

WIRRAL COUNCIL

HEALTH AND WELL-BEING OVERVIEW AND SCRUTINY COMMITTEE:  
21 JUNE 2010

REPORT OF THE ASSISTANT DIRECTOR OF STRATEGY & PLANNING  
WIRRAL UNIVERSITY TEACHING HOSPITAL NHS FOUNDATION TRUST

## **DELIVERING SAME SEX ACCOMMODATION (DSSA) UPDATE JUNE 2010**

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### ***Executive Summary***

*Further to the committee report in November 2009, this paper outlines the progress being made in regard to eliminating mixed sex wards at Arrowe Park Hospital.*

#### **1 Background**

- 1.1 Wirral University Teaching Hospital (WUTH) has always attempted to make best use of its facilities in order to protect the Privacy and Dignity of its patients. The original design concept of Arrowe Park Hospital and the ward configuration provided an environment that met the expectations of patients at the time when the buildings were commissioned in the late 1970's.
- 1.2 WUTH has been able to use the hospital ward design of four and six bedded bays and single rooms to be able to keep men and women in separate sleeping areas as sub specialisation within clinical care, patient and carer expectations and quality and care standards have changed.
- 1.3 It has been acknowledged for some time that the limitations of the existing ward configuration and facilities would not meet the ever higher standards of privacy required for patients in a modern NHS.
- 1.4 The provision of a greater number of single rooms has therefore been a strategic objective since the Trust applied for Foundation Trust status. It was agreed that as wards are upgraded they will incorporate a higher proportion of single rooms with en-suite sanitary accommodation.

#### **2 Context of the Current Policy**

- 2.1 The national operating framework for 2009/10 required providers, through their respective PCT's to publish by March 2009, plans to deliver substantial reductions in the number of patients who report that they share sleeping or sanitary accommodation with members of the opposite sex.
- 2.2 The Health Secretary announced in January that performance measures will be put in place via the standard contract from April 2010 to ensure that same sex accommodation is provided for every patient.

- 2.3 To support this programme, the Department of Health made available a £100 million Privacy and Dignity Challenge Fund against which Trusts could bid. WUTH was allocated £900,000 to effect the necessary changes to the ward layout.

### **3 Local Work Plan**

- 3.1 To meet the requirement to provide, single sex sleeping and sanitary accommodation for all patients by April 2010, a programme of work was approved, which allowed designated male and female bays to be identified in separate areas of wards separated by doors. In addition, sanitary accommodation has been provided in each male and female area that precludes the need for patients to pass through the other (male/female) area in order to access the designated bathroom/toilette facilities.
- 3.2 On 13 January 2010 WUTH was subject to a peer review of progress in regard to Delivering Same Sex Accommodation which was undertaken by colleagues from the Cheshire & Merseyside Strategic Health Authority and Blackpool Fylde & Wyre Hospital. This review acknowledged the work which had been completed and agreed a remedial action plan which has been developed to ensure that the areas which are not compliant have a time scale in which to become compliant. The action plan also includes other aspects of privacy identified as part of the review. (See appendix 1).
- 3.3 A DSSA information leaflet is available and issued routinely to patients. There have also been posters displayed throughout the Trust and a feature in the health 'wraparound' in the Wirral Globe. A feature has been included in the Wirral LINK newsletter.
- 3.4 In order to measure patient experience WUTH has started to use a handheld device which PALS volunteers take to wards and encourage patients to complete anonymously a question about DSSA has been included in the Learning with Patients Questionnaires since January 2010.
- 3.5 A DSSA policy has been developed for use within WUTH and is now out for consultation within the Trust (copy available on request).

The WUTH Care Standards Executive Committee monitors compliance with DSSA.

The WUTH incident reporting system is used to record any breaches associated with delivering DSSA and investigated in line with the WUTH risk management processes.

NHS Wirral monitors breaches in line with the Operating Framework 2010/11 which could result in a financial penalty for non-compliance.

**4 Financial Implications**

Capital Grant of £900k to Wirral University Teaching Hospital.

**5 Staffing Implications**

Nil.

**6 Equal Opportunities Implications**

Nil.

**7 Community Safety Implications**

Nil.

**8 Local Agenda 21 Implications**

Nil.

**9 Planning Implications**

Nil.

**10 Anti Poverty Implications**

Nil.

**11 Social Inclusion Implications**

Nil.

**12 Local Member Support Implications**

Nil.

**13 Health Implications**

Nil.

**14 Background Papers**

Nil.

**15 Recommendation**

That the Wirral Health and Wellbeing Overview and Scrutiny Committee note the progress being made at Wirral University Teaching Hospital NHS Foundation Trust to deliver same sex accommodation.

**Pat Higgins**  
**Assistant Director of Strategy & Planning WUTH**

Pat Higgins  
Assistant Director of Strategy & Planning  
ext no 0151 678 5111 ext. 2513

Date 4 June 2010

**WUTH ACTION PLAN – SUMMARY AND ACTIONS PROFORMA****Summary Information**

<b>Description of reason for Action Plan:</b> Delivering Same sex Accommodation Improvement action plan developed following the SHA Peer review held 13 <sup>th</sup> January 2010	<b>Governance Body Responsible for oversight:</b> Care Standards Executive	<b>Director, CHD or ADO Responsible:</b> Interim Director of Nursing & Midwifery / Deputy Director of Nursing
<p><b>Is the reason for an Action Plan an organisational risk that should be added to the Risk Register?</b> (example: Patient Safety, Goals, Access Targets)</p> <p><b>If yes, follow Trust Standard Work for Action Planning.</b></p> <p>Yes recorded on the Trust risk register</p>		

**Action Plan Leadership**

<b>Action Plan Lead Name:</b> Jane Wilshaw/ Lesley Metcalfe	<b>Position:</b> Interim Director of Nursing & Midwifery / Deputy Director of Nursing	<b>Telephone Number of Lead:</b> JW – ext 8387 LM - ext 2154
<b>Directorate Leadership/Action Plan Members:</b> Jane Wilshaw, Lesley Metcalfe, Michael Chantler, Anne Parker, John Foster, Luke Readman, Jo Goodfellow, Sally Stephenson		<b>Date Action Plan completed:</b> January 2010

**Action Plan Background Information**

<b>Current Control Mechanisms:</b> Incident reporting Doors installed into wards to segregate the sexes All Male / All female wards identified where possible	<b>Are elements of the Action Plan measurable:</b> yes / the number of breaches
	<b>How often is the Action Plan reviewed?</b> Monthly by Care Standards Executive
	<b>Was the Action Plan approved by the Supervisor and Governance Body?</b> Yes <b>Dates when approved:</b> (Supervisor):18 <sup>th</sup> February 2010 (Governance):18 <sup>th</sup> February 2010

**ACTION PLAN**

Issue	Actions	Lead	Date Due	Date Completed	Progress Update
<b>Inadequate facilities in Endoscopy, CCU, HDU &amp; ITU to deliver same sex accommodation</b>	Produce design plan and capital bid scheme to finance redevelopment of Endoscopy, CCU, HDU & ITU  Present plan to HMB	ADO for Medicine & Surgery Deputy Director of Nursing Medical Directorate Manager	April 2010  May 2010	18 March 2010	Meeting due to be held 18 <sup>th</sup> March to discuss CCU, ITU, HDU plans and capital bid for 2011/12  Business case in development for Endoscopy , CCU,HDU,ITU Plan to be discussed with ADO's for Medicine & Surgery
	Endoscopy Unit manager to explore the possibility of having same sex endoscopy lists	Endoscopy Unit manager	June 2010		
	Record on Trust risk register	Deputy Director of Nursing	March 2010	March 2010	Risk number 1519
	Implement system for recording , investigating and monitoring breaches in these areas to be shared with NHS Wirral	Deputy Director of Nursing Director of Information	April 2010	April 2010	Incident reporting in place for general wards. Weekly report sent to Deputy Director of Nursing to monitor trends
<b>Inappropriate use of desks in patient bay areas</b>	Review the use of the desks situated in patient bay areas	Deputy Director of Nursing	March 2010	March 2010	The desks are used by the multidisciplinary teams involved in the patients care. Nurses /AHPs are visible to the patients.
	Consider alternatives such as partitions	Deputy Director of	April 2010		This will be included in the capital scheme to be developed.

**ACTION PLAN**

Issue	Actions	Lead	Date Due	Date Completed	Progress Update
		Nursing			
<b>Installation of doors to segregate men &amp; women on some wards are left open</b>	Audit the use of the doors	Ward managers	March 2010	March 2010	Audit undertaken. Reconsideration given to installing doors on the wards where they had not yet been installed.
<b>Lack of engagement with staff at ward level regarding DSSA</b>	Improve engagement with Nursing staff	Deputy Director of Nursing Diversity & Inclusivity Manager	March 2010	March 2010	Ward managers event held 21 <sup>st</sup> January 2010 to cascade information to ward staff Presentation to senior Nurses held on 28 <sup>th</sup> January 2010  Respecting Dignity awareness event held 25 <sup>th</sup> February 2010
	Add to Nursing & Midwifery audit process in knowledge of Trust policy and procedures section	Deputy Director of Nursing	April 2010	March 2010	New question added to the Nursing & Midwifery audit to begin 1 <sup>st</sup> April 2010
<b>White Boards containing patient details displayed in some areas</b>	Review the position and content of the boards	Lead Nurse for Medicine & Surgery	April 2010	April 2010	WEHS Work in progress to install RAG boards. Pilot project underway on wards 17, 20 & 34
<b>Lack of Trust Board Indicator</b>	Develop a performance management process for the Trust Board for breaches in DSSA	Director of Information Deputy Director of Nursing	March 2010		Intelligence Board graphs in development
<b>Lack of DSSA Policy</b>	Write and implement a Trust policy for DSSA	Deputy Director	April 2010	May 2010	Policy written and out for consultation

**ACTION PLAN**

Issue	Actions	Lead	Date Due	Date Completed	Progress Update
		of Nursing			
<b>DSSA to be included into the Trust Corporate Induction Programme</b>	Add slides detailing DSSA requirements to the Corporate Induction presentation	Deputy Director of Nursing	April 2010	April 2010	DSSA slide added to Corporate Induction Presentation
<b>DSSA is an element of Respecting Dignity which sits under the Care Standards Executive</b>	Consider separating Respecting Dignity out of Care Standards Executive	Interim Director of Nursing & Midwifery Diversity & Inclusivity Manager	April 2010	May 2010	Respecting Dignity group will continue in current format.
<b>Lack of Executive Lead for Privacy &amp; dignity</b>	Identify an executive Lead for Privacy & Dignity	Interim Director of Nursing & Midwifery	March 2010	March 2010	Interim Director of Nursing & Midwifery will be the Executive lead Also Non Executive lead identified



### Communication and Status Checks Plan

Please describe how you plan to communicate and status check on individual actions as well as the collective Action Plan:

This action plan will be published on the Trust website. The action plan will be monitored for completion by the Care Standards Executive.

SIGNATURE OF ACTION PLAN LEAD \_\_\_Lesley Metcalfe

DATE\_\_16/03/2010\_\_\_\_\_

SIGNATURE OF SUPERVISOR\_\_\_\_\_

DATE\_\_\_\_\_

THANK YOU

IF THE ACTION PLAN BELONGS ON THE RISK REGISTER, ENSURE ALL PAGES HAVE BEEN FULLY COMPLETED BEFORE E-MAILING TO:

[RiskManagement@whnt.nhs.uk](mailto:RiskManagement@whnt.nhs.uk)