

Delivering single sex accommodation – Whittington Hospital NHS Trust

	ELEMENT	ACTIONS REQUIRED	TIME FRAME	LEAD	COMMENTS
	Patient Experience				
1	Patient experience of DSSA monitored	Electronic patient survey devices set up to ask patients about their experience of DSSA.	12 February 2010	Chris Giles	Complete
2	There is a process to track other mechanisms for determining patient experience of single sex accommodation, e.g. through patient complaints/comments, PALs, LinKs	Process for coding reports on Datix to include DSSA exceptions	16 April 2010	Deborah Clatworthy	Datix reporting underdevelopment.
3	Information regarding DSSA is available on the ward	DSSA posters to be developed and displayed Information leaflets for patients on single sex accommodation are available and used by staff in discussions with patients.	1 April 2010	Fiona Smith	Posters and leaflets will be sent to printers on 26 March for display in all in patient areas from 5 April.
4	Public Commitment made on website	To revise the content of the Trust's website, declaring Trust's Commitment to DSSA. The trust will be proactive in communicating its delivery of single sex accommodation to the PCT, SHA and the local media.	25 March 2010	Head of Communications	Declaration will be ratified at TB on 24 March and published next day
5	When patients are in public areas in night attire then privacy and dignity will be obtained by ensuring adequate modesty is provided by ensuring gowns provide sufficient cover.	Review suitability of gowns for preserving patient dignity - change supplier if necessary	31 March 2010	Veronica Shaw	Gowns have been reviewed – obtaining samples to see if there are better products from other suppliers
6	Privacy signs are available to be attached to curtains and doors.	Signs and process to be developed and introduced to all in-patient areas	31 March 2010	Veronica Shaw	Privacy signs available on wards

	Estates				
7	The Board has an up to date review of all accommodation including wards and units, showing if they fulfil DSSA criteria. Where they do not they have an agreed, costed and timetabled plan to ensure delivery of DSSA.	Every patient area audited re DSSA and report developed showing where improvements need to be made with costs and timetable and this has been discussed at Board	24 March 2010	Philip Ient	Report to TB on 24 March
8	Delivery of single sex accommodation is assured in planning of any new or refurbished capital development schemes	Review of the trust's estate strategy	1 April 2010	Philip Ient	Ongoing for all future schemes
9	Ongoing Performance Management of patient environment	To continue to monitor compliance and reinforce importance via: <ul style="list-style-type: none"> • Daily bed management meetings • Executive Team walkabouts. • Director of Nursing visible leadership 	Ongoing	All Directors and Matrons	Incorporate into visible leadership and exec patient safety walkabouts
	Systems & Processes				
10	Assurance to the Board and monthly PCT reporting including a system of tracking all occurrences of mixing, whether clinically justified or not.	Exception Reports to be embedded in Practice	24 March 2009	Fiona Smith	To TB on 24 March
11	Where there are rare occurrences for non-clinical reasons, a process exists to investigate reason, take prompt action and take remedial actions as required to prevent future occurrence	Undertake Root Cause Analysis and develop and implement remedial action plan	1 April 2010 onwards	Fiona Smith	RCA tool now in use
12	The bed management policy takes account of the need to deliver DSSA and reflects gender requirements	Bed Management Policy to be updated following completion of single sex capital works.	30 April 2010	Neil Brady	Bed management policy being updated and will go to clinical

					governance committee for ratification in april
13	SSA breaches discussed at bed management meetings on daily basis to rectify as a matter of urgency.	Matron Bed Management	End of March 2010 and then ongoing	Julie Tehan	In place
14	Incidents of mixed-sex accommodation occurrences are reported as untoward incidents	Embed Exception Reports into practice	End of March 2009 and then ongoing	Julie Tehan	In place
	Staff Culture				
15	The Board demonstrates a commitment to on-going delivery of SSA	Stated in Board reports Declaration on website	24 March 2010	Fiona Smith	Declaration for ratification on 24 March
16	The Trust believes that delivering SSA should be the norm. Mixing will only occur by exception for reasons of clinical justification or patient choice	Evidence of language that mix sex accommodation is the rare exception and not a normal occurrence	Ongoing	All	Ongoing – article in the link in April
17	If mixing does occur, staff attempt to rectify the situation as soon as possible, whilst safeguarding the individuals dignity and keeping the patient informed about; why the situation occurred and what is being done to address it (with indication of timescales)	Rectification actions and good communication around same sex occurrences are demonstrated in local feedback mechanisms (eg RCA, discharge questionnaires).	Ongoing	All	Ongoing
18	Issues of privacy/dignity and DSSA compliance are mandatory to staff induction and training and the trust provides training, to support the elimination of mixed sex accommodation and to promote the protection of privacy and dignity.	Privacy and Dignity Training and DSSA awareness to all staff through Trust Induction and mandatory training.	Ongoing	Lisa Smith	Included in induction and mandatory training