



Category: Environment of Care

Award Reference Number: 1181

Region: North East

Disease: Cross dept

Organisation Type: In Patient

Intervention: Single sex accommodation

Key words: Tees, Esk, Wear, Durham, Scarborough, Whitby, Ryedale, e-learning, measurement

Excellent Buildings + Excellent Care = Excellent Experience

Tees Esk and Wear Valleys NHS Foundation Trust

Setting: Tees Esk and Wear Valleys NHS Foundation Trust we provides a range of mental health, learning disability and substance misuse services for the 1.3 million people living in County Durham, the Tees Valley and the Scarborough, Whitby and Ryedale areas of North Yorkshire.

The Trust employs around 5000 staff and has an annual income of £220m and services are spread over a wide geographical area which includes coastal, rural and industrial areas.

Introduction: Excellent buildings + Excellent Care = Excellent Experience - A trust wide approach to promoting dignified care

The operating framework 2009/10 required Primary Care Trust's (PCTs) to work with provider units to publish plans by the end of March 2009, to deliver substantial and meaningful reductions in the number of patients who report they share sleeping or sanitary accommodation with members of the opposite sex.

It had been established that by 2010, 90% of inpatients within the trust would be accommodated in single rooms with the majority of those rooms, providing en suite facilities, therefore it was important to ensure that the high standard provided by the buildings was supported by the provision of a private and dignified care experience, within an environment that can deliver single sex accommodation (DSSA).

The key aims of the project were:

- Excellent Buildings - Evidencing single sex standards compliance via trustwide privacy and dignity environmental audits in all residential settings.
- Excellent Care - Profiling privacy and dignity throughout the organisation via a robust training programme offering bespoke sessions for the wide range of care settings.
- Excellent Experience - The collection of real time patient experience data in relation to privacy and dignity.

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