



Ms Alison Ward
Chief Executive
Torfaen County Borough Council
Civic Centre
Pontypool, NP4 6YB

Cambrian Buildings
Mount Stuart Square
Cardiff CF10 5FL

Adeiladau Cambrian
Sqwâr Mount Stuart
Caerdydd CF10 5FL

5 November 2014

Dear Ms Ward

Re: Care Home Review

Please find enclosed a copy of my Review report, 'A Place to Call Home?', which details the findings of my formal Review into the quality of life and care of older people living in care homes in Wales. Please note that this report is under embargo until the publication date of 10 November 2014.

The Review, which was undertaken using my statutory powers under Section 3 of the Commissioner for Older People (Wales) Act 2006, is the biggest piece of work of its kind ever undertaken in Wales and has the voices of older people and their families at its heart, alongside extensive evidence from public bodies, third sector organisations and experts in care delivery.

As a statutory body under schedule 2 of the Act, and named in the terms of reference of my Review, I would like to take this opportunity to thank you for the open and transparent way in which you have responded to my requests for evidence, without which it would not have been possible to produce such a robust report and Requirements for Action.

In drafting my Requirements for Action, issued under section 3 of the Commissioner for Older People (Wales) Act 2006, I have considered all submitted evidence alongside the current legislative, policy and service transformation programmes across Wales to review whether there is sufficient action to safeguard and promote the interests of older people living in residential and nursing care homes by public bodies and independent providers. My Requirements for Action are therefore evidence-based and draw on my overall key conclusions and the need to drive good practice across Wales.

My Requirements for Action are outcome focused and describe the action needed across Wales to ensure that quality of life is at the centre of care delivery in all care homes, alongside the impact on older people should we fail to deliver this.

The Requirements that I expect you to deliver will require a response by 2 February 2015 in line with timescales stipulated for your response as laid out in section 15 of the Commissioner for Older People Wales Act and 2007 Regulations. This time period provides an opportunity for you to discuss logistics and practicalities with my office, and even offer alternative actions that could deliver the outcomes that I expect to see for older people.

Your written response should include an account of the following:

- How you have complied; or propose to comply with my Requirements for Action
- Why you have not complied with my Requirements for Action or
- Why you do not intend to comply with my Requirements for Action.

I am obliged to keep a register of the Requirements for Action made in my report and the actions taken in response, which can be viewed by the general public. All responses will therefore be published on my website and made available to individuals on request, accompanied by my commentary as Commissioner about whether your response is sufficient to comply with my Requirements for Action.

If you have any further questions, about this letter or would like to contact my office to discuss how you could best meet my Requirements for Action please contact Daisy Cole, Director of Wellbeing and Empowerment on 08442 640670.

Yours sincerely



Sarah Rochira
Older People's Commissioner for Wales

This letter is issued under section 3 of the Commissioner for Older People (Wales) Act 2006

Cc – Director of Social Services