

Assuring the Ongoing Delivery of Same Sex Accommodation (SSA) Action Plan 2019/20

Aim / Action	Lead	Expected Impact/Outcome
1. Patient Experience		
<ul style="list-style-type: none"> • Patient experience of SSA is continuously monitored through surveys and reported as required to Trust Board. • There is a clear statement of intent to support patient privacy and dignity within the organisation. • Leaflets available for PALS/POhWER and complaints to ensure external feedback opportunity. 	Lead Nurse/ Ward Manager	<ul style="list-style-type: none"> • Patient perception in relation to the delivery of SSA is measured and enables effective response to any negative experience and continuous learning from positive feedback. • Quality Schedule return will demonstrate compliance and assurance of positive patient experience. • EMSA Aims/Action Plan published on website to provide service users with confidence and assurance of organisational commitment.
2. Estates		
<ul style="list-style-type: none"> • Building able to support ongoing elimination of SSA. • Ensure all new capital programmes are able to support SSA needs. 	Lead Nurse/ Ward Manager	<ul style="list-style-type: none"> • EMSA requirements will continue to be met.

3. Systems and Processes		
<ul style="list-style-type: none"> • Ensure effective operational procedures are in place to support SSA and are reflected in the management of patient flow. • Develop a clear policy and procedure to support SSA through the Equality and Inclusion policy. • Ensure there are clear standards for admission and discharge for patients within the ward and departments. • Root Cause Analysis process to be completed on all SSA breaches where there is no clear clinical justification. • Ensure effective performance monitoring and reporting to the Trust Board and Patient Care Executive meetings. • All breaches of SSA will be reported to Commissioners immediately. 	<p style="text-align: center;">Lead Nurse/ Ward Manager</p>	<ul style="list-style-type: none"> • Trust policy will support the delivery of SSA. • Trust will achieve an appropriate balance of patient need, occupancy management, infection prevention and SSA by use of male/female bays and flexible use of side rooms.
4. Staff Culture		
<ul style="list-style-type: none"> • Ensure there is a zero tolerance to SSA breaches within the organisation to support and maintain patient privacy and dignity. • Dignity in care commitment by staff included in Induction and Mandatory training programmes. 	<p style="text-align: center;">Patient Care committee</p>	<ul style="list-style-type: none"> • All staff understand the values and principles and will ensure compliance on behalf of the patient and Trust.