I consider that the change I expect to see on behalf of older people will be delivered across Wales and I intend to make a formal public statement in respect of this and action intended by individual bodies subject to the review. These statements will be made on 11 August.

It is not my intention to seek detailed updates on all of the action you have in hand, because of the level of assurance and commitment you have shown in securing these outcomes. It is therefore my intention to undertake a follow up review in 18 months' time at which stage I will be looking for tangible evidence that these outcomes have been consistently delivered across the care homes in your area (your action has been completed). I will, at a later stage, provide you with information on the scope and approach that I will adopt.

However, there are a number areas for which I will require interim updates and assurance and I will write separately to you in respect of what these are and how I will require this to be provided.

I look forward to continuing to work with you to ensure that older people living in care homes in Wales have the best possible quality of life and receive the highest standards of care.

Yours sincerely

A handwritten signature in black ink that reads "Sarah Rochira". The script is cursive and fluid, with a prominent initial 'S' and a trailing flourish at the end.

Sarah Rochira
Older People's Commissioner for Wales