

Enhancing the Healing Environment



» I would highly recommend The King's Fund to organisations that are making changes to the environment to improve the patient experience. Our own experience of the EHE team was of dealing with true professionals who challenged us in our striving for excellence. This was delivered in an extremely supportive manner by ensuring patients were at the forefront of every decision we made.«

Director of Nursing



» Improving the patient experience through environmental redesign

Patients are at the centre of The King's Fund's Enhancing the Healing Environment (EHE) programme. With 12 years' experience working with more than 230 teams of staff, patients and carers, the EHE programme shows how it is possible to transform the patient experience through improvements to the physical environment of care with minimum financial outlay - and that the benefits are enormous.

The environments in which we live and work have a profound influence on our physical and psychological well-being. In health care settings the environment can support recovery and well-being and has a real effect on patients' perception of the care they receive. This goes beyond the necessity

for cleanliness, infection control and the preservation of an individual's privacy and dignity, to creating spaces that are fit for purpose and comfortable. Research has repeatedly confirmed that a supportive and welcoming environment can have positive effects on both those who visit hospitals - whether as patients or visitors - and those who work in them.

The NHS Constitution for England (2009) and The NHS Outcomes Framework 2012/13 both recognise the importance of the care environment to the patient experience. Planned in partnership with staff and service users, improvements to the physical environment can act as a catalyst to practice and service improvement. Improved environments can transform the patient experience, humanise care, reduce accidents and incidents, and increase staff morale.

Even in the current unprecedented economic climate, providers of health care services need to maintain and improve the buildings

in which they deliver care. Latest figures indicate that there continues to be growth in spending on the physical maintenance of health care buildings, yet this considerable investment does not always result in environments of care that are fit for purpose, sustainable or provide good value for money.



» The Enhancing the Healing Environment programme

The King's Fund's award-winning Enhancing the Healing Environment (EHE) programme has repeatedly proved that it is possible to achieve significant practice and service change when local multidisciplinary teams are actively engaged and enabled to make a difference to the physical care environment.

With the support of the EHE team and co-design principles, each project has brought together a local team - including clinical and estates staff and service users - to plan and manage an environmental improvement project. Completed projects have demonstrated that it is possible to improve care and create very different clinical and supportive settings using limited resources, user engagement and tenacity.

'I would encourage other teams to attend the training as it gives you the confidence to try new things and be creative and gives you a greater understanding of how to create an environment which is a pleasure to be in.'

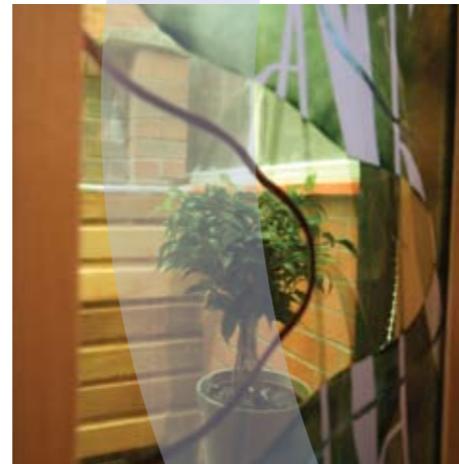
Hospice Chief Executive

Successive independent evaluations of the programme have demonstrated that it continues to provide a cost-effective methodology, while providing positive examples of how a multidisciplinary team can effect change in the physical health care environment, improve patient satisfaction and enable change in staff attitude and behaviour.

The King's Fund's EHE team has experience in improving the built environment in a wide range of settings including acute hospitals, mental health and community services, hospices and prison health services. Recent projects have focused on improving environments for end-of-life care, facilities for relatives and the bereaved, as well as projects that have improved the hospital environment for people with dementia and their carers.

'The ethos of The King's Fund to truly value each participant and encourage them to expand horizons on artistic, environmental and organisational levels to achieve project aims is in itself an exemplar for other health care providers.'

Palliative Care Nurse Specialist



Case study Forget me not lounge

An underused ward seminar room has been redesigned to offer a comfortably furnished, welcoming and private space away from the busy clinical ward area. Decorated in lavender and pastel greens, it provides a relaxing, calm environment for patients and visitors who can also enjoy a variety of commissioned artworks depicting local scenes.

»» What The King's Fund provides

Involvement in the EHE programme offers health care providers a unique opportunity to review their environment of care and then, through proven methodologies that have been developed during more than 12 years of successful delivery and wide engagement, to effect change, support quality improvement, and maximise the therapeutic impact of the environment.

Putting patients at the heart of design challenges current thinking and attitudes to care delivery as well as highlighting the important role that the environment can play in service improvement. The EHE programme enables staff to gain an understanding of the importance of the environment of care to patients, carers and their colleagues.

The King's Fund can - by using best practice examples of experienced-based co-design,

input from experts in design and the use of colour and light, wide-ranging practical case studies, and proven tools and techniques - provide extensive training and development opportunities. These will:

- enable staff to understand the importance of the environment of care by putting patients' needs at the heart of design
- generate ownership of the environment and challenge its contribution to improving quality and care delivery
- inspire, enable and support project teams to challenge ingrained attitudes and to be creative
- build confidence and develop skills in leadership, facilitation and negotiation
- encourage the wide engagement of key stakeholders (patients, staff and local communities)
- create informed clients who are able to use their skills and knowledge on a wide range of projects

'I am more confident than I thought. My views are valid and welcome. I realise that I have skills and experience to share.'

Service user



»» I feel I had been blinkered by the usual NHS approach to projects, but now feel I have the initiative to make each project a little different, and it has opened my eyes to design. ««

Capital Projects Manager

»» It has turned me into a very 'tuned in' governor with the ability to understand and empathise when things can't be done, as well as a more challenging governor who wants to push the boundaries and imagine the possibilities. ««

Governor

Case study Recreation space

The social area in this medium secure mental health unit was redesigned, without any structural alteration and retaining the existing curtains, to provide a usable and adaptable space. The young people chose the vibrant



colour scheme and were involved in creating the 'rap' theme that was used for the artworks.





Case study Palliative care suite

Two rooms have been converted to provide a palliative care suite with private garden in this ward where people with dementia are cared for. Each room is decorated in a different colour to aid orientation, and carers have access to a small kitchenette as well as a separate room in which to relax.

» Outcomes

The Enhancing the Healing Environment (EHE) programme enables clinical and estates staff to review the impact of the environment on care delivery in partnership with service users and continues to demonstrate the capacity of frontline staff to be extremely creative in bringing about sustainable improvements to the care environment. Completed schemes show what can be achieved with vision, wide engagement and relatively small amounts of money.

The EHE methodology involves key principles of co-design, with the needs of patients and their relatives paramount to any redesign; a significant outcome of the programme has been the high therapeutic impact of the projects. Evidence suggests that this methodology will not only result in a better scheme, encourage staff to 'own' and be proud of the environment in which they

work, but also deliver innovative, robust, fit-for-purpose, cost-effective schemes. Not only has patient and staff satisfaction been improved but the programme has also facilitated changes in staff attitudes and behaviours. Teams we are currently working with are reporting significant reductions in patient falls and incidents of challenging behaviour and much improved staff engagement and reductions in sickness absence.

Staff have used the skills and knowledge gained from the programme to lead and influence other capital schemes, and to enhance their own personal and leadership development. Many organisations have integrated core EHE principles into their estates strategies in recognition of the fact that the impact on service redesign and quality has been greater than that typically achieved by investment in environmental upgrading alone.

'I could not have envisaged the impact of orientation, lighting, décor and furniture - it has been an utter revelation.'

Carer



» What we can offer

We provide skilled consultants who are able to support organisations and teams to catalyse change in care delivery through physical improvements to the health care environment.

In addition to a range of training events held across the country, we can design and deliver in-house programmes specific to the needs of your organisation for small - and medium-sized groups of staff, service users and key stakeholders. The support we offer can range from an initial site visit to longer-term support as estates strategies and capital schemes are developed.

For further information go to www.kingsfund.org.uk/ehe or email: ehe@kingsfund.org.uk



'We now have a facility the trust can be proud of, and we can use our experience to replicate the success of the scheme in the older parts of the hospital that require refurbishment.'

Deputy Director of Planning

» Working with The King's Fund broke down the barriers of the typical health care environment we were programmed to provide and raised the standard so our patients could feel that the environment was part of their healing process. «

Estates Manager

» I never realised the transformation of the ward would be so dramatic, and the reaction from patients, carers and staff has been one of amazement. «

Acting Matron

Case study Bereavement suite

Services for bereaved relatives were brought together by the creation of the suite. The comfortable waiting area has been designed so that it can be used for more than one family, features large photographic prints of local scenes and links to offices for the bereavement co-ordinator and local authority registrar.



About The King's Fund

The King's Fund is a charity that seeks to understand how the health system in England can be improved. Using that insight, it helps to shape policy, transform services and bring about behaviour change.

For further information:

www.kingsfund.org.uk/ehe

email: ehe@kingsfund.org.uk

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The King's Fund

11-13 Cavendish Square

London W1G 0AN

Tel 020 7307 2400

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