

Improving
the patient
experience



**Celebrating
Achievement:
Enhancing
the Healing
Environment
Programme**



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**Celebrating
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Environment
Programme
2003–2005**

'Improving the Patient Experience' is a series of publications designed to stimulate and inspire all those involved in designing, procuring, developing and maintaining healthcare buildings to look for new and inventive ways to improve the environments for patients and staff alike. They contain best practice case studies, advice and guidance on how best to implement and manage programmes for change in both new buildings and areas for refurbishment.

Other titles in the series include:

A Matron's Charter: An action plan for cleaner hospitals

A place to die with dignity – Creating a supportive environment

Contracting for cleaning

**Evaluation of the King's Fund
Enhancing the Healing Environment
Programme**

Exploring the Patient Environment

Friendly healthcare environments for children and young people

The art of good health – A practical handbook

The art of good health – Using visual arts in healthcare

Welcoming entrances and reception areas

The series is produced by the Department of Health Estates and Facilities Division (formerly NHS Estates).

This publication celebrates the completion of the first 23 Enhancing the Healing Environment projects outside London. It includes a summary of the independent evaluation and nine case studies jointly commissioned by The King's Fund and NHS Estates from the York Health Economics Consortium in conjunction with RKW Healthcare Strategists.

This phase of the national extension of the King's Fund's Enhancing the Healing Environment programme was funded by the former NHS Estates (now DH Estates and Facilities Division) with generous support from the Burdett Trust for Nursing and the Calouste Gulbenkian Foundation.



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King's **Fund**



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*Inset: Autumn leaf, stained glass, Plymouth Teaching Primary Care
Trust*

Reverse: New Leaf Centre, Maidstone and Tunbridge Wells NHS Trust

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Foreword

I am delighted to have the opportunity of providing a foreword to 'Celebrating Achievement', which marks the completion of the first phase of the extension of The King's Fund's Enhancing the Healing Environment programme in England.

The environment in which we live and work affects us all, and this is especially true when we are unwell and anxious. As part of the NHS modernisation programme, great strides are being made in improving hospital and healthcare environments, but it is still the case that some of our buildings do not provide ideal environments in which to receive or deliver care.

I have been involved in the development of the Enhancing the Healing Environment programme over the last five years, firstly as it took shape in London, and I am now

delighted in my role as Chief Nursing Officer to sponsor its extension throughout England.

Having visited a number of the completed projects I can attest to the difference the programme has made not only in inspiring teams to achieve stunning improvements in the care environment but also in developing individuals to reach their potential as future healthcare leaders.

This publication brings together the achievements of the 23 trust teams who commenced the programme in 2003 and a series of case studies undertaken by the York Health Economics Consortium in collaboration with RkW Healthcare Strategists. I would commend it to everyone who has an interest in improving the environment of care.

Professor Christine Beasley, CBE
Chief Nursing Officer

January 2006



Christine Beasley, Chief Nursing Officer, at opening of Nightingale's Courtyard, York Hospitals NHS Trust

Acknowledgements

Our President, HRH The Prince of Wales, played a key role in the successful launch of Enhancing the Healing Environment in 2000. Since then his continued support has been vital and has been greatly appreciated by all those involved in delivering the programme over the last five years.

Thanks are also due to The King's Fund's Grants Committee and Management Committee, who decided, as part of activities to mark the millennium, to make a substantial investment to develop the programme in all acute trusts in the capital. The Fund continued this commitment and extended the programme to all mental health trusts and to some primary care trusts in London. In all we have committed £2.25 million to the programme, the largest investment we have ever made in London's hospitals.

We are indebted to our partners at NHS Estates and the Department of Health who have enabled us to extend the programme throughout England and have made this publication possible. The national programme would also not have been possible without generous support from the Burdett Trust for Nursing and the Calouste Gulbenkian Foundation.

We are also very grateful to all those who have made the programme such a success, in particular those who have contributed to the development work, including Pat Brand and Susan Francis; colleagues at ICI Paints, Philips Lighting and Tate Modern; and to Maxine Grisley and Gurinder Whall who have provided such excellent support to the programme overall. Our thanks also go to Karin Lowson, John Kelly and Mark Hadfield who have undertaken the programme evaluation and who with Sarah Waller and Hedley Finn have provided the material for this publication.

This publication marks the completion of the first 23 projects outside London, and our thanks go to the nurses, estates staff, arts co-ordinators, patients and the many others who have taken part with such evident enthusiasm, as well as to those who have encouraged and supported them, including trust boards, special trustees and Leagues of Friends.

All these individuals and organisations have made a difference – realising their vision for improving the healing environment and making a real impact on patients' lives.

Niall Dickson
Chief Executive, The King's Fund

January 2006



Niall Dickson, Chief Executive, King's Fund presents Matt Kent with a plaque to commemorate the opening of the EHE scheme at Oxfordshire Mental Healthcare NHS Trust

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“People say the effect is on the mind. It is no such thing. The effect is on the body, too. Little as we know about the way in which we are affected by form, colour, by light, we do know this, that they have a physical effect. Variety of form and brilliancy of colour in the objects presented to patients is the actual means of recovery.”

Florence Nightingale
‘Notes on Hospitals’, 1863

Over one hundred years later there is now a wealth of research evidence to show the positive impact that the environment can have on health and healing. For many of today’s patients, visitors and staff, however, the hospital environment still remains soulless, drab and depressing, even though the NHS is currently in the midst of the largest building programme in its history.

The King’s Fund, a healthcare charity founded in 1897, continues to maintain a high profile in its support of environmental improvements in hospitals and in 2000 launched the Enhancing the Healing Environment (EHE) programme in the acute healthcare sector in London. The aim of the programme is to encourage and enable nurse-led teams, working in partnership with patients, to improve the hospital environment. Each participating NHS trust nominates a team led by a nurse and including service users, estates staff, arts co-ordinators and managers to undertake an environmental improvement programme in their hospital. The team members attend a King’s Fund development programme and are given a cash grant to carry out their project which must bring demonstrable environmental improvements to an area in their hospital used by patients.

The award-winning EHE programme has received national recognition as an exemplar of a nurse-led environmental improvement programme. Since its original launch in the capital, with support from the Department of Health, NHS Estates and charitable foundations, it has been extended to trusts in England.

This publication celebrates the completion of the first 23 projects outside London and includes a summary of the independent evaluation commissioned by NHS Estates. Part 1 of the document gives some background to the Enhancing the Healing Environment programme and a description of each of the 23 projects with information obtained from the teams and trusts who have participated. Part 2 includes a summary of the independent evaluation and the nine case studies commissioned from the York Health Economics Consortium in conjunction with RKW Healthcare Strategists. Using environmental assessment tools, the evaluators have reported substantial environmental improvements in all of the projects studied. Part 3 of the document contains a project directory, a list of trusts participating in the EHE programme, and some useful addresses.

It is a tribute to the enthusiasm and commitment of the 23 trust teams who took part in this phase of the programme that they have secured an additional £1.5 million in excess of their central grants to fund their EHE projects. The evaluation again confirms the extraordinary positive impact that the EHE programme has on hospital environments, on therapeutic practice, on the people who take part and on their organisations.



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