

Delivering same-sex accommodation declaration of compliance 2015

The Royal Free London 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 patients overall best interests or reflects their personal choice.

We have the necessary facilities, resources and culture to ensure that patients 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 such as CCU or ITU) or when patients actively choose to share (for instance renal dialysis units).

Children, young people and their parents will be asked at the time of admission if they wish to be cared for with others of the same age or in a same sex area. The preference chosen will be used as the basis upon which to decide where to place a child or young person in our children's wards.

If our care should fall short of the required standard, we will report it. We will 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 on the trusts extranet site.

Sleeping accommodation does not include areas where patients have not been admitted such as the emergency department.

What does this mean for patients?

Other than in the circumstances set out above, patients admitted to the Royal Free London NHS Foundation Trust can expect to find the following:

Same-sex accommodation means:

- The **room where your bed is** will only have patients of the same sex as you
- Your **toilet and bathroom** will be just for your gender and will be close to your bed area

Patients of the opposite gender **will not pass through** your sleeping area to reach their bathroom or toilet facilities.

It is possible that there will be both men and women patients on the ward, but they will not share your sleeping area. You may have to cross a ward corridor to reach your bathroom, but you will not have to walk through opposite-sex areas and the bathrooms will be clearly signed.

You may share some communal space, such as day rooms or dining rooms, and it is very likely that you will see both men and women patients as you move around the hospital (eg on your way to X-ray or the operating theatre).

It is probable that visitors of the opposite gender will come into the room where your bed is and this may include patients visiting each other. It is almost certain that both male and female nurses, doctors and other staff will come into your bed area.

If you need help to use the toilet or take a bath (eg you need a hoist or special bath) then you may be taken to a “unisex” bathroom used by both men and women. A member of staff will be with you and other patients will not be in the bathroom at the same time.

The NHS will not turn patients away just because a “right-sex” bed is not immediately available

What are our plans for the future?

The Royal Free London NHS Foundation Trust has completed a detailed review of ward based accommodation, including washing and toilet facilities. The review demonstrates the high levels of compliance already being achieved. An action plan is in place to ensure full and ongoing compliance.

We will continue to monitor patient experience of our in-patient facilities to ensure that the way we provide same-sex accommodation meets patients’ needs; if any further changes are required from feedback received, we will do our best to meet these needs.

How will we measure success?

We are committed to listening to what our patients tell us so that we can continually improve the services we provide. The trust will measure success by:

- Improved results and positive feedback from patient surveys such as the in-patient survey and other local surveys and visits to the clinical areas
- Positive patient stories, compliments, other feedback and user engagement
- Performance against the elimination of mixed sex accommodation will be reported to the department of health and monitored by the trust board.

What do I do if I think I am in mixed sex accommodation?

We want to know about your experiences. Please contact a member of the ward team in the first instance if you have any worries or concerns, or alternatively you can contact a member of the patient advice and liaison service (PALS) team.

Barnet Hospital and Chase Farm Hospital	Royal Free Hospital:
<p>The PALS office for Barnet Hospital and Chase Farm Hospital is based at Barnet Hospital, near the main entrance: Open Monday-Friday: 10am-12pm and 1.30-3pm. Tel: 020 8216 4924 Email: bcfpals@nhs.net Write to us: Patient Advice and Liaison Service (PALS), Barnet Hospital Wellhouse Lane, Barnet EN5 3DJ If you are being treated at Chase Farm Hospital or another site and cannot make it to the office, please phone us and we will arrange a time to visit you.</p>	<p>The PALS office for the Royal Free Hospital is in the main reception: Open 10am-4pm, Monday, Tuesday, Thursday and Friday; 10.30am- 4pm on Wednesday. Tel: 020 7472 6446/6447 (020 7472 6445 - 24hr answer phone) Fax: 020 7472 6463 SMS: 447860023323 (Deaf, hard of hearing and hearing impaired patients only) Email: rf.pals@nhs.net</p>