



Older People's Commissioner for Wales
Comisiynydd Pobl Hŷn Cymru

Appendix 4

Mr Rob Thomas
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Rydym yn croesawu
galwadau yn Gymraeg

Adeiladau Cambrian
Sqwâr Mount Stuart
Caerdydd CF10 5FL

Cambrian Buildings
Mount Stuart Square
Cardiff CF10 5FL

19 January 2018

Dear Mr Thomas,

I write to thank you for providing a response to the follow-up work linked to my Care Home Review, which has now been analysed and assessed.

In undertaking this follow-up work, I was looking for evidence of how the required changes outlined in my Care Home Review report, *A Place to Call Home?*, are being delivered and whether this is resulting in improved outcomes and a better quality of life for older people.

My analysis of your submission is attached and includes detailed commentary on the quality of the evidence provided in relation to the specific Requirements for Action. In making my assessment, I have also taken into account the public commitments that you made in 2015, following my Care Home Review, as well as your evaluation of progress achieved to date.

The overall quality of your submission was mixed. In several areas it lacked sufficient detail on which to make a judgement or did not directly answer the questions, as I have indicated in my analysis.

Rydym yn croesawu derbyn gohebiaeth yn Gymraeg. Byddwn yn ateb gohebiaeth a dderbynnir yn Gymraeg yn Gymraeg ac ni fydd gohebu yn Gymraeg yn arwain at oedi.

We welcome receiving correspondence in Welsh. Any correspondence received in Welsh will be answered in Welsh and corresponding in Welsh will not lead to a delay in responding.

Your submission has been uneven in demonstrating an acceptable level of progress. Two of your responses to my Requirements for Action have been analysed as 'Sufficient'; one is 'Partially Sufficient' and one is 'Insufficient'. My analysis has highlighted where planning and/or delivery does not appear sufficiently robust to deliver the intended outcomes. Whilst I am encouraged by the progress that has been made in some areas, the learning from this needs to be applied comprehensively.

I would have liked more specific evidence of outcomes for older people as it is essential that the meaning of 'outcomes' is clearly understood by staff and embedded in policy and practice. The shortage of meaningful and measurable data to illustrate improvements made to older people's quality of life is something that needs to be addressed.

The submission provided lacks clarity regarding corporate governance. I would have liked to have seen more specific information included, regarding how the activity related to the Requirements for Action is being monitored for progress and reviewed within corporate governance structures.

My expectation is that the final report and the individual analysis that I have provided are discussed at Board level. Please could you:

- confirm receipt of this correspondence;
- let me know the date when my analysis of your response to this follow up of my Care Home Review will be discussed at Board level; and
- provide a note, within 28 days of these discussions, of any further actions and commitments that the Board has agreed.

I would like to stress that continued governance oversight of delivery of the Requirements for Action within my Care Home Review is of vital importance.

My follow-up report is attached, which summarises findings across the public bodies that were required to submit evidence, as well as setting out where further work is needed to drive change. Driving this systematic and cultural change across all partners is essential to ensure that what is delivered is meaningful to older people.

It is also important that this work is taken forward based on a partnership approach that includes statutory organisations and providers from across the public, private and third sectors, as well as care home residents and their families.

All of the submissions from the bodies subject to this follow-up work have been published on my website together with my analysis of each response.

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 signature is written in a cursive, flowing style.

Sarah Rochira
Older People's Commissioner for Wales

CC - Cllr. John Thomas