



Redlynch Ward - setting the standard for dementia friendly environments

ArtCare

ARTS & HEALTH SOUTH WEST PRIZE 2015 LONGLISTED CASE STUDY



Name of organisation:
ArtCare

Title of project/programme:
'Redlynch Ward - setting the standard for dementia friendly environments'

Dates of project/programme:
Planning 2013; Delivery Redlynch Ward March 2014; delivery Pitton Ward August 2014

Summary:

ArtCare's design for the recent refurbishment of Redlynch Ward at Salisbury District Hospital balanced imagination with a thorough understanding of the demands of the service to create a safe, welcoming, dementia friendly environment, that has measurably reduced patients' anxiety and confusion, whilst encouraging social interaction.

ArtCare worked closely with ward staff, the architect and the hospital's Estates, Infection Control and Housekeeping teams to realise the designs. Detailed consultation with patients, carers and staff identified their needs leading to an innovative move away from the existing ward model.

Improvements to the ward included accessible wet rooms; the creation of a social space; the use of high contrast colours between walls, furniture and handrails to improve orientation; plain, less clinical looking flooring; the use of accent colour, themed artworks and signage making it easier for patients to find their way around and creating points of focus; acoustic ceiling tiles to aid noise reduction; adjustable mood lighting allowing patients more control over their environment; a dedicated

quiet room for relatives; and portable workstations meaning staff work nearer to patients providing them with a reassuring presence.

ArtCare's integrated approach to the design enabled the colour schemes, flooring, lighting, furniture, storage, art and signage to work in harmony to support staff providing care, solving practical issues and contributing to all patients' wellbeing, not only those with dementia.

The results from feedback taken after the refurbishment showed tangible outcomes including an 80% reduction in violence and aggression towards staff and a 40% increase in positive comments about overall standard of care.

Overview:

ArtCare's design for the recent refurbishment of Salisbury District Hospital's Redlynch Ward has created a flagship, dementia friendly ward environment. The fully integrated approach to healthcare design balances imagination with a thorough understanding of the demands of the service to create a safe and welcoming space, which has reduced patients' anxiety and confusion, whilst encouraging social interaction and providing a productive working environment for staff. The new ward has resulted in measureable improvements to the patient, staff and visitor experience being recorded.

The aim of the project was to make fundamental changes to the layout, feel and décor of the 21yr old acute medical ward, bringing it into the twenty first century, by recognising the contribution that a well-conceived design can make to the improvement of patients' health. Reducing the clinical feel of this busy ward with a design that better met patients' needs, has created a sense of ease and well-being for patients and promoted privacy and dignity. In essence, the high quality environment reflects the value placed on high quality care.

ArtCare worked closely with ward staff, the architect and the hospital's Estates, Infection Control and Housekeeping teams to realise the designs. The involvement of staff and patients, from initial design concept through to decisions about furniture, colours and cleaning regimes, was considered vital in delivering a project that truly benefitted patients and supported the staff providing care. This was achieved by thorough research into best practice; listening to experts in the community and dementia champions within the hospital; undertaking surveys, presentations and workshops with staff and patients; as well as drawing on ArtCare's 15 years' experience of design work.

Following the extensive consultation process ArtCare was able to challenge the notion of what a ward should look like to bring about changes to the environment. Identifying the needs of patients, carers and staff led to an innovative move away from the existing ward model of a central nurse base. Adopting an integrated approach, ArtCare ensured colour schemes, flooring, lighting, furniture, storage, art and signage worked in harmony to support staff providing care, solved practical issues and contributed to all patients' wellbeing, not only those with dementia.

Before refurbishment the entrance corridor was cluttered with trolleys and wheelchairs with the walls covered in notices. Patients now benefit from a

professional and friendly welcome with nature-inspired corridor artworks and a trail of matching ceiling tiles seen by patients on beds. There is space and freedom for mobile patients to exercise safely away from the ward. A new door entry/exit system provides better security for wandering patients and less clutter means it is easier to clean, which in turn has led to better infection control.

The ward's 'central hub' has been transformed. Previously, a large nurse base dominated the space and staff were not easily visible. The area was busy and noisy, especially at night, and, with a lack of alternative social space away from the bedside, was a magnet for wandering patients. Now this area is open and spacious - a big screen for films, sporting and national events with cinema style seating and recliners for use at night has created a social atmosphere, with staff now able to observe patients unobtrusively. The replacement of the nurse base with COWS 'computers-on-wheels' means there is less disturbance from staff noise in this central area. With COWS staff can now do patient notes at the bedside with patients and, because they are closer, there has been a measurable reduction in the use of call bells.

A new social area has been created by removing one of the side rooms. This space has seating for patients to relax with their friends and family, as well as a dining table that allows them to eat away from the bedside as they would at home. Together with other hospital-led initiatives like coloured crockery and pictorial menus this has led to measurable improvements in patient nutrition and hydration. ArtCare has also used this new social space to provide weekly creative activities for patients on Redlynch ward, as part of its Elevate project. In addition to the new social area, there is now a dedicated quiet room for use by relatives away from the main ward area.

Improvements to the bay areas were achieved with colour differentiated areas and nature themed artworks to aid orientation and provide points of focus. The new flooring contrasts with the wall colour and is a non-shiny, consistent colouring reducing the risk of falls. The natural look of the finishes softens the clinical feel of the ward. Window sills are now a non-shiny white finish and double-sided curtains mean patients no longer have to look at the back. Adjustable standard and mood lighting has been installed to encourage better day and night routines - yellow for morning, blues in the evening and orange at mealtimes to encourage appetite. New durable bedside lockers are easier to clean for better infection control and acoustic ceiling tiles have helped reduce noise.

More ensuite and wet room facilities has increased independence for mobile patients and better disabled access with space for carer supervision has improved privacy and dignity. All toilet doors have been painted blue, with doors to staff only areas painted the same colour as the wall to conceal them. This, along with clear signage, has aided wayfinding.

Feedback from staff and patients has been extremely positive. 'I walk on the ward and see three ladies in the seated area having a cup of tea, listening to the radio and enjoying a good chat. They were smiling and laughing despite being unwell and all said how they liked the new environment.' The feedback has been supported by tangible measured outcomes including an 80% reduction in violence

and aggression towards staff and a 40% increase in positive comments about overall standard of care.

The ward now meets the national PLACE assessment standards and has received plaudits from the most recent CQC Inspector during a mock inspection who highlighted the ward as 'amongst the best environments I've seen in the NHS.'

The successful design principles from the refurbishment of Redlynch Ward have now been applied to neighbouring Pitton Ward, as Phase II of the project, as well as influencing design and project team decisions in other refurbishment projects within the hospital, namely the Hospice and intensive care ward.

Innovation:

Innovation was at the heart of the refurbishment with ArtCare taking its integrated design approach a step further by creating a dementia friendly ward with specific measured improvements to patient care.

The project team fundamentally changed the ward environment by breaking from the outdated model of a central nurse station. This benefitted patients in two ways: by creating a social space away from the bedside feelings of isolation were reduced and with staff more visible in bays their reassuring presence resulted in less use of call bells.

Innovation was shown with the choice of materials to meet dementia friendly standards, as well as being durable and easily cleaned. Altro products were chosen for flooring and wall cladding resulting in designs that will stand the test of time. Altro Digiclad, printed with ArtCare's simple leaf design, was installed in the new social area - an 'alternative wallpaper' the effect created is calming and restful and durable. Window film was used in side rooms instead of bulky curtains, which need regular washing. Specialist lighting was installed to aid day and night routines and heighten appetite. Bespoke signage was produced to suit ward needs and keep with the design scheme, rather than relying on 'off-the-peg' dementia products.

ArtCare used creative ways to solve problems; e.g. a panoramic image of Salisbury using window film to improve the view from a bay that looks out onto the hospital roof; and disguising a medical gas point as part of a vintage radio themed artwork.

Participation:

Participation in terms of consultation with staff, patients, carers and volunteers and the involvement of multiple hospital departments in the planning and co-design was a key part of ensuring the success of the refurbishment. ArtCare held a cross sector 'Mind, age, memories' symposium with community groups, hospital staff and school students in the funding application stage in order to discuss and share ideas for those working with older people and dementia. The day started with inspiration from a student exhibition of photography on the theme and was followed by hands-on sessions, focus groups and discussion forums. Learning from this event was used to gain a fresh perspective to inspire the project planning, patient information, environment and care.

In the initial stages of planning the core project team visited local care homes and consulted with representatives from the expert community including Wiltshire Council, Age UK and a presentation to the Alzheimer's conference in Oxford. The team met with the hospital's Dementia Champions and held a presentation to gather input from other hospital staff including housekeeping and infection control. Questionnaires were completed and workshops held with patients and staff throughout the planning.

Outcomes:

Feedback following refurbishment has been extremely positive, with the first patient to be admitted to the new ward exclaiming, 'Oh, my goodness, it's amazing.'

The benefits of the new environment for both patients and ward staff have also been evidenced in measureable outcomes.

Words used by staff, patients and visitors to describe the ward before the refurbishment were 'cluttered, confusion, insufficient, injury, dark, anxiety, stressful, busy, boredom'. The new environment is now described in 111 survey replies as 'bright, spacious, welcoming' with other words used including 'amazing, light, modern, calm, comfortable, soothing, stunning, colourful'. Staff survey results show it is a more positive place to work and this will have long term improvements on absence figures.

There has been a measured 80% reduction in violence and aggression towards staff and a 40% increase in positive comments about the overall standard of care. Data was taken and analysed in the three month period before and immediately after refurbishment. Data shows staff are more visible and also provide more timely attention to patients. Patients have been telling us through Real Time Feedback and Friends and Family tests that they feel staff are more attentive to their needs and they know what is happening in their care.

A reduction in the use of sedatives and psychotropic drugs is being recorded and analysed by staff. Real Time Feedback has recorded positive results in quality of patient care including, less use of call bells, less complaints about noise, lowered patient anxiety levels and reduction in length of stay.

The ward now meets the national PLACE assessment and has received plaudits from the most recent CQC Inspector during a mock inspection who highlighted the ward as 'amongst the best environments I've seen in the NHS.'

Good practice is also being adopted on other wards, for example, a single consistent design for curtains is to be rolled out to make laundry and housekeeping easier and avoid wards having a mismatch of different colours and patterns.

Learning:

Redlynch Ward is an acute medical ward treating gastro patients aged from 18 to 108 years. Although a high proportion of patients on the ward are older and have dementia, they are being treated for underlying associated conditions. Gastro alcoholism and addiction can lead to increased dementia and delirium, so the

challenge was to design a space to meet the needs of all patients, not only those with dementia.

Learning took place throughout the project as the team responded to different design challenges. One example was the bedside lockers which were trialled and designed with clinical staff and housekeeping. The new design with moulded drawers can be cleaned completely but originally had key locks. Following the trial it was changed to a swipe card meaning that daily drugs rounds are now at least 20mins quicker, saving staff time and allowing more timely patient attention.

The learning has been that good co-design can make measurable differences to patients, staff and visitors. It increases confidence in care and improves communication. Patients now feel more in touch with the teams and tell us in national and local surveys conducted randomly that they know what is happening to them. The learning for the organisation has been tangible - that environmental improvements have led to less aggressive and violent incidents towards staff by patients, which in turn leads to better staff morale, reduces sickness and aids retention. The learning for ArtCare has been that good co-design is worth the time it takes to plan and execute and lessons learnt from each area improved can be used in the next.

Critical success factors:

The success of the project lies with the great number of people from across the Trust, the project teams, patients, staff and carers who contributed from the initial funding application through to decisions about furniture, cleaning regimes, meal times, signage and colours. In particular, the nurse-in-charge of Redlynch Ward who was instrumental in driving forward change and enabling staff to influence the design process and take ownership of the changes.

ArtCare's extensive, in-house experience of co-designing environments with patients and staff meant the design met their needs on a practical level and didn't become an imposed idea of what a dementia friendly ward should look like. All elements of the design therefore worked cohesively with the overall aim of improving the quality of care.

The team helped the Trust save money by searching out alternative suppliers, for example saving £40k on the lighting budget, which set the scene for future specifications. ArtCare also used their experience of suitable materials to ensure that flooring and wall finishes were durable, hygienic and fit for purpose, yet also inspirational.

The successful design principles from the refurbishment of Redlynch Ward have now been replicated in neighbouring Pitton Ward, as Phase II of the project, as well influencing design decisions in the refurbishments of the Hospice and intensive care ward at Salisbury Hospital. The hospital also plans to roll out the design model to other wards later in 2015. ArtCare are also currently advising four local hospitals, as well as having interest in national architecture and construction literature.

Funding & resources:

Followed Salisbury NHS Foundation Trust's successful bid for new Department of Health funding of £800,000 to support dementia friendly improvements to two medical wards, a further £400,000 received from the Trust's capital funds to complete the project. The sum awarded by the Department of Health was one of the largest as the Trust were able to evidence experience of delivering on past environmental projects.

ArtCare were able to draw on their 15 years' experience of integrated healthcare design within the Trust, for example the Children's Unit, NICU and Maternity projects, to deliver an outstanding dementia friendly refurbishment of Redlynch Ward.

Image titles and credits (L-R)

- **Title:** Redlynch Ward - bay
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- **Title:** Redlynch Ward - new social area with dining table
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- **Title:** Redlynch Ward - central area with cinema seating and recliners
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