

Board of Directors meeting: Thursday 16 July 2009

BD2009. 56.

Subject	Delivering Same Sex Accommodation			
Purpose of paper	To report progress to the Board of Directors on Trust compliance with the Department of Health's 'Delivering Same Sex Accommodation' agenda; and to inform the Board of the future plans for ensuring compliance across the Trust			
Board Lead(s)	Mrs Elaine Strachan-Hall, Director of Nursing and Clinical Leadership			
Background papers (if any)				
Action/decision required	To note current progress; to approve further compliance with delivering same sex accommodation across the Trust; and to approve the reporting timetable to the Board.			
Key purpose	Strategy	Assurance	Policy	<u>Performance</u>
Strategic Goal	SG1: To be Hospitals of Choice			
Strategic Objectives	<p>SO2: To provide high quality, efficient and innovative core services that meet the needs of local patients and the challenges of the local health authority</p> <p>SO7: To improve the overall patient experience by offering excellent customer care</p> <p>SO10: To become a strategic, high performing and agile organisation supported by efficient and patient focused clinical processes, modern systems and business processes</p>			
Links to Board Assurance Framework/ Trust Key Risks/Annual Health Check element(s)	Operating Framework: Schedule 3.4			
Also considered by	-			
Resource and financial impact	Funding for remedial work supported by South Central Strategic Health Authority. Future works would form part of Trust's Business Plan.			

Consideration of legal/equality/diversity/engagement/risk issues	–
Acronyms and abbreviations used	DH: Department of Health DSSA: Delivering Same Sex Accommodation NOC: Nuffield Orthopaedic Centre PCT: Oxfordshire Primary Care Trust SHA: South Central Strategic Health Authority
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Introduction

1. The Department of Health (DH) launched its initiative *Same-sex accommodation: your privacy, our responsibility* in January 2009. It offers clearer guidance and support for hospitals, and aims to all but eliminate the use of mixed-sex accommodation in hospitals, for all patients, at every stage of their care.

Background

2. National data suggest a 'high' level of provision by NHS trusts of same sex accommodation. However, this is not matched by public perception. In part, the discrepancy may be explained by a mismatch between current definitions of same sex accommodation and patients' perceptions of the conditions that they encounter. Of equal, if not greater, significance may be the management of patients in the first few hours after their admission.

3. The national programme associated with *Same-sex accommodation: your privacy, our responsibility* aims to close the gap between the provision of accommodation and the patient experience. It includes:

- a £100 million Privacy and Dignity Fund to support further improvements and adjustments to hospital accommodation
- launching an NHS-wide staff, patient and public engagement and awareness campaign in support of the above.
- introducing meaningful performance measures in commissioner contracts, that may lead to financial consequences for hospitals that fail to meet same-sex accommodation standards.
- sending out an improvement team to help hospitals that need extra support.

The Department of Health Definition

4. DH policy remains the same as in previous years: patients in any areas of hospital care should not usually have to share sleeping accommodation and sanitary facilities with members of the opposite sex. However, the DH recognises that in exceptional circumstances – as when patients need very specialised or urgent care – provision of fast, effective care for the patient may take priority over ensuring same sex accommodation. However, where mixing occurs, it must be in the interest of all the patients affected, and not result from the constraints of the environment or the convenience of staff. In May 2009, further clarification was issued regarding the definition and implementation of *Delivering Same Sex Accommodation*. In the Trust, the DH definition has been used to guide practice and the implementation of delivering same sex accommodation.

5. In relation to young people, there is a differing view about the application of the DH definitions in managing same sex accommodation. The current position in the Childrens

Hospital is that young people and parents will be asked about their preference where they are placed. The view of YiPpEe is this is not a concern to them, and they are undertaking a survey as part of their work in the Childrens Hospital. Where young people are placed in adult settings, the same principles of managing same sex accommodation in adult accommodation will apply.

6. The Associate Director of Nursing (Children's) has initiated a national approach to creating 'standard' information for parents and children, and a process for eliciting their views. Other children's units are also grappling with compliance to the current DH definitions in managing same sex accommodation. The issues have been reported to the DH's Liz Morgan, who is the children's lead, and work will be undertaken over the next two to three months by the Association of Chief Childrens Nurses to develop appropriate definitions for children. It is anticipated that the Association of Chief Children's Nurses will ratify the work at its next meeting on 4 September 2009.

Defining a breach to the implementation of DSSA

7. Implementation of DSSA will be monitored for breaches within the above guidance. A breach occurs where one or more of the following criteria apply to the placement of a patient in a clinical setting:

- The patient occupies a bed space that is either next to or directly opposite a member of the opposite gender.
- The patient occupies a bed space that does not have access to single-sex washing and toileting facilities.
- The patient must pass through an area designated for occupation by members of the opposite sex.
- No clinical justification exists or where a clinical justification applied is no longer appropriate.

The Trust: Current Position

Privacy and Dignity Fund

8. The Trust bid for over £2m to support the DSSA in its three hospitals, and was awarded £1,010,000. This was allocated to remedial work across the Trust, prioritised against:

- Inpatient areas
- Elective clinical pathways
- High volume areas

Remedial work funded by the DH will be completed in early July. There are still clinical areas that cannot provide same-sex accommodation and/or same-sex washing/toilet facilities, but these will be prioritised against future capital pressures. The planned move of the Haematology ward and opening of the Cardiac Centre will further improve the position.

DSSA Awareness Campaign

9. The Trust is taking a joint approach to communications with its Oxfordshire health partners including the PCT, NOC and Learning Disabilities Trust. All marketing and promotional material share the same template, so that key messages around Same Sex Accommodation and Privacy and Dignity are clear and easily recognised by both staff and the public. In addition to posters, leaflets and prominent display stands, several promotional and engagement activities are planned. These include a dedicated website page; a DVD which can be used for internal training purposes; staff and patient surveys to enable an audit of the success of the campaign; road-shows; an 'X-Factor' style booth where patients and staff can give feedback on screen about the key objectives of the project; and a co-ordinated media campaign and internal communications to staff on progress.

Performance Measures

10. The Trust has submitted its action plan and remedial work programme to the PCT and the SHA every two weeks. Further monitoring processes within the Trust are being developed to reflect the number of DSSA 'breaches'. The number of breaches across the Trust are recorded each day by the Operational Team. Locally, the Ward Sister/Charge Nurse records breaches that are then reported to the Matrons through their 'Ward to Board Report'. The formal sharing of 'breaches' between the Trust and PCT is unlikely unless this is a local PCT requirement, as the monitoring of DSSA compliance is currently inconsistent. Compliance across the Trust has improved since April from 79% to 88% for in-patient areas only. In future, monitoring will be for all areas of the Trust. The national and local success of DSSA will also be influenced by patients' perception of care. The planned additional national Picker survey in mid-July has been delayed for the time being. However the national patient survey data collection will begin in August, and the NHS South Central ICM Survey is currently in progress.

Improvement Teams and Peer Support

11. The Trust has not been informed of a planned visit by the Performance Improvement team from the Department of Health, although the SHA may consider undertaking a form of peer review later in the year.

Next Stage

12. In January 2009, the then Secretary of State for Health announced that rigorous and transparent measures would be put in place through the standard contract from April 2010, to ensure that same-sex accommodation was provided for each NHS patient. The Department of Health is currently developing a robust mechanism for managing contracts of providers who do not achieve the agreed levels of performance. The Trust will work closely with the PCT and the SHA to agree collaborative measures.

Conclusion

13. The Department of Health's goal is that same sex accommodation should be standard for all patients, in all hospitals, at all stages of care. It is expected that the wider principles of the promotion and maintenance of privacy and dignity are embedded in practice and operational management, and that organisational culture supports and enables this.

14. Any incident of mixed-sex accommodation is seen as an exception to the rule, and should be rectified as quickly as possible. The Trust has progressed considerably to deliver SSA as part of the DH initiative. However, the challenge is to continue to demonstrate high quality care through the Trust's privacy and dignity campaign.

15. The Board is asked to support this commitment and where necessary challenge the tolerance of mixed-sex accommodation at every level within the Trust.