

**Eliminating Mixed Sex Accommodation Compliance Declaration and Action Plan – March 2011  
VERSION 4.0**

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**OUTLINE**

This plan is based on joint assessments undertaken by the Trust and NHS Cambridgeshire and includes our declaration of compliance. The plan will be updated on a quarterly basis and will be monitored by the Chief Nurse and Operating Officer. The action plan sets out how Cambridge University Hospitals NHS Foundation Trust will maintain compliance with regard to the elimination of mixed sex accommodation.

**ACTION PLAN**

The Trust developed an action plan for the elimination of mixed sex accommodation in October 2009. A significant amount of hard work has since been undertaken by the Trust against this action plan resulting in our proud confirmation that mixed sex accommodation in all inpatient areas has been eliminated in our organisation as per Department of Health guidelines. The present action plan is based on the self assessment undertaken in March 2011.

Subject	Actions Planned	Lead	Timeframes	Actual Completion Date
The physical environment actively supports patients' privacy and dignity	<p>E10 – plans ongoing to accommodate ward attender patients for apheresis</p> <ul style="list-style-type: none"> <li>- Each patient will be reviewed to see if procedure can be ward based</li> <li>- Will be accommodated in side room if possible</li> <li>- Patient will be asked if they mind having their procedure in the area and will be rescheduled accordingly</li> <li>- Long term plans for relocation under development.</li> </ul> <p>D6 Neuro – operational policy is for single sex only when overnight to prevent patients having to cross to get to bathrooms.</p>	Director of Estates and Facilities/Chief Nurse and Operating Officer		Ongoing
Maintain the operational policy in Critical Care areas, IDA	Ensure that operational process for timely discharge of patients once well is embedded in the organisation.	Chief Nurse and Operating Officer		Ongoing
Ensure new bay/bathroom/toilet signs are changed and accurate as per patient flow	<p>Order 200 spare keys and ensure staff know how to use them</p> <p>Annual audit of signs to ensure accuracy.</p>	Chief Nurse and Operating Officer	Baseline Audit in April, then Oct	Ongoing
Implement new privacy and dignity curtains for all inpatient areas	<p>Complete procurement process</p> <p>Staged roll out of curtains to wards</p>	Chief Nurse and Operating Officer		September 2011
Maximising the privacy and dignity of all our patients including out patients, day case and day treatment patients	<p>A full assessment has been undertaken in outpatients and action plans are in place. This years on-going work to:</p> <ul style="list-style-type: none"> <li>- ensure that the areas are compliant against their plans</li> <li>- optimise privacy and dignity in the outpatient setting,</li> </ul>	Director of Estates and Facilities/Chief Nurse and Operating Officer	<p>Action plan finalised by 30<sup>th</sup> April 2011</p> <p>Outpatient</p>	Ongoing

	<p>ie privacy and dignity curtains, dignity of patients undergoing outpatient procedures, private areas for breaking bad news, review of appropriate clothing for patients in the outpatient environment, review of implementation of chaperoning policy in outpatient department</p> <p>The action plan includes our ongoing work in relation to our outpatient, day case and day treatment areas which were identified as part of last years self assessment.</p>		<p>Audit in October 2011</p>	
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**Declaration of compliance**

Cambridge University Hospitals NHS Foundation Trust is pleased to confirm that we are compliant with the Government's requirement to eliminate mixed-sex accommodation, except when it is in the patient's overall best interest, or reflects their personal choice. We have the necessary facilities, resources and culture to ensure that patients who are admitted to our hospitals will only share the room where they sleep with members of the same sex, and same-sex toilets and bathrooms will be close to their bed area.

Sharing with members of the opposite sex will only happen when clinically necessary (for example where patients need specialist equipment such as in intensive care and high dependency areas), or when patients actively choose to share (for instance the dialysis and chemotherapy unit).

If our care should fall short of the required standard, we will report it. We will also set up an audit mechanism to make sure that we do not misclassify any of our reports. We will publish the results of that audit at our Patient Experience Committee and on our website.

Every patient has the right to receive high quality care that is safe, effective and respects their privacy and dignity.

Cambridge University Hospitals NHS Foundation 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 mixed sex accommodation has been eliminated in our organisation. Patients who are admitted to our hospital will only share the room where they sleep with members of the same sex, and will be able to access same sex toilets and bathrooms close to their bed area.

**What does this mean for patients?**

Other than in exceptional circumstances (for example intensive care and high dependency areas or the dialysis and chemotherapy unit) patients admitted to Cambridge University Hospitals NHS Foundation Trust can expect to find the following same sex accommodation standards:

- 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 (e.g. 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 (e.g. you need a hoist or special bath) then you may be taken to a “unisex” bathroom used by both men and women. But remember 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?**

Our action plan details the improvements we will be making to maintain and enhance the privacy and dignity of patients in our outpatient, day case and day treatment facilities. The action plan includes undertaking a further self-assessment of all outpatient, day case and day treatment areas to identify areas for improvement.

#### **How will we measure success?**

We are working hard to ensure you have the best possible experience at Cambridge University Hospitals NHS Foundation Trust. We therefore regularly monitor our standards regarding privacy and dignity in a number of ways. These include:

- Monthly reviews of incident reports, complaints and patient concerns related to the provision of privacy and dignity and same sex accommodation
- Weekly inpatient experience survey results relating to privacy and dignity and same sex accommodation
- Results from the quarterly reports from the post-discharge patient experience surveys
- Monthly updates on same sex accommodation to the Trust’s Board of Directors and Commissioners
- Yearly Patient Environment Action Team (PEAT) visits
- Regular patient privacy and dignity focus groups

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

A leaflet entitled ‘Your privacy... our responsibility’ outlines our commitment to treating all patients with privacy and dignity in a safe clean and environment, and is available on all wards. If you are unhappy about any aspect of care you can speak to the ward sister or nurse in charge. We are here to help, listen and respond.

If you feel that your concerns have not been resolved by ward staff then please contact our Patient Advice and Liaison Service (PALS) who will advise and help you. Contact PALS by telephone: 01223 216756 or by e-mail on [pals@addenbrookes.nhs.uk](mailto:pals@addenbrookes.nhs.uk)

