

## **Eliminating Mixed Sex Accommodation**

### **Declaration of Compliance**

The Queen Elizabeth Hospital King's Lynn 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 monitoring such as in the Intensive Care Unit, Stroke Unit Monitoring Bay, Coronary Care Unit or when patients actively choose to share).

If our care should fall short of the required standard, we will report it. We have 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 as part of the Trust's Quality Dashboard and Performance Reports.

**Gwyneth Wilson**  
Chief Nurse

April 2012

**Delivering Same Sex Accommodation**  
**Privacy and Dignity Continual Delivery Plan**

Issue	Action	Lead	Timescale
<b>Patient Experience</b>			
CQC Standards Audits	Audit programme in place, focussing on Care Quality Commission standards and outcomes, including Respect and Dignity.	Divisional Chief Nurses	Weekly
Patient Experience	Questions include views on Privacy and Dignity, and results to be reported to Trust Board.	Director of Nursing	Monthly
Complaints/PALS	Patient experience to be monitored via Complaints and PALS enquiries, and action taken as appropriate.	Division Chief Nurses/Matrons	Monthly
Patient/carer information	Same sex accommodation information is included in the Patient Bedside Book for inpatients, and a patient information leaflet is available Trust wide.	Divisional Chief Nurses/Matrons	Review every 6 months
	All wards display posters at ward entrances to inform patients and visitors of the provision of single sex accommodation – monitored on “walkabouts” and audits.	Divisional Chief Nurses/Matrons	Fortnightly
<b>Estates</b>			
Capital Development Schemes	Planning of new capital development schemes or refurbishment programmes will take account of and comply with privacy and dignity and same sex accommodation guidelines.	Director of Non Clinical Services	Review as required
<b>Systems and Processes</b>			
Reporting of mixed sex occurrences	All mixed sex occurrences will be reported to the Board of Directors and NHS Norfolk.	Director of Nursing	Monthly

<b>Issue</b>	<b>Action</b>	<b>Lead</b>	<b>Timescale</b>
Investigation of mixed sex occurrences	All mixed sex occurrences will be investigated using the Department of Health root cause analysis tool, and remedial actions will be taken.	Ward Sisters/Charge Nurses	For every occurrence
Monitoring compliance	Regular meetings will take place between the Trust and NHS Norfolk, to include discussion of all mixed sex occurrences and wider issues relating to compliance with DSSA guidelines.	Director of Nursing	Monthly
Respect and Dignity Audit	Annual assessment of respect and dignity to be undertaken, utilising the Essence of Care benchmark and self assessment tool	Practice Development Nurses and Matrons	Annually (May/June)
DSSA Declaration	Agreed by Board of Directors and published to website.	Director of Nursing	Review as required
Mixed Sex Accommodation Policy	Will be reviewed and updated as further national guidance is published.	Director of Nursing	Review annually or as required
Trust policies	All new Trust policies, and existing policies when under review, will take account of the privacy and dignity and same sex accommodation guidelines.	Director of Nursing	As required
<b>Staff Culture</b>			
Raising and developing awareness	Regular "walkabouts" will continue to take place, to reinforce the importance of the single sex accommodation and Privacy and Dignity issues, and to offer support and guidance to staff	Director of Nursing/Divisional Chief Nurses	
Local Dignity Day	"Dignity Day" took place on 1 <sup>st</sup> February 2012 to ensure privacy and dignity and single sex accommodation issues remain high profile	Divisional Chief Nurses/Matrons	Review July 2012
<b>Specific Issues (compliant with national definition)</b>			
Critical Care Complex	Policy in place and operational process defined for safe transfer of patients, to appropriate specialty bed in single sex bay, within 4 hours from when clinically ready to transfer.	Divisional Chief Nurses/Critical Care Manager	Monitored daily
Overlooking patients from the main corridors	All windows that can be overlooked have appropriate obscure glazing in place and curtains used whenever necessary.	Director of Nursing Estates Team	Completed