



**The NHS Northern
Hotel Services Training Advisory Group**

Present a one-day conference on:

THE PATIENT **ENVIRONMENT AND YOU**

to be held on

Wednesday, 11th March 2015

at

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

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Patients tell us that good hospital care depends on getting the basics right.

We all know that it is important for patients to receive good nutrition and hydration, to feel safe and cared for, to have care provided in clean and pleasant environments, and to feel trust and confidence in those caring for them.

The aim of this event is to provide delegates with an understanding of the modern day NHS environmental standards within the NHS and its relationship with the annual PLACE assessment model.

Keynote speakers include Jane Crossley, Policy Lead at the Department of Health, further speakers will also provide practical examples on how services can be enhanced to increase patient satisfaction and how we can work and shape our facilities strategies and techniques.

"Getting good treatment in a comfortable, caring and safe environment, delivered in calm and reassuring way; having information to make choices, to feel confident and feel in control; being talked to and listened to as an equal and being treated with honesty, respect and dignity". DoH2009

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

WEDNESDAY, 11TH MARCH 2015

PROGRAMME

9.00am **REGISTRATION**
Coffee and Tea

9.30am **WELCOME AND INTRODUCTION**

Presenter – YVONNE WIDDOWS
Senior Site Services Manager, Blackpool Teaching Hospitals NHS Foundation Trust
(Member of the Hotel Services TAG)

9.45am **MID STAFFORDSHIRE – A FAMILY'S PERSPECTIVE**

Presenter – JULIE BAILEY
Cure the NHS

Julie will talk about why she formed the group 'Cure the NHS' and her journey over the past 7 years.

10.30am **ACHIEVING DEMENTIA FRIENDLY ACUTE CARE**

Presenter – SARAH CLAYTON
Matron, Lancashire Teaching Hospitals NHS Foundation Trust

Presenter – PAUL COLLIER
Senior Estates Manager, Lancashire Teaching Hospitals NHS Foundation Trust

This session will explore how enhancing the environment can assist clinicians in providing better care for patients with dementia in an acute hospital setting and will look at techniques that have been used to aid orientation, improve privacy and dignity whilst enhancing the environment.

11.30am **Mid Morning Coffee and Tea with opportunity to view trade stands**

12.00pm **INFECTION PREVENTION IN THE PATIENT ENVIRONMENT - WHY DOES IT MATTER?**

Presenter – JOHANNE LICKISS
Nurse Consultant Infection Prevention, Blackpool Teaching Hospitals NHS Foundation Trust

The presentation will discuss Infection Prevention and the environment and how we work with facilities on the refurbishment and re-designing of clinical areas. It will also touch on what the future holds for Infection Prevention with regards to new technology, antibiotic resistance and for new emerging infections.

13.00pm **2-COURSE BUFFET LUNCH**

14.00pm **HOSPITAL FOOD STANDARDS**

Presenter – JANE CROSSLEY
Senior Strategy and Policy Manager, Department of Health

The presentation will focus on the Hospital Food Standards Panel's report published in August 2014. It will focus specifically on healthier eating across hospitals and financial incentives available.

15.00pm **MENTAL CAPACITY ACT 2005 – WHAT'S THAT GOT TO DO WITH HOTEL SERVICES?**

Presenter – JIM LLOYD
Trust Security Advisor
Lancashire Teaching Hospitals NHS Foundation Trust

An outline of the Mental Capacity Act 2005 and how certain provisions of the act directly affect hotel services staff.

15.30pm **CLOSE OF CONFERENCE**

Afternoon Coffee and Tea

SAFE JOURNEY HOME

THE PATIENT ENVIRONMENT & YOU

WEDNESDAY, 11TH MARCH 2015

ABOUT THE SPEAKERS

YVONNE WIDDOWS

Senior Site Services Manager, Blackpool Teaching Hospitals NHS Foundation Trust

Yvonne is the Senior Site Services Manager for Blackpool Teaching Hospitals NHS Foundation Trust. Yvonne manages the Hotel Services Departments within the Trust. She has worked in the Facilities Sector for many years, originally for the Blackpool Trust, however, moving out to the private sector in 1994 for 11 years. In May 2005 Yvonne returned to the Blackpool Trust as Site Services Manager and in May 2006 took up her most recent post of Senior Site Services Manager and is currently enjoying working in such a diverse management role providing Operational Services across the Fylde Coast to patients, customers and clients. Yvonne is the PLACE (Patient led Assessment of The Care Environment) Lead for the Trust and works with colleagues across all Divisions to ensure the 'patients' experience' with regard to environment are exceeded. Yvonne is a trained 'In-House Coach' and delivers coaching conversation training sessions and Talk Safe training sessions within the Trust.

JULIE BAILEY

Cure the NHS

Julie Bailey is founder of Cure the NHS, a group established in December 2007 after the death of her Mother in Mid Staffs Foundation Trust hospital. The group successfully campaigned for a public inquiry into the failings at the hospital and the wider NHS. The group offers support and advice to people throughout the country who have been harmed within the NHS. Julie speaks to a wide range of audiences and has been working with leaders from England, Scotland and Wales. Her book "From Ward to Whitehall- the disaster at Mid Staffs" captures the struggle she had to be heard to help to expose systemic failings within the NHS. Julie was awarded a CBE in the New Years Honours list for her services to older people. The group continues to campaign for a safer NHS, protection for those who try to raise concerns, safe staffing levels and transparency of a hospitals performance.

SARAH CLAYTON

Matron, Lancashire Teaching Hospitals NHS Foundation Trust

Sarah has worked as a nurse for Lancashire Teaching Hospitals NHS Foundation Trust for the last 14 years. During that time she has worked in a variety of departments within the medical division including

Coronary Care and the Medical assessment unit. In the last 18 months Sarah has been heavily involved in the Trust's older people program; the main aim of which is to support the delivery of excellent compassionate care by the right staff, in the right environment.

PAUL COLLIER

Senior Estates Manager, Lancashire Teaching Hospitals NHS Foundation Trust

Paul has worked in the NHS for over 31 years in various Trusts around the North West, initially as a Building Officer in Blackpool and then as Projects Officer at the then Preston Health Authority. Moving to Whittingham Hospital in 1989 as Senior Building Officer and then as Estates Manager, eventually moving back to the Royal Preston Hospital in 2000 delivering estates services to the community and Ambulance Trusts around Preston and Chorley. In 2008 Paul took on the position of Senior Estates Manager looking after all Lancashire Teaching Hospitals properties and those of Lancashire Care, Central Lancashire Primary Care and North West Ambulance Service in the Central Lancashire area. Prior to joining the NHS Paul has worked in local authority surveying and environmental health and in civil engineering.

JOHANNE LICKISS

Nurse Consultant Infection Prevention, Blackpool Teaching Hospitals

Johanne began her nursing career at Blackpool Teaching Hospitals NHS Foundation Trust in 1983 as a student nurse. Once qualified, she worked on the surgical wards as a staff nurse and then as a Ward Manger from 1997 to 2002. Johanne then changed direction to work in Infection Prevention as a Clinical Nurse Specialist. She became the Nurse Consultant for infection Prevention in 2007 and completed her MSc Infection Prevention in 2010.

JANE CROSSLEY

Senior Strategy and Policy Manager, Department of Health

Jane Crossley joined the Department of Health over 10 years ago and has worked on numerous policies including the patient environment, in-patient accommodation, asset management, major hospital design and capital procurement. Jane understands the important part the direct patient environment and the wider built environment plays in the healthcare system and the magnitude of both the financial and human resource required to assure it remains safe, suitable and clean. Jane is currently national policy lead for hospital food and has a specific interest in the provision of healthier food and drink across NHS hospitals.

JIM LLOYD

Trust Security Advisor, Lancashire Teaching Hospitals NHS Foundation Trust

Jim has been employed as Security Advisor for Lancashire Teaching Hospitals NHS Foundation Trust for 13 years as part of the Risk Management Team. His role includes advising the workforce on security issues. He has worked with colleagues in Hotel Services to develop training programmes for portering and security covering the legal aspects of the use of force and practical restraint. Prior to this, Jim worked as a police officer in Lancashire Constabulary where he served in a number of different roles across the county. Jim was an experienced operational police officer and supervisor. His role included response, community beat, crime task force, firearms operations and HQ control room.