

Sarah Rochira
The Older People's Commissioner for Wales
Cambrian Buildings
Mount Stuart Square
Cardiff
CF10 5FL

Dear Sarah,

A Place To Call Home? Additional Information Required from Neath Port Talbot County Borough Council

Following receipt of your letter requesting 'Additional Information Required' relating to the Western Bay region's 'A Place to Call Home - Required Actions' document, we are pleased to enclose a draft collaborative response encompassing City & County of Swansea, Neath Port Talbot County Borough Council, Bridgend County Borough Council and Abertawe Bro Morgannwg University Health Board (ABMU HB). The enclosed information meets statutory requirements for Neath Port Talbot County Borough Council and is a collaborative approach with the other organisations in Western Bay.

Following agreement from yourself, a collaborative response from Western Bay has been resubmitted in relation to point 2.2 which was previously evaluated as unacceptable and has been redrafted with information from the four organisations and which you have already received.

We have again collaborated across Western Bay on the remaining points that were previously submitted and evaluated as partially acceptable and have addressed the comments as requested including the following:

- Ensuring comprehensive timeframe for implementing the All Wales assessment to deliver specialist care home continence support is in place;
- Further detail on workforce development across the sector including development of co-production training programmes with partner providers to ensure improved quality of life for residents;

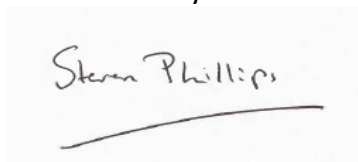
- Further detail on the Regional Quality Framework with a tangible time line of planned implementation across Western Bay; and
- Commitment to widening data collection to include quality of life and care of older people in care homes in order to evaluate performance.

In the interest of keeping the action plan realistic, we have aimed to keep our response clear and direct in terms of next steps. However, if you would like further information on any of the enclosed points, please do not hesitate to contact us for a more detailed narrative.

Western Bay has continued to work closely in order to deliver a consistent high quality person centred approach across the region regardless of individual postcode. This work is being monitored and accelerated forward within our Care Homes Commissioning Task & Finish Group that is attended by members of staff from the four organisations across the region and across relevant departments. The attached document in conjunction with our previously identified actions will act as the Western Bay detailed action plan with tasks assigned to specific individuals to ensure the deadlines for completion are upheld. This group is also overseeing the aforementioned work of developing a Regional Care Home Commissioning Strategy and a subgroup to ensure consistency of content relating to each organisation has been established.

As previously outlined, our intent as Western Bay partners is to continue to work collaboratively and in co-production with providers, citizens and their families and national partners to develop and improve quality of life for care home residents. We would, of course, welcome further discussions with you at any stage as we take this work forward.

Yours Sincerely

A handwritten signature in black ink that reads "Steven Phillips". Below the signature is a horizontal line.

Steven Phillips
Chief Executive
Neath Port Talbot County Borough Council