

**Same Sex Accommodation Compliance Statement and Action Plan – 1 September 2010
VERSION 3.0**

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OUTLINE

This plan is based on joint assessments undertaken by the Trust and NHS Cambridgeshire and includes our statement 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 delivery of same sex accommodation.

ACTION PLAN

The Trust developed an action plan for the delivery of same 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 virtually eliminated in our organisation as per Department of Health guidelines.

Subject	Actions Planned	Lead	Timeframes	Actual Completion Date
<p>1. The physical environment actively supports patients' privacy and dignity</p>	<p>Our neuro-rehabilitation and stroke unit on R2 and Lewin ward requires estates works to ensure toilet and bathing accommodation is provided for all patients close to their same sex sleeping areas.</p> <p>Therefore by 31 March 2010 a series of patient moves will have been implemented to ensure compliance with same sex accommodation standards on Lewin whilst building works commence.</p> <p>Undertaking the estates works on R2/Lewin will enhance the provision of toilet and bathroom facilities for all patients significantly.</p>	<p>Director of Estates and Facilities / Chief Nurse and Operating Officer</p>	<p>Patient moves on Lewin on 31 March 2010</p> <p>Lewin patients decant to ward G6 on 4 May 2010</p> <p>Works complete in Lewin and patients repatriated in September.</p> <p>Following appropriate cleaning of decant facility, R2 patients to move to G6 and works commence 22 September 2010</p>	<p>Building and estates works to be complete and new facilities commissioned by Winter 2010</p>
<p>2. Maximising the privacy and dignity of all our patients including out patients, day case and day treatment patients</p>	<p>Further self-assessment of out patient, day case and day treatment areas to identify further areas for improvement.</p> <p>Develop action plan for any outstanding issues in Outpatient, day case and day treatment areas.</p>	<p>Director of Estates and Facilities / Chief Nurse and Operating Officer</p>	<p>Self assessment by end April 2010</p> <p>Review of self-assessments and practice changes by Estates and Facilities Team and SSA Lead Sept. 2010</p> <p>Action plan finalised by October 2010</p>	

Statement of Compliance

We are proud to confirm that mixed sex accommodation has been virtually eliminated in our Trust.

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 virtually 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.

Sharing with members of the opposite sex will only happen by exception based on clinical need; for example where patients need high technology equipment and very specialist care such as in our Intensive Therapy Unit (ITU).

What does this mean for patients?

Other than in exceptional circumstances, 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 Same Sex Accommodation Action Plan details the specific actions we are currently taking at Cambridge University Hospitals NHS Foundation Trust to significantly improve the provision of toilet and bathroom facilities for all patients on R2 and Lewin wards. These wards are home to our stroke and neuro-rehabilitation unit which require estates works to ensure compliance with same sex accommodation standards. We also feel that further improvements can be made 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
- 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