

**THE NEWCASTLE UPON TYNE HOSPITALS NHS FOUNDATION TRUST**

**Eliminating Mixed Sex Accommodation (DSSA) Self Assessment, and Action Plan**  
**March 2011**

ISSUE	ACTION	LEAD EXECUTIVE	OPERATION LEAD	DEADLINE/ REVIEW DATE	EXPECTED IMPACT/OUTCOME	COMMENTS/ EVIDENCE
<b>Patient Experience</b>						
1. Patient experience of SSA is regularly monitored and reported as required to SHA and Trust Board	Data collection undertaken monthly across ten wards on 2 sites  Continue participation in National Patient surveys.	Nursing and Patient Services Director	Senior Nurse Practice Development	Ongoing	To measure patient perception in relation to the delivery of same sex accommodation. To monitor trends and any changes in perception, responding to these in an appropriate manner.	Information submitted to PCT quarterly during 2010/11.  Reported in Board Papers May, July and November 2010 and January 2011  DSSA Action Plan published on website
2. There is a process to track other mechanisms for determining patient experience of DSSA, e.g. through patient complaints/comments, PALs, LinKs	Complaints panel will consider Privacy and Dignity issues at regular monthly meetings (2011/12)  PAL's officers have carried out monthly patient perception surveys since November 2010.	Nursing and Patient Services Director	Patient Relations Manager	Ongoing	To monitor patient experience, consider issues arising from both formal and informal complaints.  To develop an action plan in response to key issues identified.	Monthly complaints panel.  Report to Board on complaints arising from Privacy & Dignity issues.
3. Information leaflets for patients on DSSA are available and used by staff in discussions	Develop ward level information.  Maintain up to date patient information.	Nursing and Patient Services Director	Senior Nurse Practice Development  Matrons	Ongoing	Appropriate and understandable information will be available to patients.	Patient information

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<b>Estates</b>						
4. Estate able to support virtual elimination of MSA	DoH Estates survey.	Nursing and Patient Services Director	Senior Nurse Practice Development  Estates manager – operations	Completed January 2010 and reviewed post TNH moves in December 2010	DSSA requirements met.	Declaration on website.
5. Delivery of SSA is assured in planning of any new or refurbished capital development schemes	DSSA issues are considered and discussed at the planning stage of refurbishment and new build.		Senior Nurse Practice Development  Estates manager – operations  Head of Estates and facilities	Ongoing	DSSA requirements will continue to be met	Plans for works to be undertaken.  Minutes from meetings
<b>Systems &amp; Processes</b>						
6. Assurance to the Board and monthly PCT reporting including a system of tracking all occurrences of mixing, whether clinically justified or not	Instances of mixing will be reported as per policy. Non-clinically justified instances of sleeping accommodation breaches will be reported at Board level and via Unify to DoH	Nursing and Patient Services Director	Senior Nurse Practice Development	Ongoing	Systems will be in place to assure the Board of compliance with DSSA principles.  Instances of mixing will be escalated and investigated	Board Reports  Monthly returns to DoH
7. 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	Reporting will take place through as per policy  Root cause analysis (RCA) will be undertaken for any instances of mixing	Nursing and Patient Services Director	Senior Nurse Practice Development	Ongoing	Systems will be in place to assure the Board of compliance with DSSA principles.  Instances of mixing will be escalated and investigated	Board Reports  Quarterly and exception reports to SHA  RCA  Directorate quarterly reviews

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8. Relevant Trust policies refer to requirement to DSSA and privacy and dignity	Trust policies will make expectations clear in relation to DSSA and privacy and dignity	Nursing and Patient Services Director	Senior Nurse Practice Development	Ongoing	Trust policies will support the delivery of same sex accommodation.	Same Sex Accommodation Policy Privacy and Dignity Policy Transfer of Patients Policy Visitors Policy
9. The Trust can demonstrate the virtual elimination of MSA in:  <ul style="list-style-type: none"> <li>• Wards</li> <li>• Assessment Units</li> <li>• Day facilities</li> </ul> Patients do not share sleeping accommodation or toilet facilities with members of opposite sex	Estate and facilities support the delivery of Same Sex Accommodation.  Consideration given to DSSA in any refurbishment & new build	Nursing and Patient Services Director	Estates manager – operations  Head of Estates and facilities  Senior Nurse Practice Development	Ongoing	DSSA requirements will continue to be met	Estates survey carried out in January and December 2010  Patient perception surveys
<b>Staff Culture</b>						
10. The Board demonstrates a commitment to on-going delivery of SSA	DSSA issues will be reported at Board level.	Nursing and Patient Services Director	Nursing and Patient Services Director	Ongoing	A non-executive Director will be identified to support issue of DSSA and privacy and dignity	Regular Board reports Non-exec identified.
11. The Trust has articulated its intent to deliver care with privacy and dignity within which delivering same sex accommodation is an integral component	The Trust will publicly state its commitment to the delivery of care with privacy and dignity.	Nursing and Patient Services Director	Nursing and Patient Services Director	Ongoing	Articulated on Trust website.	Action plan for DSSA
12. The FT believes that delivering SSA should be the norm. Mixing	The Trust will clearly articulate its commitment to	Nursing and Patient Services Director	Nursing and Patient Services Director	Ongoing	Mixing will only occur when clinically justified or through patient choice.	Patient perception surveys.

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will only occur by exception for reasons of clinical justification or patient choice	the delivery of same sex accommodation.					Board reports.  Quarterly and exception reports to SHA  RCA  Directorate quarterly reviews
13. 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)	If an episode of mixing occurs patients and their carers will be kept informed of the situation and how this will be resolved (including timescale)	Nursing and Patient Services Director	Matrons	Ongoing	All staff will understand and adhere to DSSA principles and the expectations of the Trust.  Patients and their carers will be kept informed in those exceptional instances where mixing does occur.	Patient information  Quarterly and exception reports to SHA  RCA  Directorate quarterly reviews  Staff Education programmes

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