

# The Environment for Care

## The Environment for Care Club newsletter

### FOREWORD

Welcome to the June edition of the newsletter for the Environment for Care Club. As well as the usual updates on new publications, initiatives, events and NHS projects from around the UK, this month we bring you news from an extremely successful NHS Estates Environment for Care event held in March as well as details about two new events in July.

The two-day March event was attended by more than 400 people and featured an array of top speakers. Details of the event and how to access materials follow. In July, Professor Roger Ulrich from Texas A&M University will continue the Environment for Care series with a talk about evidence-based healthcare design, which he will be giving in both Leeds and London. Details of the events and how to book can be found in the main body of the newsletter.

### TRANSFORMING THE ENVIRONMENT CONFERENCE AND EXHIBITION

Over 400 delegates attended the March Environment for Care conference at the Harrogate International Conference Centre.

Delegates chose from 20 workshops looking at a range of issues surrounding the arts and health, design and the environment, and construction. Presenters used a mix of real-life case studies and feedback, role-playing, new research, videos, and even quizzes and live musical performances to demonstrate how to make improvements in practice, for the benefit of patients and staff alike.

Areas covered included topical issues such as infection control, MRSA and single rooms; advice on improving project delivery through better teamwork and planning; patient environment issues such as the use of colour and lighting; good practice examples from around the world; the impact of different models of ward layout; NHS ProCure21; design in primary care; and the visual arts and music.

Professor Roger Ulrich, who is currently with NHS Estates on secondment from Texas A&M University, was among speakers from around the world who joined the conference.

A selection of slides is available to download from the NHS Estates website (<http://www.nhsestates.gov.uk>) from the Latest News section. A full report on the proceedings will shortly be available to download from the same section.

### SPEAKERS AND CHAIRS

Ann Noble Architects

Arts for Health

Be – Collaborating for the Built Environment

Building Design Partnership

Commission for Architecture and the Built Environment

Currie and Brown

Dartford and Gravesham NHS Trust

Drax

Greenhill Jenner Architects

Hillingdon Hospitals NHS Trust

IttenBrechtbuehl, Switzerland

King's College

Lean Thinking Ltd

Lime

MAAP Architects

MediCinema

MJ Gleeson

Music in Hospitals

National Network for the Arts in Health

NHS Estates

NHS Scotland

Nightingale Associates

Oxford Radcliffe Hospitals NHS Trust

Royal Institute of British Architects

Ryder HKS

St George's Hospital

Taylor Woodrow Construction

Texas A&M University

The King's Fund

University of Durham

Venhoeven CS, Amsterdam

York Hospitals NHS Trust

## NEW PUBLICATIONS

A large number of publications have been released in the past few months. These include:

- ‘Wayfinding: effective wayfinding and signing systems – guidance for healthcare facilities’;
- HBN 4, ‘In-patient accommodation – options for choice’: Supplement 1 – ‘Isolation facilities in acute settings’;
- HBN 20, ‘Facilities for mortuary and post-mortem room services’;
- ‘How to cost a hospital’;
- HBN 22, ‘Accident and Emergency facilities for adults and children’;
- HTM 54, ‘User manual’;
- HTM 57, ‘Internal glazing’;
- HTM 58, ‘Internal doorsets’;
- HTM 59, ‘Ironmongery’;
- HTM 60, ‘Ceilings’;
- HTM 62, ‘Demountable storage system’;
- HTM 63, ‘Fitted storage system’;
- HTM 66, ‘Cubicle curtain track’;
- HTM 67, ‘Laboratory fitting-out system’;
- ‘A risk-based methodology for establishing and managing backlog’;
- HBN 23, ‘Hospital accommodation for children and young people’.

A number of these are detailed technical or engineering guidance; however, the following are more focused on the environment:

- ‘Wayfinding: effective wayfinding and signing systems – guidance for healthcare facilities’ contains best-practice guidance on assessing and improving wayfinding systems in hospitals and other healthcare environments, including signs and other information to help people get to and around the site. Wayfinding is not simply signage; it can be extremely important and should be strategically planned into a building rather than added as an afterthought. Patients may be distressed or anxious, so these systems need to be straightforward and easy to use.
- HBN 22, ‘Accident and Emergency facilities for adults and children’ covers facilities for the delivery of emergency care within an A&E department in an acute general hospital, and is based on the “see and treat” best practice model. It covers general and specific design considerations in patient and support areas, as well as general functional and design requirements, engineering services and cost information.

- HBN 23, ‘Hospital accommodation for children and young people’ gives guidance to help create a child-centred built environment, with provision for parents and siblings. Central considerations are alleviating fear and anxiety, maximising security and safety, reducing boredom, and creating a healing environment. The design of the environment, including sensitive lighting, colour, sound attenuation, texture and materials is considered, as it is essential to a child’s immediate well-being, healing process and ultimate outcome. Sense-sensitive design is key, since children understand and navigate within their environment using the senses of sight, touch, hearing, taste and smell.
- ‘A place to die with dignity: creating a supportive environment’ looks at designing hospital environments to improve the experiences surrounding death and dying. The report sets out the work to date of the NHS Estates Design Brief Working Group who were asked to look at the issue. The report is based on interviews, consultations, literature searches and group discussion with key people experienced in the area of dying. It is intended as a consultation document for all those involved in creating and working in healthcare facilities.

This report can be downloaded free of charge from the Latest News section of the NHS Estates website at <http://www.nhsestates.gov.uk> as well as from the Knowledge and Information Portal.

### ACCESSING PUBLICATIONS

NHS staff are able to download NHS Estates publications free of charge from the Knowledge and Information portal (KIP). This is accessed using a unique username and password obtained by completing the application form on the homepage at: <http://www.knowledge.nhsestates.gov.uk>

Publications are also available from three commercial providers: The Stationery Office, Technical Indexes and Barbour Index, as follows:

The Stationery Office Publications Centre  
Tel: 0870 600 5522, fax: 0870 600 5533  
e-mail: [book.orders@theso.co.uk](mailto:book.orders@theso.co.uk)  
or for more information visit:  
<http://www.tso.co.uk/bookshop/bookstore.asp>

Barbour Index  
Tel: 01344 884121  
<http://www.barbour-index.co.uk/content/home/>  
Request information at:  
<http://www.barbour-index.co.uk/content/contact/requestcfhs.asp>

IHS Technical Indexes  
Tel: +44 (0) 1344 404429  
e-mail: [c.services@ihsti.com](mailto:c.services@ihsti.com)  
or for more information visit: <http://www.ihsti.com>

New NHS Estates publications are regularly posted on the Current Publications list on the NHS Estates website at: [http://www.nhsestates.gov.uk/publications\\_guidance/index.asp](http://www.nhsestates.gov.uk/publications_guidance/index.asp)

## ENHANCING THE HEALING ENVIRONMENT

### An update from the King's Fund

Following the success of this grants and development programme in London, the first phase of the national extension of the programme commenced in November 2003. The aim of the programme is to enable nurse-led teams working in partnership with colleagues and service users to improve the care environment.

The 23 trusts across England (acute, mental health and PCTs) who joined the programme in 2003 have all had their environmental improvement projects approved and are expected to complete their schemes during the summer.

This phase of the programme is being evaluated by the York Economics Consortium and RKW, and we and the King's Fund are hoping to produce a publication to disseminate key findings, together with information on the completed schemes, later this year.

We were delighted that, with further support from NHS Estates and a major contribution from the National Director for Mental Health, the programme was extended in 2004 to a further 23 mental health trusts in England. Teams from these trusts are currently considering possible schemes, many of which are likely to focus on creating social and quiet spaces, both indoors and out, as they have identified these as priorities for service users.

### Information

Further information about the programme can be found at <http://www.enhancingthehealingenvironment.org.uk>

## THE JOY AND THERAPEUTIC BENEFITS OF LIVE MUSIC

### An update from Music in Hospitals

Music in Hospitals is a registered charity, established in 1948. Its aim is to improve the quality of life of adults and children in hospitals, hospices, nursing and residential



homes, day care centres and special needs schools through the joy and therapeutic benefits of high-quality live music.

Each year Music in Hospitals presents in the region of 4000 live concerts throughout the UK, reaching some 120,000 patients, residents and clients. Every one of the concerts is given by small groups of professional musicians who have been carefully chosen by audition for their high standard of musicianship, communication skills and breadth of repertoire, enabling them to relate to each member of the audience whatever their age, illness or disability.

Over the past ten years Music in Hospitals has received various grants from the Department of Health in support of its concerts, and recently NHS Estates very generously provided the funds to produce a DVD/video demonstrating the work of the charity, showing performances and testimonials from staff and patients.

The DVD was launched at the NHS Estates Conference in Harrogate on 9 March when Diana Greenman, Chief Executive of Music in Hospitals, talked about the charity's work and Ashgrove Ensemble gave a practical demonstration.

Recent research has provided evidence that live music can assist the healing process, reduce anxiety, pain and depression. This research is showing that Music in Hospitals concerts are able to support the vital work of the healthcare centres our musicians visit. During a Music in Hospitals concert patients visibly blossom and come alive.

The power of live music can reach depths no medicine or other activity can ever penetrate. On many occasions we receive reports of people singing along to familiar tunes, word perfect, from years gone by, yet they are unable to speak. Music affects the right-hand side of the brain, the opposite side to speech, reading and writing. Live music really does have the power of opening closed doors and helping people to express emotions which they are unable to communicate verbally. In addition this provides the patient

with the feeling of great achievement and happiness, which reflects on their well-being. Not only do patients benefit from these special concerts, but the morale of staff and relatives is also raised.

Music in Hospitals' skilled musicians encourage patients to express themselves through music, colour, sound or movement. One example from a typical live Music in Hospitals concert is a lady with no speech who "eyed" thank you on a special little machine. The concerts can stimulate or soothe, invigorate or relax, bringing comfort to mind, body and spirit. One girl with learning disabilities had been extremely poorly, upset and miserable. Her parents were delighted that for the first time in a week she smiled, lay down on the bed and was calm and relaxed. The sensitive approach of Music in Hospitals musicians helps to bring the person out of the patient.

When you think of a concert you may imagine performers on a stage playing to an audience seated in rows, quietly watching and listening. A Music in Hospitals concert is very different. Music in Hospitals musicians walk around wards, day rooms and residents' lounges, and stand at patients' bedsides making eye contact, holding hands, exchanging anecdotes or describing their instruments, all the time sensitively encouraging each individual member of the audience to join in the performance. On many occasions it has been said that "music is the best medicine in the world", and Music in Hospitals' concerts are often proof of this.

### Information

The cost of a concert is £102 plus VAT, just half the actual cost to Music in Hospitals, who top up the shortfall through charitable sources. However, funds are sometimes available to provide concerts free of charge through grants received from the Department of Health and Charitable Trusts. To organise a concert, contact Music in Hospitals – Tel: 01932 252809 or e-mail: [info@music-in-hospitals.org.uk](mailto:info@music-in-hospitals.org.uk). Website: <http://www.music-in-hospitals.org.uk>

## SEVEN NEW PROJECT AWARDS ANNOUNCED FOR ARTISTS' REGENERATION PROJECTS

PROJECT, a scheme managed by Public Art South West and funded by the Commission for Architecture and the Built Environment (CABE) and Arts & Business (A&B), has awarded over £150,000 in total over the past year to support the involvement of artists in groundbreaking new projects. In its latest round, PROJECT has awarded over £47,000 and brought the number of schemes supported to 16.

The latest round includes opportunities for artists to work on a broad range of regeneration schemes, from devising an interactive game for young people for the design of a new village square in Stirling, to an eco-house project by Elsie Owusu Architects in collaboration with Sir Peter Blake in London.

The next round of awards will be in June and October this year, with £150,000 available. In May a seminar will be held, aimed at the commercial development sector, and will

feature presentations from award recipients and those working in the sector who have experienced the benefits of working with artists at a conceptual stage. Further details are available at <http://www.project-awards.org.uk>.

Richard Simmons, Chief Executive of CABE, commented:

*"There are some very exciting projects in this round of the awards. The wide-ranging schemes, from healthcare to housing, illustrate the growing recognition of the importance of involving artists in regeneration projects in all sectors of the built environment. Artistic input can inject life into a project and add value which is experienced by the architect, developer, local council and user alike."*

Colin Tweedy, Chief Executive of Arts & Business, said:

*"Arts & Business is pleased to see more exciting projects, including two that have been led by architects. The private sector can benefit greatly from the creative skills of artists – and we hope that the PROJECT seminar in Birmingham in May will inspire more built environment companies to take up the challenge of collaborating with artists of all disciplines."*

## PATIENTS CHECK IN TO NEW "HOTEL STYLE" SERVICE IN HOSPITAL CATERERS CAMPAIGN

A host of new measures are being introduced by hospital caterers around the country to give patients in NHS hospitals the type of service they might only have expected to find if they stayed in a hotel. These range from giving patients greater opportunities to choose their meal at the point of serving, thereby removing the need to pre-order, to the availability of a greater choice of food options or between meal snacks throughout the day.

In a move to create a better mealtime experience for patients, the Hospital Caterers Association (HCA) launched National Day of Choice on May 12 at the Royal Brompton Hospital in Chelsea, London with Loyd Grossman OBE, Honorary Patron of the HCA and Chairman of the Better Hospital Food Panel. He was joined by representatives from leading patient, dietetic and nursing organisations.

Speaking at the launch in London, Loyd Grossman said that "the whole subject of food is now firmly embedded in the agenda of the NHS", but he added, "recognition of the importance of food is not uniform yet across all NHS trusts". He added, however, that the issue of food "is rising up trust agendas in step with offering more patient choice" and that "measurable, tangible progress in improving hospital food has been made". He continued, "With choice being at the heart of what we do in future, hospitals will not be considered decent unless they have a decent catering service."

Called "Delivery Choice – Enhancing Patient Mealtimes", the HCA National Day of Choice campaign aims to increase recognition of the importance of food as part of the move to increase patient choice within the NHS. With patients now in a position to choose which NHS hospital they want to be treated in, caterers now find their services, too, are at the forefront of the choice agenda. Food and food service are

important to patients, and as an aspect of care, patients feel empowered not only to comment on them but to expect real choice to be available to them.

Nearly 2000 hospital wards across the UK took part in the National Day of Choice by undertaking specific activities to expand patients' food choices.

The HCA expects hospital caterers to make changes to the services they deliver to provide patients with choices that make a real difference. In order for patients to be aware of their choices, there needs to be greater transparency about what is available, and patients need to be supported to exercise that choice.

Hospital caterers are being encouraged to look not only at their food services but also at how information about the food service is presented to patients and how they are able to access all the options available to them. The HCA initiative is about seeking new ways to deliver choice for patients and to take the necessary action to make it accessible to them.

Some hospitals are expanding menus with the availability of more "mix and match" lunch and supper options, including new daily chef specials, whilst others will be extending their existing range of all-day hot or cold beverages to include new drinks such as herbal or fruit teas and decaffeinated coffee. More fruit will be available throughout the day as snack options to support the Government's five portions of fruit or vegetables a day initiative. Other hospitals are planning to increase the opportunity for patients to choose foods that support the sustainability agenda, such as fair trade or organic produce.

Social occasions and themed menus have been lined up to provide a morale-boosting high point within the patient's day. Cream teas have been held during the afternoons on several geriatric wards. Patients at Darlington Memorial Hospital enjoyed their cream tea accompanied by a singalong, an event that will continue to be held there on a monthly basis. At other hospitals, events have been held on paediatric wards such as at the Royal Brompton Hospital in London where Head Chef Richard Fountain hosted a fruit kebab-making party to encourage greater fruit consumption amongst their younger patients.

In addition, nearly 40 hospitals chose to use Protected Mealtimes as their National Day of Choice theme, where patients were provided with the opportunity to eat meals free from avoidable clinical and non-clinical ward interruptions. Others, on the other hand, are providing patients with the facility to eat meals away from their bedside or with family and friends.

Commenting on the launch of the HCA's National Day of Choice, Alison McCree, Chairman, Hospital Caterers Association, says: "The 2004 PEAT (Patient Environment Action Teams) findings show an unprecedented level of patient satisfaction with hospital food. That can be attributed to the fact that hospital catering has already benefited from the 'Lloyd Grossman' effect and the Better Hospital Food programme. It is not just about the food on the plate any more. Whilst that is still hugely important, it is also about the

whole patient food experience during a 24-hour period. It's about being able to provide more of what patients fancy when they fancy it, and more of what they associate with normality and home comforts. The hospital environment is often an intimidating and unfamiliar experience, so there needs to be less of a division between what people experience inside hospital and their everyday lives outside of hospital.

"If patients fancy a cup of the favourite tea they have at home then we should, within reason, have the power to be able to provide that. Delivering this kind of choice and satisfaction to patients will surely improve not only their sense of mental and physical well-being but also their recovery process."

## HOSPITAL UNVEILS WORLD'S FIRST ANIMATED POETRY – WINDOW OF ART

Stunning new artwork – Window of Art – has been unveiled at the Knowledge & Information Centre (KIC) at Guy's and St Thomas' NHS Foundation Trust.

As the KIC celebrated its first anniversary, the world's first glass wall featuring poems that light up using electroluminescent (EL) technology was unveiled.

The poems were composed by renowned poet Valerie Laws. Art and design have a powerful effect on how we feel and can help patients through recovery and rehabilitation. Valerie wanted to design something that would help people through difficult times. She explains: "With Window of Art we have created a unique installation that will enthral patients and staff alike. We hope that even in the saddest of times, Window of Art will help raise the spirits of patients who are feeling unwell or dealing with sad news".

## ARE YOU SITTING COMFORTABLY?

Patients and hospital staff now have another quiet place of respite at the James Cook University Hospital – in a ship!

As part of the trust's healings arts project, artist Lee Brewster was commissioned to make a number of chairs for one of the courtyards at the hospital.

The high-backed seats, made out of oak, have been positioned to take the form of a boat, and follow the hospital's design theme based on the voyages and expeditions of Teesside's famous son and mariner Captain Cook.

Lee, who has already made commissioned pieces of work including a floor and carved table in children's out-patients, said: "We've been working on the chairs for a period of months, usually a couple of days a week.

"The design brief we worked to was we wanted the chairs to look like the inside of a ship when you were sitting on them or for people looking into the courtyard, to take the form of the bottom of a boat.

“They are quite high, as we wanted them to act as a screen as well as a seated area so when people are sitting down to have five minutes to themselves they don’t feel like they’re in a goldfish bowl!”

The healing arts initiative was set up as a charity, and money has come from various donations and grants.

Healing arts co-ordinator Margaret Baily added: “We’ve had some really good feedback about the artwork around the

hospital, and I’m delighted people continue to support the arts project.

“Research has shown that the thoughtful use of colours, light, art, texture and the performing arts in hospitals can aid a person’s recovery and create a lasting impression to everyone who visits and works there, and that’s what we’ve tried to achieve.”

We welcome your articles, letters and e-mails, whether in response to items in The Environment for Care or as a way of sharing your own ideas and experiences. We are particularly keen to learn of examples of good practice from which others may benefit. Letters and e-mails may be edited. Please contact us at [env.careclub@dh.gsi.gov.uk](mailto:env.careclub@dh.gsi.gov.uk), or write to The Environment for Care, c/o Rebecca Kelly, 3W24 Quarry House, Quarry Hill, Leeds LS2 7UE.

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