

East & North Hertfordshire NHST

Eliminating Mixed Sex Accommodation Compliance Assurance

March 2011

VERSION 4.0

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OUTLINE

This action plan sets out how East & North Hertfordshire NHST will maintain compliance with regard to eliminating mixed sex accommodation, except where it is in the overall best interest of the patient or reflects their personal choice. This plan is based on our self assessment and includes a statement of compliance. This plan will be monitored by the Director of Strategic Development, Director of Operations and Director of Nursing via Divisional performance reviews.

**EAST AND NORTH HERTFORDSHIRE NHST:
DSSA ACTION PLAN**

The Trust has developed an action plan detailing measures in place to provide assurance that the standard is being maintained. This plan is monitored by the PCT. The action plan focuses on the following key delivery areas;

1. Privacy and dignity including all measures of care elements
2. Continuous assessment of patients views with commitment to ensure prompt action to address issues highlighted
3. Commitment to embed a customer focus culture within the organisation

Statement of Compliance

We are proud to confirm that we have eliminated mixed-sex accommodation, except where it is in the overall best interest of the patient, or reflects their personal choice.

Every patient has the right to receive high quality care that is safe, effective and respects their privacy and dignity. East & North Hertfordshire NHS Trust is committed to providing every patient with same sex accommodation because it helps to safeguard their privacy and dignity when they are often at their most vulnerable.

We are proud to confirm that we have eliminated mixed-sex accommodation, except where it is in the overall best interest of the patient, or reflects their personal choice. Patients who are admitted to any of our hospitals will only share the room where they sleep with people of the same sex, and will be able to access same sex toilets and bathrooms close to their bed area.

There will be occasions when it is not possible to care for patients in a same sex environment; this is most likely to happen if a patient needs emergency or specialist care. In that situation, clinical (medical) need will take priority over keeping the patient apart from other patients of the opposite sex. This is to make sure patients receive appropriate treatment as quickly as possible and will only happen by exception.

What does this mean for our patients?

Other than in exceptional circumstances, patients admitted to East & North Hertfordshire NHS Trust can expect to find the following

Same sex-accommodation means:

- The **room where your bed is** will only have patients of the same sex as you
- Your **toilet and bathroom** will be just for your gender, and will be close to your bed area

It is possible that there will be both men and women patients on the ward, but they will not share your sleeping area. You may have to cross a ward corridor to reach your bathroom, but you will not have to walk through opposite-sex areas.

You may share some communal space, such as day rooms or dining rooms, and it is very likely that you will see both men and women patients as you move around the hospital (eg on your way to X-ray or the operating theatre).

It is probable that visitors of the opposite gender will come into the room where your bed is, and this may include patients visiting each other.

It is almost certain that both male and female nurses, doctors and other staff will come into your bed area.

If you need help to use the toilet or take a bath (eg you need a hoist or special bath) then you may be taken to a “unisex” bathroom used by both men and women, but a member of staff will be with you, and other patients will not be in the bathroom at the same time.

The NHS will not turn patients away just because a “right-sex” bed is not immediately available

What are our plans for the future?

This plan details specific actions we are taking at East & North Hertfordshire NHS Trust to ensure that we have the right systems and processes in place to enable your privacy and dignity to be preserved and ensure you have a good experience within our organisation whether as a patient, carer or visitor

How will we measure success?

We are working hard to ensure you have the best possible experience at East & North Hertfordshire NHS Trust, to this end we will continue to audit your experience and satisfaction. You may be approached for your views through a process of monthly audit, ward based patient satisfaction surveys and through quarterly postal surveys. We aim to listen and take action when you bring issues to our attention. Our staff, including Directors on the Trust Board are committed to further improving your experience and are looking forward to receiving monthly reports on progress regarding outcomes and actions taken throughout the organisation.

What do I do if I think I am in mixed sex accommodation?

A leaflet entitled ‘Same Sex Accommodation, Your Privacy, Our responsibility is available in all patient bedside folders, if you are placed in a bay with patients of the opposite sex, a nurse or doctor will explain why that has been necessary and make every effort to maintain your privacy whilst in that area. You will be moved to a same sex area as soon as it is safe to do so. If you feel you do not understand why you have been placed in a mixed sex environment, or are anxious about being in a mixed sex area, please speak to a member of ward staff.

If you are unhappy about any aspect of your care you can speak to the ward sister, nurse in charge or matron. Please do not be nervous about raising concerns – we are here to help, listen and respond. If you feel your concerns have not been resolved by ward staff then you can speak to the Patient Advice and Liaison Service (PALS) who will advise and help you.

PALS by telephone;
Lister Hospital 01438 284678
QE11 Hospital 01707 224321

PALS by email;
Pals.enh-tr@nhs.net

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Number	Subject	Actions Planned	Lead	Timeframes	Actual Completion Date
Patient Experience					
1	Patient experience of privacy and dignity and same sex accommodation measured	<p>Monthly audits of 100 patients across the Trust take place using 5 questions detailed below;</p> <p>1. When you were first admitted to a bed on a ward, did you share a sleeping area, for example a room or a bay, with patients of the opposite sex?</p> <p>2. If yes, did you mind sharing a sleeping area, for example a room or a bay, with patients of the opposite sex?</p> <p>3. If relevant, after you were moved did you share a sleeping area, for example a room or a bay, with patients of the opposite sex?</p> <p>4. If yes, did you mind sharing a sleeping area, for example a room or a bay, with patients of the opposite sex?</p> <p>5. During your most recent stay, did you ever share a bathroom or shower area with patients of the opposite sex?</p> <p>Any issues highlighted will be brought to the attention of the relevant ward staff and Matron for the area.</p> <p>Actions taken as a result of audits/complaints/PALs will be communicated to the public via listening boards (you said/we did)</p>	<p>Deputy Director of Nursing Measures of Care Facilitator</p> <p>Complaints Manager</p>	<p>Monthly – ongoing</p> <p>Monthly - ongoing</p>	<p>Commenced November 2009 -Ongoing</p>
2	Upward reporting of Privacy and Dignity and same sex accommodation compliance including improvement	<p>Monthly update provided to Risk & Quality Committee</p> <p>Monthly update to Trust Board</p> <p>DSSA reports to Divisional Performance meetings</p> <p>DSSA reported to Patient Experience Steering Group</p>	Deputy Director of Nursing	Monthly ongoing	<p>Commenced September 2009 –Ongoing</p>

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	reports	bi- monthly Monthly audits to appear on Trust Website Monthly reports to Quality Contract Group			September 2010
3	Reporting of patient experience of same sex accommodation through PALs / patient complaints / patient comments / choices website	Information collated and reported through patient experience steering group bi-monthly including monitoring of delivery of action plans	Patient Experience Facilitator / Clinical Governance Manager	Ongoing	Commenced September 2009 – Ongoing
4	Patient information leaflets	'Same Sex Accommodation, Your Privacy Our Responsibility' will be included in all patient bedside folders and available to patients in all areas	Patient Experience Facilitator	Bedside folders as of 1 st April 2010. Hard copies already in circulation	April 2010 Hard copies available from beginning March '10
Systems and Processes					
5	Trust policy in relation to; Privacy and dignity and delivering same sex accommodation	Policy in place clearly defining standards, roles, responsibilities and reporting mechanisms. Audit of adherence to the policy will take place on an ad hoc basis in addition to whenever a decision to mix has occurred.	Deputy Director of Nursing General Managers Matrons Ward managers	In place	Ratified March 2010 Reviewed and amended March 2011
Staff Culture					
6	Promotion of privacy and dignity and delivery of same sex accommodation	Privacy and dignity and same sex accommodation to be promoted and communicated at ward level, sisters meetings, matrons' matters meetings and at divisional performance reviews. Staff to continue to strive to offer best possible care. Findings from audits described above will enable prompt feedback to all staff groups	Deputy Director of Nursing Divisional Directors and Chairs	Ongoing	Commenced summer 2009 - ongoing
Self Assessment					
7	Self assessment of readiness to deliver same sex accommodation Revised Operating Framework 2010/11	Please see statement at the beginning of this plan As above		Ongoing assessment	Trust Board signed off compliance 23 rd December 2009 Trust Board to sign off 25 th March 2011
Reporting Mechanisms					
8	Mechanism to report	In accordance with the Privacy and dignity and	Bed Managers	Ongoing	Weekly reorting

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	<p>decisions to mix</p>	<p>delivering same sex accommodation / Eliminating Mixed Sex Accommodation policy, any decisions to mix will be reported to the Deputy Director of Nursing on a daily basis via the bed management team via a decision to mix reporting form. The Deputy Director of Nursing will report details of patients who were allocated mix sex accommodation to the PCT every week on a Monday. All breaches of sleeping accommodation will be reported, for each patient affected, by the Deputy Director of Nursing to the Information Department via the Unify2 system on the 7th of each month. When a decision to mix occurs, a root-cause analysis will take place on the patient triggering the breach of the standard. This report will be sent to the PCT with an action plan detailing steps to be taken to remedy any causative factors within the agreed timeframe.</p> <p>Bathroom breaches will be audited as per Action (1) and reported to the PCT at the Monthly Quality Contract meetings</p>	<p>Deputy Director of Nursing Ward Managers / Matrons</p> <p>Deputy Director of Nursing</p>	<p>monitoring</p>	<p>in progress as of January 2010</p> <p>Reporting to include RCAs from 1st April 2010</p>
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