

FOREWORD

Welcome to the Environment for Care Club newsletter. This edition has been timed to bring news of the Building Better Healthcare Awards, which were presented at the end of November.

The Awards give well-earned recognition to teams and individuals working to create better healthcare facilities. They have now been running for eight years and have become increasingly prestigious. Being short-listed for one is an outstanding achievement, and all of those that reached the final stages of selection were invited to the celebration.

The Awards were given out at a glitzy ceremony opened by Health Minister Lord Warner. Lord Warner spoke about the high quality of entries and the enthusiasm that was shown by the NHS. He also told the audience about the Government's commitment to delivering excellence in design and good environments for care. Details of the winners are featured in this newsletter.

The newsletter also includes news about other events, including a major one planned for March 2005, new guidance, research and initiatives.

Peter Wearmouth

TRANSFORMING THE ENVIRONMENT, MARCH 2005

NHS Estates is hosting a major conference on the Environment for Care at the Harrogate International Conference Centre on 9 and 10 March 2005. The event will focus on how to make a high-quality, healing environment a reality, and will feature a wide range of speakers and workshops covering new research and live projects on improving design, using construction expertise, arts and health, team working, and tackling infection control, both in the UK and abroad.

For details of the event, exhibition and conference dinner, please see the programme enclosed with this newsletter, or see the NHS Estates website at <http://www.nhsestates.gov.uk>.

ENHANCING THE MENTAL HEALTH ENVIRONMENT

NHS Estates and the King's Fund have launched another wave of the successful Enhancing the Healing Environment (EHE) programme, this time focusing on mental health.

The extension to a further 23 trusts is being funded by the Department of Health (£690,000) and NHS Estates

(£510,000). It follows high demand from the NHS, and the need for good practice examples to meet the challenges of mental health environments.

Speaking at the launch of the new wave, Health Minister Lord Warner said:

"Last November I announced that we were making this creative initiative available to Trusts nationally, with funding for one scheme per Strategic Health Authority. When we asked for volunteers, we were inundated, and Trusts are still asking if they can be included. Mental health is one of our priority areas, and we and the King's Fund are both agreed that we should focus a further wave on this crucial area."

The EHE programme, run in partnership with NHS Estates and the Department of Health, has had a dramatic impact on patients and professionals since it started in 2001. All 32 acute hospital trusts, 11 mental health trusts and five primary care trusts in London initially benefited from the scheme before it was rolled out to the 23 strategic health authorities outside the capital last November.

An evaluation of the scheme jointly commissioned by NHS Estates and the King's Fund revealed a number of significant long-term benefits such as:

- the potential to reduce aggressive behaviour by patients and relatives towards staff;
- improvements in staff recruitment and retention rates;
- faster recuperation rates for patients;
- reductions in vandalism.

An evaluation is currently being carried out on the 23 trusts involved in the November national extension.

Information

Further details on the EHE programme, including a project portfolio, can be found at <http://www.enhancingthehealingenvironment.org.uk>.

The following mental health trusts are taking part in the scheme:

Avon and Wiltshire Mental Health Partnership NHS Trust; Beds and Luton Community NHS Trust; Birmingham and Solihull Mental Health NHS Trust; Buckinghamshire Mental Health NHS Trust; Cornwall Partnership Trust; County Durham & Darlington Priority Services NHS Trust; Dorset Healthcare NHS Trust; East Kent NHS & Social Care Partnership Trust; Humber Mental Health NHS Teaching Trust; Isle of Wight Healthcare NHS Trust; Lancashire Care NHS Trust; Leicestershire Partnership NHS Trust; Lincolnshire Partnership NHS Trust;

Manchester Mental Health & Social Care Trust; Mersey Care NHS Trust; Newcastle, North Tyneside and Northumberland Mental Health NHS Trust; North Essex Mental Health Partnership NHS Trust; North West Surrey Partnership NHS Trust; Sheffield Care Trust; South Staffordshire Healthcare NHS Trust; South West Yorkshire Mental Health NHS Trust; Suffolk Mental Health Partnership NHS Trust; Worcestershire Mental Health Partnership NHS Trust.

MATRONS CHARTER AND THINK CLEAN DAY ROADSHOW

October saw the launch of 'A Matron's Charter: An Action Plan for Cleaner Hospitals', fulfilling one of the commitments given in the earlier publication 'Towards Cleaner Hospitals'. The ten commitments that make the Charter were agreed by NHS staff and partner organisations with an interest in cleaning and infection control services. It is an important guide for all NHS staff, and reaffirms principles of personal responsibility and teamwork.

Individuals involved in capturing the principles of the Charter are volunteering to give Matron's Charter and Think Clean Day roadshow presentations to any interested trust or staff groups around the country. Trusts or groups wishing to host a roadshow are asked to provide the date and venue and ensure at least 20–25 delegates to attend.

NHS Estates match up venues and volunteers in as close proximity as possible, with the event organiser and volunteer speaker finalising details to ensure maximum satisfaction for both parties. These presentations may be integrated into the agenda of an existing meeting, to last 30–45 minutes, or delivered as the main item.

As 28 February 2005 is Think Clean Day, and the roadshows inform and encourage all interested staff to register their participation in this day, any interested trust or group should make arrangements for a roadshow presentation before this date.

Please contact Julie.Chapman@dh.gsi.gov.uk or tel: 0113 254 7172 if you want to register for a roadshow or you require some hard copies of the Matron's Charter.



Think Clean Day will take place on Monday 28 February 2005. The aim of the day is to raise the profile of cleaning and demonstrate what can be achieved in a short time. Trusts are asked to:

- bring together nursing and facilities managers;
- audit at least one ward or department using the ICNA Toolkit on Patient Environment and Patient Equipment;
- solve all possible problems on the day, and develop actions to deal with longer-term problems.

NHS Estates is collecting details of the trusts interested in taking part in Think Clean Day, and will shortly be sending out information and support packs containing promotional material to help trusts make the maximum use of the day.

If you are interested in your trust being involved in Think Clean Day, please contact Lesley.Airey@dh.gsi.gov.uk or telephone 0113 254 7108.

AT THE TOP OF THE AGENDA

A number of recent Parliamentary Questions have highlighted the public and political interest in cleaning and infection control. Here is a selection of some of the questions in October and November to which NHS Estates has been involved in responding. Answers to PQs are published in Hansard and can be accessed at <http://www.publications.parliament.uk>.

Ward Housekeepers

Mr Paul Burstow (LibDem, Sutton & Cheam)

To ask the Secretary of State for Health, how many ward housekeepers are in post, using the most recent figures available, broken down by strategic health authorities. [198232]

Mr Hutton

The information requested is set out in the table.

STRATEGIC HEALTH AUTHORITY	No of Housekeepers
AVON GLOUCESTERSHIRE & WILTSHIRE	101
BEDFORDSHIRE & HERTFORDSHIRE	71
BIRMINGHAM & BLACK COUNTRY	375
CENTRAL LONDON	111
CHESHIRE & MERSEYSIDE	355
COUNTY DURHAM & TEES VALLEY	68
CUMBRIA & LANCASHIRE	139
DORSET & SOMERSET	36
ESSEX	134
GREATER MANCHESTER	132
HAMPSHIRE & ISLE OF WIGHT	245
KENT & MEDWAY	201
LEICESTERSHIRE, NORTHAMPTONSHIRE & RUTLAND	204
NORFOLK, SUFFOLK & CAMBRIDGE	56
NORTH & EAST YORKS & NORTH Lincs	148
NORTH EAST LONDON	21
NORTH WEST LONDON	32
NORTHUMBERLAND TYNE & WEAR	259
SHROPSHIRE & STAFFORDSHIRE	110
SOUTH EAST LONDON	93
SOUTH WEST LONDON	87
SOUTH WEST PENINSULA	519
SOUTH YORKS	428
SURREY & SUSSEX	205
THAMES VALLEY	148
TRENT	913
WEST MIDLANDS SOUTH	229
WEST YORKS	1467

Data submitted by NHS trusts showed that at 31 March there were 6887 ward housekeepers in post. [PQ08458]

Cleaning Costs

Andrew Rosindell (Con, Romford)

To ask the Secretary of State for Health, how much the NHS spent on cleaning (a) its premises and (b) equipment in the latest year for which figures are available. [PQ07300]

Mr Hutton

In 2002–03, the NHS spent a total of £460 million on domestic cleaning services. The figure includes pay and non-pay costs, for example the cost of contract staff, fees, materials, equipment provision and uniform costs. Information on the amount spent on cleaning premises and equipment is not collected separately.

Hospital Cleaning

Judy Mallaber (Lab, Amber Valley)

To ask the Secretary of State for Health, what quality criteria will be required for the use of microfibre products for cleaning hospitals in order to maintain the highest standards of hygiene. [PQ07539]

To ask the Secretary of State for Health, what evaluation has been made by his Department of the use of microfibre materials for cleaning in hospitals. [PQ07540]

Mr Hutton

NHS Estates commissioned the association of domestic managers to review the operational components of microfibre technology and provide their professional and technical advice. We are also aware of the outcome of the scientific study into microfibre technology undertaken at Whipps Cross Hospital. Both of these reports are currently being considered to determine any further steps which need to be taken prior to providing advice and guidance to the National Health Service.

Decisions on the use of specific cleaning products and systems are for local determination and should be taken in full consultation with the director of infection prevention and control. However, we would expect as a minimum that use of microfibre products and technology ensures standards at least as good as the best conventional alternatives available.

Infection Control

Mr Andrew Lansley (Con, South Cambridgeshire)

To ask the Secretary of State for Health, if he will list the trusts which require consultation as a mandatory step between infection control teams and contract tendering procedures for (a) new build projects, (b) cleaning, (c) laundry services and (d) catering services. [PQ07828]

Miss Johnson

The information requested is not available.

All National Health Service trusts are required to appoint a director of infection prevention and control, to take an active role in ensuring infection control issues are taken into account when decisions are being made on the provision of these services.

NHS Estates guidance recommends the involvement of the infection control team at all stages of the planning, design and construction of buildings, and the provision of non-clinical support services, to address infection control risks.

MINISTER ANNOUNCES £100K BOOST FOR HOSPITAL ARTS CHARITY FROM NHS ESTATES

Health Minister Lord Warner saw for himself the benefits of joint working between the NHS and the charity Paintings in Hospitals when he visited St George's Hospital, London, accompanied by Chairman of NHS Estates Bill Murray.

Lord Warner met staff at St George's to congratulate them on the transformation of the Accident and Emergency Department, which contains around 65 works of art including four prints by artist Neil Canning on loan from Paintings in Hospitals.

Lord Warner announced that NHS Estates is giving the charity a total of £100,000 to support its loan scheme. The funding will be used to enable the charity to increase its collection of 3500 works of art available to the NHS and to place their collection on a website to make it more accessible to healthcare bodies choosing pictures.

Sue Cooper, Deputy Director of Nursing at St George's Hospital, recommended using arts in healthcare:

"Art and design has a powerful effect on patients. It can transform their experience of hospital. Not only is the environment made more welcoming and more comfortable, but there is a proven medical benefit. Art and design can help patients through recovery and rehabilitation."

"The partnership we enjoy with Paintings in Hospitals has had a profound influence on the quality of the patient environment here at St George's."

"We are delighted that Lord Warner has seen for himself the impact that our arts programme and the refurbishments in A&E have had on patients, visitors and staff."

Bill Murray, Chairman of NHS Estates, said:

"Trusts are increasingly seeing the value of creating the best environment for care. By providing an online catalogue facility for hospitals wishing to borrow art works from the charity's collection, many more healthcare bodies will be able to find out what is on offer and provide feedback."

Information

Information on Paintings in Hospitals can be found at <http://www.paintingsinhospitals.cwc.net>.

RECENT PUBLICATIONS

Out-patients department, HBN 12

This addresses the planning and design of out-patient accommodation. It contains guidance on the planning and design of an out-patient department that is suitable for a variety of clinical uses. Schedules of accommodation are provided for three sizes of department with a full range of supporting accommodation.

Sterile services departments, HBN 13

This provides guidance to support planning of sterile services departments. It discusses their objectives and makes recommendations for planning.

Listings of documents are updated regularly at: http://www.nhsestates.gov.uk/publications_guidance/index.asp.

Information

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://195.92.246.148/nhsestates/knowledge/knowledge_content/home/home.asp.

Priced publications are also available from three commercial providers:

Hardcopy:

The Stationery Office Publications Centre
Tel: 0870 600 5522, fax: 0870 600 5533
E-mail: book.orders@theso.co.uk

Request information at:
<http://www.tso.co.uk/bookshop/bookstore.asp>

Electronic:

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

Request information at: <http://www.ihsti.com>

TOMORROW'S HOSPITALS

We are now in the midst of a building programme for the Health Service that is larger than any ever undertaken in the history of the NHS. To date, some 45 major new facilities have been opened and there are a further 87 in development, totalling 132 major capital schemes in all. Added to that are a vast number of smaller developments.

All of these schemes should – and can – deliver a high-quality environment for patients, staff and the public.

In 2001, the then Secretary of State Alan Milburn asked NHS Estates to review the design of all major capital schemes at two key stages of development to provide advice, guidance, and support to the NHS. Since then, over 40 schemes have been reviewed, and some examples of best practice and lessons learned feature in the 'Tomorrow's Hospitals' publication, which Lord Warner launched officially at the Awards on 25 November.

'Tomorrow's Hospitals' presents a wide range of case studies – from new hospital developments in "out of town" locations, to major regeneration initiatives for complex inner-city sites; from general facilities to specialised units. Presenting a collection of examples of design excellence, it seeks to provide strong support to decision-makers within the NHS wishing to increasingly raise the profile of design quality of new schemes.

'Tomorrow's Hospitals' is a significant source of information to those involved with the delivery of the next wave of major capital schemes, as it successfully exemplifies the extensive value of good design and sets new benchmarks for what is attainable in terms of design excellence within the NHS; celebrating what has been and can be achieved.

A DRAMATIC APPROACH TO PATIENT INVOLVEMENT

A report is due to be published shortly on an innovative consultation exercise that used drama to communicate patients' views on a new build to PFI partners.

Tonic, the arts and environments programme for Leeds Teaching Hospitals NHS Trust, used funding from a number of organisations including NHS Estates to commission a professional writer and theatre company to develop a "performed" consultation report. The dramatic interpretation of patients' experiences and needs showed PFI partners for the new cancer centre at St James's University Hospital the emotional side of patient needs and helped them to understand why different aspects of the hospital environment are so important. The project aimed to have a greater and more direct impact on designers than conventional paper-based reports which may not always be appreciated fully.

The writer met and interviewed members of the patient advisory group and cancer support group throughout Yorkshire. From these interviews, the play 'Inside Knowledge' was produced and performed for an audience that included the two PFI bidders, the patient advisory group, patient carers and oncology services staff. A question and answer session followed with a panel including representatives from the bidding design teams and the trust's oncology services. Comments made at the session were recorded, and audience members encouraged to return a questionnaire providing further comments on the hospital environment.

The process was repeated with a second phase during which the writer met trust staff as well as further patients and carers. A second play, 'Opening Up', was performed, again to an audience comprising the PFI bidders, patients, carers and oncology staff. Comments made at the event were recorded, and again a feedback questionnaire was distributed. In addition, by means of an electronic voting system, the audience was invited to vote on a number of questions about the hospital environment.

Examples of issues that were found to be of particular importance to patients include:

- patient empowerment: the means by which the environment can enable patients to retain a sense of power and independence;
- environmental features that ensure privacy and dignity for patients;
- respite: access to green spaces, gardens and fresh air;
- efficient access to the hospital, including adequate parking.

Patients and staff found the experience very positive, and both of the bidding teams felt that the performances were successful in providing a voice for patients and service-users, and that the use of theatre as a medium for communicating patient concerns had an extremely powerful impact. One commented:

"Well I thought it got patients' views across very well. It's one thing reading a set of design criteria, we do that a lot of the time, but to actually have someone articulate something from personal experience, particularly when it's been dramatised, does give it a lot more impact. I think most of the messages that we got were messages that we had before, but I thought that they had much more impact because of the way it was dramatised.

"I think the performance really was a way for me to remember the points better than when I just sat in with people chatting. The actual dramatic element of it made it stick in my mind a bit more."

Information

The report by Zeal Solutions, an applied psychology consultancy formed by a group of academics, is a qualitative evaluation of the project. It will be available from 1 December 2004 to download free of charge on the Zeal Solutions website at <http://www.zealsolutions.co.uk>.

ARTS IN NEW HEALTHCARE BUILDINGS

NHS Estates funded an event in October looking at how to better provide guidance for successfully integrating arts into NHS capital schemes.

The event was run by Open Art and brought together those with experience of planning for arts in new healthcare buildings to share and consolidate their combined learning.

The information that was gathered through workshops and discussion groups will be used to produce a report suggesting future courses of action.

HEALTHCARE ESTATES CONFERENCE

The annual joint NHS Estates and Institute of Healthcare Engineering and Estate Management conference was held in November.

The event was once again a resounding success. Over the two days, hundreds of delegates benefited from workshops and an extensive exhibition of the work of various organisations. The workshops included several looking at aspects of the environment for care such as design of spaces, food and cleanliness.

NHS Estates had a significant presence speaking and chairing at the various sessions, as well as the main NHS Estates stand, a stand for the Patient Power bedside entertainment systems, and the ProCure21 Village. Various publications were given out on the environment for care, and staff were on hand to give advice on how to make improvements.

THE BUILDING BETTER HEALTHCARE AWARDS 2004

The annual Building Better Healthcare Awards were presented to NHS organisations at Lord's Cricket Ground in November.

There were categories across the whole range of estates and facilities management, including the patient environment, clean hospitals, art and catering. These were awarded in front of over 500 NHS directors, managers, clinical and nursing professionals and architects, contractors and healthcare suppliers.

The Building Better Healthcare Awards are hosted by NHS Estates and Hospital Development magazine. For eight years they have recognised the very best in healthcare design and estates and facilities management. NHS organisations from throughout the UK are invited to enter their projects in the various categories judged by professionals, experts and academics from the NHS, healthcare, design and architecture and industry.

This year's Awards were opened by Health Minister Lord Warner, who said:

"The organisations who have won or were shortlisted for these awards act as beacons for the NHS, helping to drive up standards and spread good practice throughout the healthcare sector. They are excellent examples of how better facilities, better designs, better estates and first-class environments can lead to an improved experience for both patients and staff.

"The Awards highlight some of the most forward-thinking work in the NHS – but staff at all levels are working every day to improve buildings and services, and I would like to take this opportunity to also thank them for the real

progress we are making towards creating world-class facilities for all NHS patients wherever they receive care.”

Lord Warner also officially launched the publication ‘Tomorrow’s Hospitals: NHS Design Review Programme’ at the awards ceremony. The publication was produced by NHS Estates and co-authored by Paul Hyett, Chairman of Ryder HKS, and John Jenner of Greenhill Jenner Architects. Lord Warner thanked Paul and John for their hard work, and commended the publication to everyone interested in design, as it provides case studies of a wide variety of healthcare building projects that are either currently under way or recently completed.

Chair of NHS Estates, Bill Murray, attended the Awards ceremony and said:

“I am delighted that Lord Warner could be with us today to launch ‘Tomorrow’s Hospitals’ and to open the Building Better Healthcare Awards to help us celebrate the hard work and effort of our NHS and private-sector colleagues who are leading the way in the very best in healthcare design, estates and facilities management and providing first-class environments for care for patients, staff and NHS users.”

Information

The shortlist and winners are listed below. Further details about the schemes will be featured in the next edition of the Environment for Care newsletter.

Clean Hospital Award

Clatterbridge Centre for Oncology NHS Trust – WINNER

County Durham & Darlington Priority Services NHS Trust – HIGHLY COMMENDED

East Sussex Hospitals NHS Trust
Morecambe Bay Hospitals NHS Trust
Queen Victoria Hospital Foundation Trust
Northern Devon Healthcare NHS Trust

Outstanding Use of Art in Hospitals

Salisbury Health Care NHS Trust – WINNER

South Tees Hospital NHS Trust
Mater Hospital Belfast Health & Social Services Trust

Patient Environment Award

Vital Arts, Barts and The London NHS Trust – WINNER

Queens Medical Centre University Hospital NHS Trust
Shrewsbury & Telford Hospital NHS Trust

Outstanding Estates Strategy

Portsmouth City Teaching Primary Care Trust – WINNER

County Durham & Darlington Acute Hospitals NHS Trust – HIGHLY COMMENDED

Milton Keynes General NHS Trust
South of Tyne & Wearside Mental Health NHS Trust

Outstanding Sustainability Project

Noble’s Hospital, Isle of Man Department of Health & Social Security – WINNER

Cornwall Healthcare Estates & Support Services, Cornwall Partnership NHS Trust – HIGHLY COMMENDED

Whipps Cross University Hospitals NHS Trust
North East Ambulance Service NHS Trust

Facilities Management Award for Service Excellence

Salisbury Healthcare NHS Trust – WINNER

Leeds Mental Health Teaching NHS Trust
Northern Devon Healthcare NHS Trust

ProCure21 Award

St Helens and Knowsley Hospital NHS Trust and Interserve – WINNER

Milton Keynes and Integrated Health Projects – HIGHLY COMMENDED

Southport and Ormskirk NHS Trust and ACM
Sandwell and West Birmingham Hospital NHS Trust and Interserve
University Hospital of North Staffordshire NHS Trust and Laing O’Rourke/Nightingale
South Manchester PCT and Interserve

Hospital Catering Award

Birmingham, Heartlands and Solihull NHS Trust – WINNER

Portsmouth City Teaching Primary Care Trust – HIGHLY COMMENDED

East Sussex Hospitals NHS Trust
Hinchingsbrooke Hospitals NHS Trust

Excellence in the Decontamination of Surgical Instruments

Doncaster and Bassetlaw Foundation Trust – WINNER

Atnagelvin Health & Social Services Trust
County Durham & Darlington Acute Hospitals NHS Trust

Outstanding Contribution to the Healthcare Environment

Sarah Waller & Hedley Finn – WINNER

John Cole
Paul Hyett
Ann Noble
Professor Raymond Moss
Bill Murray
Derek Stow
John Wells-Thorpe

Best Designed Primary Care Facility

Church Road Practice – WINNER

Southdene Primary Care Resource Centre
The Amwell practice
Pontardawe Primary Care Resource Centre

Best Designed Mental Health Project

Broadway Malyan for Woodhaven, Hampshire Partnership NHS Trust – WINNER

South West Yorks Mental Health NHS Trust – HIGHLY COMMENDED

Bro Morgannwg NHS Trust (Caswell Clinic) – HIGHLY COMMENDED

County Durham & Darlington Priority Services NHS
Bro Morgannwg NHS Trust (Hensol Hospital)
Adult Cornwall Partnership Trust
Hunter & Partners for Old Manor Hospital
Maap Architects for Highcroft Hospital

Best Designed Hospital Award

YRM Architects for John Radcliffe Hospital Emergency Department – WINNER

Maap Architects for Treatment Centre, Kidderminster – HIGHLY COMMENDED

Bouygues (UK) Ltd for West Middlesex University Hospital
Llewelyn Davies for University College London Hospital
Nightingale Associates for Sir Michael Sobell House Hospice
Nightingale Associates for Chichester Treatment Centre

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, or write to The Environment for Care, NHS Estates, 1 Trevelyan Square, Boar Lane, Leeds LS1 6AE.

Please distribute The Environment for Care as widely as possible. Those wanting to join the Environment for Care Club and benefit from having the newsletter sent direct to their e-mail address, and from attending Club events, should e-mail env.careclub@dh.gsi.gov.uk and give their name, job title, address, telephone number and e-mail address