



University Hospitals
Coventry and Warwickshire
NHS Trust

“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



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Charity

NHS

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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

The Art Work Arrived !



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



Pride



Partnership



Improve

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

