

South Tees Hospitals

NHS Foundation Trust

Meeting / committee:	BOARD OF DIRECTORS	Meeting date:	26 MARCH 2013
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This paper is for:	Action/Decision X	Assurance X	Information
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Title:	ELIMINATING MIXED SEX ACCOMMODATION UPDATE AND DECLARATION OF COMPLIANCE
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Purpose:	To provide assurance to the Board that the Trust is compliant with the Eliminating Same Sex Accommodation (EMSA) requirements and to seek agreement from the Board to declare this, as required, by 1 April 2013.
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Summary:	All sleeping accommodation in the Trust meets the requirements for EMSA and patients do not have to pass through other sex accommodation to use toilet/bathroom facilities.
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Prepared by:	Anne Sutcliffe, Acting Director of Nursing & Patient Safety	Presented by:	Anne Sutcliffe, Acting Director of Nursing & Patient Safety
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Recommendation:	The Board of Directors is asked to approve the recommendation that the Trust should declare compliance for EMSA.
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Implications (please mark an X)	Legal	Financial √	Safety & Quality √	Strategic	Risk & Assurance √
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South Tees Hospitals NHS Foundation Trust
Updated Action Plan for Eliminating Same Sex Accommodation
2013/2014

Recommendation / Factor / Issue	Agreed Actions/ Current achievement towards best practice	Action / Barriers which prevent achievement of best practice	Changes required to improve practice	Progress Report	Person responsible	Timescale	Review Date
<p><u>PATIENT EXPERIENCE</u> 1. Patient perception of same sex / mixed sex wards</p>	<p>The Trust maximises opportunities throughout the patient journey to explain what same sex and mixed sex accommodation is using Trust internet site, Trust welcome information and explanations from staff in clinical areas. We explain who patients should contact if they have concerns re accommodation / facilities.</p>	<p>Patients may not always understand the difference between same sex wards and same sex bays.</p>	<p>We need to continually reinforce our messages about same sex accommodation to patients and their visitors, where appropriate, at every opportunity.</p>	<p>At key points of the patient journey e.g. pre-assessment, admission letters, on admission and during the in-patient stay, our messages about same sex accommodation are given to patients. Staff explain ward layout to patients on admission, show patients where bathrooms and toilets are and explain how male and female facilities are designated and identified – e.g. the use of interchangeable signs on doors.</p>	<p>Deputy Director of Nursing & Patient Safety</p>	<p>Ongoing</p>	<p>Feb 2014</p>

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	We offer explanations to patients / families when the clinical need of the patient outweighs the need for same sex accommodation.	Patients may believe that where there are patients of the opposite sex on the same ward, they are sharing toilet/washing facilities with them.		The importance of a zero tolerance approach to mixed sex accommodation is discussed at Board, Management Group, Senior Nurse and Clinical Matrons meetings as well as at ward and department meetings.			
2. Provide opportunities to capture feedback from patients on their experience in our care	Clinical areas use a variety of methods to obtain feedback from patients including Clinical matron ward rounds, customer feedback cards, patient focus groups, patient surveys and the Trust takes part in the annual national inpatient survey.			The Trust participates in the annual inpatient survey which includes specific questions re EMSA The Trust will commence the Friends and Family Test on 4 March 2013 when every inpatient will be given the opportunity to feedback on their experience.	Deputy Director of Nursing & Patient Safety	On going	

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<p><u>ESTATES</u></p> <p>1. Consideration of use of existing bed areas to increase segregation between male and female patients</p>	<p>All divisions have undertaken self-assessment of their clinical areas against the DH guidance with several key areas making significant changes to accommodation and provision of services.</p>	<p>Older ward accommodation gives limited opportunities for any significant changes to facilities.</p>	<p>Improve facilities as able.</p>	<p>A rolling programme of refurbishment is under discussion between the Trust and the Landlord at JCUH.</p> <p>The Trust Board has agreed a programme for major refurbishment of Wards 1 – 12 at JCUH. This will be a staged programme which will provide en-suite facilities within bays and will make a significant improvement to patient experience in these wards.</p> <p>Zetland Ward at Redcar Primary Care Hospital has all single room accommodation.</p>	<p>Director of Planning</p> <p>Director of Planning</p>	<p>Rolling programme</p> <p>To be agreed</p>	<p>Monthly</p>

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				<p>The remaining Community Hospitals have not reported any concerns regarding EMSA.</p> <p>The mixed sex AAU at JCUH and the Short Stay Ward were reconfigured to provide a separate male and female AAU.</p> <p>The Endoscopy Units at JCUH and FHN have developed separate male and female elective lists</p> <p>Secondary red curtains have been fitted to cubicles in A&E. This has been acknowledged as good practice.</p> <p>The Radiology Day Unit developed</p>	<p>Divisional Management Team, Acute Medicine</p> <p>Divisional Management Team, Acute Medicine</p> <p>Divisional Management Team, Acute</p>	<p>Completed Nov 2009</p> <p>Completed Dec 2009</p> <p>Completed March 2010</p>	

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				<p>separate male and female elective lists for vascular patients. Patients attending under the '2 Week' Cancer rule are allocated wherever possible to male or female lists. (in accordance with time limits)</p> <p>All new developments/service reconfigurations are considered alongside the DH EMSA guidance.</p>	<p>Medicine</p> <p>Divisional Management Team, Radiology</p>	<p>Completed April 2010</p>	
<p><u>SYSTEMS & PROCESSES</u></p> <p>1. The EMSA and the Privacy and Dignity agendas are key priorities from Ward to Board</p>	<p>A coordinated approach across the Trust is required to ensure that all strands of these key priority areas are addressed appropriately.</p>			<p>EMSA and Privacy and Dignity are firmly embedded within the culture of the organisation.</p>	<p>Trust Board</p>	<p>Ongoing</p>	

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	<p>There is a process for escalation in the event of a potential breach and a process for investigation and action if there is an actual breach.</p>			<p>A robust process is in place to monitor and report any breaches of the DH EMSA guidance. Any breach is reported to the Trust Performance Team and the Deputy Director of Nursing. A root cause analysis is undertaken in the division concerned.</p> <p>The Board will receive monthly information on any breaches as part of the Performance Report.</p> <p>The breach and the root cause analysis results are reported to the Commissioners.</p>	<p>Performance Team</p>	<p>Monthly</p>	

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<p><u>STAFF CULTURE</u></p> <p>1. The Board demonstrates a commitment to on-going delivery of SSA</p>	<p>The Board receives regular updates on our progress with EMSA.</p> <p>Privacy and Dignity is a key priority for the Trust. EMSA is an integral element of this.</p> <p>Staffs have demonstrated their commitment to this agenda through the actions they have taken and embraced to make significant changes to service delivery and constantly seek to improve the patient experience.</p>			<p>The Board will be asked to approve the declaration of compliance and ensure this is on the Trust website on 1April 2013.</p> <p>The Trust approved a Dignity Policy in 2009.</p> <p>The Trust has a culture which supports patient privacy and dignity</p>	<p>Chief Executive / Chair</p>	<p>March 2013</p>	

ANNE SUTCLIFFE
 ACTING DIRECTOR OF NURSING & PATIENT SAFETY
 MARCH 2013