



The NHS Northern
Hotel Services Training Advisory Group

Present a one-day conference on:

THE PATIENT ***ENVIRONMENT AND YOU***

to be held on

Thursday, 27th February 2014

at

**BOLTON WHITES HOTEL,
The "Lion of Vienna" Suite, Bolton Whites Hotel,
Reebok Stadium, Bolton, BL6 6SF**

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Our annual topical and informative conference incorporating a wide range of areas including:

- **Keynote speaker Dr Liz Jones**, Head of Patient Environment, Department of Health - A set of basic principles covering the quality of food, nutritional content and choice for patients
- **Keynote speaker from the Workforce and Facilities section of The Health and Social Care Information Centre** - Reviewing the PLACE standards one year on and a look forward to your PLACE assessments 2014
- **Healthwatch Lancashire** - Patient Assessor's story - what makes a good environment
- **Dementia Care** - A quarter of hospital beds are occupied by people with dementia. Share hints and tips on providing a dementia-friendly service

THIS CONFERENCE WILL BE OF SPECIAL INTEREST TO FIRST LINE MANAGERS AND SUPERVISORS WORKING WITHIN HOTEL SERVICES, DOMESTIC SERVICES AND LINEN SERVICES PERSONNEL AND THOSE RESPONSIBLE FOR THE PATIENT ENVIRONMENT, INCLUDING THOSE WHO PLAN AND DELIVER ON THE PLACE ASSESSMENTS.

THE PATIENT ENVIRONMENT & YOU

THURSDAY, 27TH FEBRUARY 2014

PROGRAMME

8.45am **REGISTRATION**
Coffee and Tea

9.15am **WELCOME AND INTRODUCTION**

Presenter - ALISON SLATER
Assistant Director of Facilities – Hotel Services, Lancashire Teaching Hospitals NHS Foundation Trust
(Chair of the Hotel Services TAG)

9.30am **REVIEWING YOUR PLACE ASSESSMENT
“WHAT WORKED WELL”**

Presenter – BARRY RIGG
Community Engagement & Patient Environmental Manager, University Hospitals of Morecambe Bay NHS Foundation Trust
(Member of the HS TAG)

10.00am **PLACE JOURNEY**

Presenter – COLIN POTTER
North Locality Manager, Healthwatch Lancashire

10.45am **QUESTION & ANSWER SESSION**

11.00am **Mid Morning Coffee and Tea**

11.30am **IMPLEMENTING THE WASTE
HIERARCHY IN A HEALTHCARE
ORGANISATION: FAQ'S, COSTS &
LATEST ISSUES**

Presenter – MARK BUTTERWORTH
Dangerous Goods Safety Adviser & Waste Consultant, Specialist Training and Consultancy Services Limited

12.15pm **2-COURSE BUFFET LUNCH**

13.15pm **FOOD FOR THOUGHT**

Presenter – DR LIZ JONES
Head of Patient Environment,
Department of Health

14.00pm **DEMENTIA - A DIFFERENT REALITY**

Presenter – GILLIAN DRUMMOND
Dementia Quality Lead, Greater Manchester West Mental Health NHS Foundation Trust

14.45pm **PLACE UPDATED**

Presenter - DR LIZ JONES
Head of Patient Environment,
Department of Health

15.15pm **CLOSE OF CONFERENCE**

Afternoon Coffee and Tea

SAFE JOURNEY HOME

THE PATIENT ENVIRONMENT & YOU

THURSDAY, 27TH FEBRUARY 2014

DELEGATE BOOKING FORM

ALISON SLATER

**Assistant Director of Facilities – Hotel Services,
Lancashire Teaching Hospitals NHS Foundation Trust**

Alison has worked for over twenty years in the NHS across the North West, initially within catering services but moving across into Hotel Services in 1986 when this new role was starting to be developed. Prior to joining the NHS, Alison was a restaurant manager for FW Woolworth in a number of large stores across the country. Alison feels that the profile of Hotel Services within any hospital or clinic setting is linked to Patient Choice and Customer Satisfaction and that the Hotel Services Training Advisory Group has an important role in supporting the development of front line service staff. She has an MBA in Facilities Management.

BARRY RIGG CMrg FCFM

**Community Engagement & Patient Environmental
Manager, University Hospitals of Morecambe Bay NHS
Foundation Trust**

Barry Rigg Community Engagement & Patient Environmental Manager and fellow professional member of the Chartered Manager Institute working in the public sector with extensive knowledge and experience in the delivery of soft facilities management and proven results in staff engagement, learning and development. Barry is an approved course director delivering food hygiene and health and safety programmes. Barry is also an appointed external verifier for NVQ, QCF and BTEC occupational related sectors. Barry has recently been seconded within the University Hospitals of Morecambe Bay NHS Foundation Trust as Community Engagement Manager, responsible and accountable for the overall development and delivery of the Charity, Volunteering and Local Community Engagement agenda.

COLIN POTTER

North Locality Manager, Healthwatch Lancashire

Colin started his career in residential care and also worked in day-centre settings where he encouraged users of services to run some of their own groups. By 2000 he had become a mental health advocate assisting people on psychiatric wards to voice their needs and wishes. On moving to the North West he became involved in one of the local Independent Complaints Advocacy Services (ICAS) at the pilot phase. From 2004 he became an advocacy manager for a 7 year period (Lancaster Advocacy and n-compass Advocacy) and then worked setting up an advocacy service in a medium secure unit.

Most recently he has been a North Locality Manager (covering the Lancaster, Fylde and Wyre Districts) for Lancashire LINK and since April 2013 for Healthwatch Lancashire. Colin says that he continues to have a passion for the patient's voice to be heard which can positively impact on services.

MARK BUTTERWORTH

**Dangerous Goods Safety Adviser & Waste Consultant,
Specialist Training and Consultancy Services Limited**

Mark is a well known and respected consultant in the Dangerous Goods Industry and has been working at the highest level in this Industry for over ten years. He has extensive experience of a wide range of issues and has consulted on dangerous substances matters in this country and abroad. As well as dealing with commercial clients both large and small, Mark has also consulted for public bodies such as local authorities and the NHS. His specialisations include Class 1 – Explosives, Class 6 – Infectious Materials and Class 7 – Radioactive Materials. He is also particularly well versed in the air transport of dangerous goods. As well as consulting widely on all matters to do with dangerous substances, Mark also trains on the transport of chemicals by road, air, rail and sea and is the Training Director of Specialist Training & Consultancy Services.

DR LIZ JONES

Head of Patient Environment, Department of Health

Liz has been a civil servant since 1999, firstly with NHS Estates, and latterly in the Department of Health. She is responsible for issues relating to clinical aspects of estates and facilities management, with particular responsibility for policy on hospital food, cleanliness, and privacy and dignity. Prior to becoming a civil servant, she worked as an elderly care nurse, a university lecturer, and an NHS manager. She was at university in Leeds and London, and has a PhD in nutrition. Liz's job involves developing policy on all aspects of the patient environment. She has a firm belief in the clinical and social benefits of a good environment for care, and sees her role as important in spreading that message. She is a past President of the Association of Healthcare Cleaning Professionals. Outside work, Liz is a passionate advocate of community running, and is an Event Director at her local parkrun (www.parkrun.com)

GILLIAN DRUMMOND

**Dementia Quality Lead, Greater Manchester West
Mental Health NHS Foundation Trust**

Gillian qualified as an Enrolled Nurse (Mental Health) in 1987 at Burnley General Hospital, going on to complete Registered Mental Health Nurse training in 1991 at Salford. Post qualifying in 1991, Gillian worked within Salford Mental Health Services Later Life Services across both functional and dementia settings, leaving Salford in 1998, to manage a Functional Day Hospital within Oldham (now part of Pennine Care NHS Trust) and undertaking a Bsc (Hons) in Psychosocial Interventions. In addition to

this she has worked as a Practice Development Nurse and Practice Educator within Pennine Care NHS Trust, completing a PGCE (Practice Educator) in June 2006. In September 2006, Gillian returned to her roots in Salford working as a Matron/Service Manager within the Salford Later Life Services as part of Greater Manchester West NHS Mental Health Foundation Trust for 6 years. As part of this role the service was shortlisted for the 2010 International Excellence in Dementia Care Awards (University of Sterling) and in 2011, the End of Life Care within the service was awarded 'Highly Commended' in the National Nursing Times Awards. Gillian has also been instrumental in the development of The Open Doors Project in Salford, this innovative project has enabled the Trust to be recognised as the first NHS Trust in the UK to employ an individual with dementia to work within the service and support people newly diagnosed with dementia and advise the service on user engagement in relation to service delivery. This project was awarded 'Highly Commended' in the 2011 Health Service Journal Awards and was shortlisted for the 2013 National Dementia Awards. In July 2012, Gillian commenced a new role as the Trust Dementia Quality Lead working across the Trust footprint to support services in meeting a range of key quality performance indicators and ensuring patients and cares remain central to care delivery for high quality services.