



Pencadlys yr Ymddiriedolaeth, Safle H M Stanley, Llanelwy, Sir Ddinbych LL17 0RS  
Trust Headquarters, H M Stanley Site, St Asaph, Denbighshire LL17 0RS  
Tel/Ffôn 01745 532900 Fax/Ffacs 01745 532901  
[www.ambulance.wales.nhs.uk](http://www.ambulance.wales.nhs.uk)

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Your Ref:

Please reply to: Rose Cook  
PA to the Chairman & Chief Executive  
Direct Line: 01745 532944

17 June 2014

Mr. M. Drakeford AC / AM  
Minister for Health and Social Services  
Welsh Government  
Cardiff Bay  
Cardiff  
CF99 1NA

Dear Minister,

### Response to 'Trusted to Care' Report

I am writing in response to your letter dated 13 May 2014 requesting a response to the findings of the 'Trusted to Care', a report by Professor June Andrews and Mark Butler.

The WAST Board had a discussion about the publication of the report at its Trust Board meeting on 15 May 2014. Whilst acknowledging that the Report described specific areas where the care of older patients was compromised on medical and surgical wards, it clearly highlighted key areas and issues that the WAST Board must seek assurance on.

The issues of particular concern to WAST are:-

- Variable or poor professional behaviour and practice in the care of frail older people
- Deficiencies in elements of a culture based on proper respect and involvement of patients and relatives
- Unacceptable limitations in essential 24/7 services leading to unnecessary delay to treatment and care
- Lack of suitably qualified, educated and motivated staff
- Disconnection between front line staff and managers and confusion over leadership responsibilities and accountabilities
- Problems with organisational strategies on quality and patient safety, capacity, development and workforce planning.

A briefing paper has been prepared for a fuller discussion with the Board but, in particular, to provide assurance that there is a focus on education and training of staff and evidence of continuous learning and development, specifically linked to the care of older frail patients.

There is already a critical review of the current Safeguarding structures and processes being undertaken (supported by Public Health Wales) to ensure that there is sufficient understanding and resources regarding the protection of vulnerable adults and the Board will discuss the emerging recommendations.

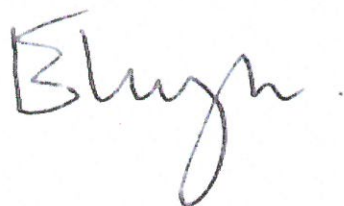
The Partners in Healthcare Team are now preparing a report to provide assurance that there is meaningful engagement and learning from older people service users and relatives.

WAST has engaged in the discussions which have taken place across NHS Wales in the development of a common template to capture learning and evidence the actions undertaken to provide the Board with the assurance it requires in response to 'Trusted to Care'.

The Board will discuss the report at its next meeting on 17 July 2014. The organisation will have completed its analysis of the position by then against each of the recommendations and the current assurance and reporting processes in place, and where there is further action/development needed. The Board will then determine how progress against strategic and operational action will be reported and scrutinised in detail.

Please accept my apologies for the delay in providing this response. If you require any further information please do not hesitate to contact me.

Yours sincerely



**Elwyn Price-Morris**  
**CHIEF EXECUTIVE**