“Let’s Talk” - Rooms to Deliver Sensitive Conversations

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Who we are

5,600 staff, 1,380 beds and 32 operating theatres from 2 sites:

- Tertiary Centre for Coventry and Warwickshire.
- Accredited Major Trauma Centre.
- Cancer Centre.
- Neonatal Unicef accredited Level 3 centre.
Innovation

• Patients, relatives and staff were asked their views of the existing facilities and this highlighted there was a lack of private space to conduct sensitive conversations.

• Ward charity funds to convert office space into a room conducive to hold conversations which required privacy, dignity and respect.
Leadership

Key Stakeholders

Group Director of Nursing
End of Life Committee
Estates
UHCW Charity
Healing Arts Coordinator
Outcomes

- The progression of the work had great interest.
- UHCW Charity agreed to fully fund (£48,000) another 8 rooms across the organisation.
- Other areas now want rooms converting and from their UHCW Charity funds.
Impact and results

• Privacy, dignity and respect for patients and their relatives when most needed
• Environment - calming, relaxing and uplifting
• Staff now have sensitive, private conversations on busy acute wards previously used corridors, day rooms and ward bay areas
• Lighting and art work – creates calm, reduces stress, improves outcomes and facilitates effective communication
Key learning points

- Protect the rooms for their intended purpose
- Make staff aware of this designated purpose
- Art work – changes the ambiance, from clinical space to a calm space
- Develop a sustainability plan for when rooms will need redecorating and new furniture
Thank you for listening