



Imelda Richardson
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23 December 2015

Dear Imelda

Thank you for your letter dated 27 November following our constructive meeting on 25 November in which you provided information on a range of actions that you are taking to embed quality of life and rights within your work.

The information you submitted has provided me with sufficient assurance that you are committed to meeting my Requirements for Action and delivering the intended outcomes.

I particularly welcome the work you have underway in respect of a human rights framework and your intent to mainstream this in 2016 within the new Quality Judgement Framework and Provider and Inspector's handbooks.

I also welcome the development and work of the Quality Forum, in particular the framework of practical, evidence based support to drive improvement through a more standardised and consistent approach (thorough commissioning, provision and inspection) in key areas such as falls prevention, hydration, nutrition and safe medication.

Whilst we hold different views in respect of lay assessors, I welcome your commitment to broader citizen engagement and that you are in discussion with the Community Health Council to explore what contribution their volunteers may be able to make with the inspection and evaluation of care homes.

I thank you for your ongoing commitment to improving the quality of life for older people in care homes, as well as ensuring positive outcomes for older people are achieved

Yours sincerely

A handwritten signature in black ink that reads "Sarah Rochira". The signature is written in a cursive style with a prominent flourish at the end of the name.

Sarah Rochira
Older People's Commissioner for Wales