

Award Submission



Normal is great! Facilities for elderly patients and those with dementia

Presented by Duncan McBride, Operations Manager and Graham Carnegie, Porter

Serco Health

Through our Serco Cares programme at University Hospital Wishaw, an idea came from one of our porters who was moving an elderly female patient within the hospital. She commented on the fact that she felt her hair was a mess and could he hurry up and get her to where she needed to go.



The idea was raised at the Serco Cares working group as to how we could go about perhaps brining in a hairdresser to the hospital on a regular basis to provide a hairdressing service to the patients.

From that a further suggestion was to contact one of our local colleges to see if we could get support from hairdressing students in providing a service.



Our General manager met with the college head of department and the idea for **'Styles & Smiles'** was born.

A simple idea for a hairdresser to come in on a regular basis transformed into a full blown hairdressing salon.

We went from this...







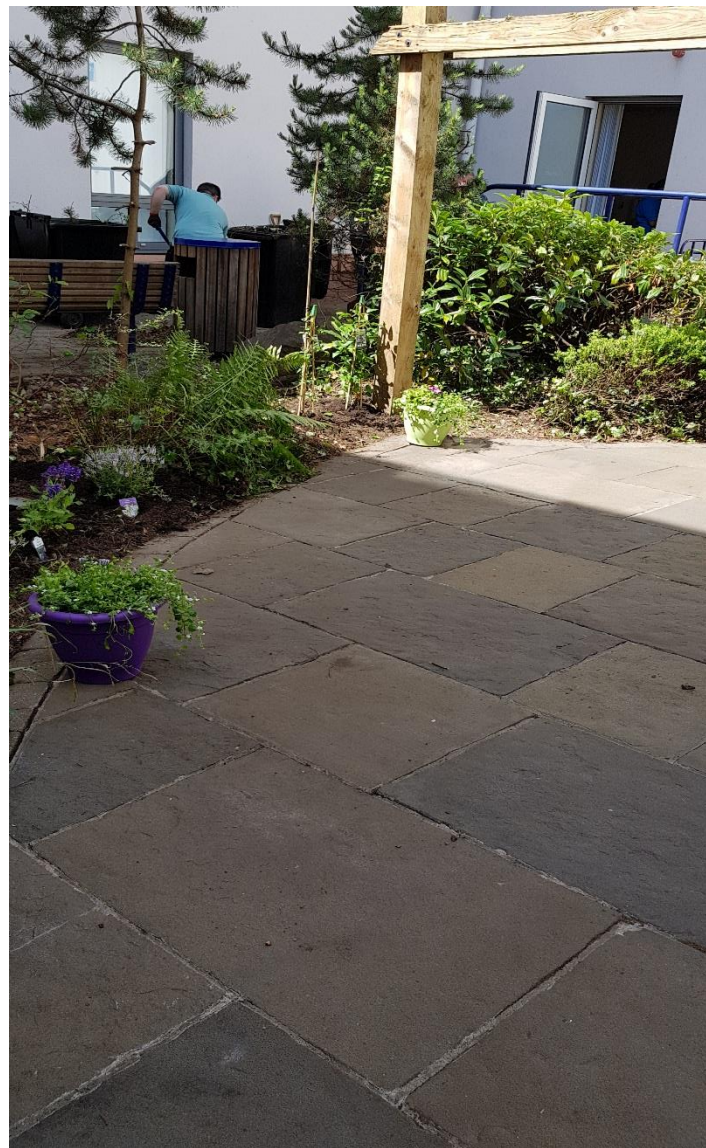
Courtyards

The idea for the courtyards also came from a short film about Serco Cares which showed a porter taking a patient outside into the fresh air. All porters who saw this said immediately said that they were not allowed to do this.

Having courtyards around the hospital we decided to take this further and again with the help of donations, staff and patients we turned this



To this





Through team collaboration and working in partnership, all parties worked to a common goal To provide a service to our patients and help them feel better when they are in our hospital

