

Email 1

From: Helena Herklots (Older People's Commissioner for Wales) (REDACTED – SECTION 40)

Sent: 12 May 2020 16:56

To: Heaney, Albert (HSS - Social Services & Integration) (REDACTED – SECTION 40)
Officer 1 (HSS - Social Services & Integration) (REDACTED – SECTION 40)

Cc: Officer 2 (Older People's Commissioner's Office) (REDACTED – SECTION 40)

Subject: care homes - for information

Dear Albert and Officer 1 (HSS - Social Services & Integration) (REDACTED – SECTION 40)

I hope you are both keeping well.

I'm emailing to let you know that on Thursday I will be launching a call for residents, families and friends, and those working in care homes in Wales to get in touch with me and the team to share their experiences. I'm particularly keen that the voices of residents and their experiences are at the centre of discussions and plans about what happens next, and that we are able to hear directly from people in care homes about the support and action that is needed, as well as any good practice that can be shared.

We'll send the press statement to you and of course happy to discuss on our next call.

Best wishes

Heléna

Heléna Herklots CBE

Comisiynydd Pobl Hŷn Cymru/Older People's Commissioner for Wales

(REDACTED – SECTION 40)