

Statement of Compliance: Delivering Same Sex Accommodation

CWP is compliant with the National Guidance to Deliver Same Sex Accommodation.

We have the necessary facilities, resources and culture to ensure that patients who are admitted to wards on our sites will always have their own bedroom. If a bedroom does not have ensuite toilet and bathing facilities, patients will have access to same-sex toilets and bathrooms that are close to their bed area. If our care should fall short of the required standard, we will report it and act on it. CWP monitors privacy and dignity through incident reports, through PALS and complaints and through patient experience visits and feedback.

What does this mean for our patients?

Same sex accommodation means that patients admitted to wards on our sites can expect to find the following:

- The room where your bed is will be a single room that you do not have to share with anyone else
- It is likely that there will be both males and female patients on the ward. You will not have to walk through other people's bedrooms to access toilet and bathroom facilities
- You may share some communal living spaces, such as lounges or dining rooms, and it is very likely that you will see both male and female patients as you move around the ward.
- In mixed gender mental health and learning disability wards a female only lounge is provided. Unless accompanied by nursing staff, visitors are expected to make use of communal day areas, lounges or other visiting facilities rather than patient bedrooms
- If you need additional help to use the toilet or take a bath then you may be taken to a bathroom used by both males and females. A member of staff will be with you, and other patients will not be in the bathroom at the same time.

Our commitment to privacy and dignity

Every patient has the right to receive high-quality care that is safe, effective and respects their privacy and dignity.

Patients can raise concerns, that will be acted on, if they feel their privacy or dignity is affected in any way.

CWP ensures that our staff are supported and trained to understand what privacy and dignity means in practice and how they can best support patients. We also have personal alarms to summon staff if patients feel unsafe.

How will we measure how we are doing?

CWP will undertake our own surveys that include specific questions on same sex accommodation and privacy and dignity issues and we will act on any feedback that we receive. We also make use of feedback through our PALs and complaints service to improve patient experience. Reports on all patient experience feedback and developments are made to our Quality Committee and to the Board, and made available to our commissioners.

Privacy and dignity concerns - PALS

We want to know about your experiences. Please contact CWP's Patient Advice and Liaison Service (PALS) if you have any comments or concerns. The contact number is:

Freephone 0800 195 4462 (during office hours)

A confidential e-mail service is also available at: Cwp.pals@nhs.net