

NHS Board  
29 January 2020

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**SUBJECT: Person-Centred Care – Styles & Smiles**

**1. PURPOSE**

This paper is coming to the Board:

For approval	<input type="checkbox"/>	For endorsement	<input type="checkbox"/>	To note	<input checked="" type="checkbox"/>
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This paper will be accompanied by a short video presentation at the Board meeting.

**2. ROUTE TO THE BOARD**

This paper has been:

Prepared	<input type="checkbox"/>	Reviewed	<input type="checkbox"/>	Endorsed	<input checked="" type="checkbox"/>
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By the following Committee: Corporate Management Team

**3. SUMMARY OF KEY ISSUES**

NHS Lanarkshire and partners use patient experience feedback to evaluate and improve services. SERCO invites employees to make suggestions on how services can be improved for patients; Porters reported that female patients who may have been in hospital for more than a few days were very conscious of their appearance and could be anxious, or embarrassed, when moving around the hospital. The concept of introducing a hairdressing salon in the hospital was taken forward by a Short Life Working Group including staff from NHS Lanarkshire, SERCO, Summit Healthcare, Property Services and Support and New College Lanarkshire. The Group formed in January 2019, with the “Styles and Smiles” salon opening in April 2019; more than 500 patients have now used this service.

**4. STRATEGIC CONTEXT**

This paper links to the following:

Corporate Objectives	<input checked="" type="checkbox"/>	LDP	<input type="checkbox"/>	Government Policy	<input type="checkbox"/>
Government Directive	<input type="checkbox"/>	Statutory Requirement	<input type="checkbox"/>	AHF/Local Policy	<input type="checkbox"/>
Urgent Operational Issue	<input type="checkbox"/>	Other	<input type="checkbox"/>		

Person-centred care is one of NHS Scotland three Quality Ambitions; “Mutually beneficial partnerships between patients, their families and those delivering healthcare services which respect individual needs and values and which demonstrate compassion, continuity, clear communication and shared decision-making.” This initiative demonstrates how partnership working can benefit patients, their families, staff and local community.

## 5. CONTRIBUTION TO QUALITY

This paper aligns to the following elements of safety and quality improvement:

### *Three Quality Ambitions:*

Safe	<input type="checkbox"/>	Effective	<input type="checkbox"/>	Person Centred	<input checked="" type="checkbox"/>
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Patients and their families have reported that this service makes a significant positive contribution to their mood and sense of wellbeing during a hospital stay and that they feel it gives them an element of independence and control.

### *Six Quality Outcomes:*

Everyone has the best start in life and is able to live longer healthier lives; (Effective)	<input type="checkbox"/>
People are able to live well at home or in the community; (Person Centred)	<input type="checkbox"/>
Everyone has a positive experience of healthcare; (Person Centred)	<input checked="" type="checkbox"/>
Staff feel supported and engaged; (Effective)	<input type="checkbox"/>
Healthcare is safe for every person, every time; (Safe)	<input type="checkbox"/>
Best use is made of available resources. (Effective)	<input checked="" type="checkbox"/>

This initiative is an excellent example of partnership working between health, education and the private sector to meet the needs of people by bringing the services they want to them.

## 6. MEASURES FOR IMPROVEMENT

The salon supports patients with dementia to maintain community participation, allowing those who have a hairdressing routine to maintain this while in hospital. The salon has close links with the Meaningful Activity Club at University Hospital Wishaw and staff regularly report the positive impact of the salon, for those anticipating a visit and their improved wellbeing afterwards. This joint initiative has helped break down the negative impact/ stigma of dementia and focused on the need to prevent an acute admission having a negative impact on people with dementia.

## 7. FINANCIAL IMPLICATIONS

Funding was generated from SERCO foundation (£5K), Summit Healthcare (£2K) and NHS Lanarkshire endowment fund (£2K). SERCO supplied the room conversion resource and labour costs free of charge. Local businesses also supported this initiative free of charge. These included Burnside Flooring (flooring) and The Glass Man (mirrors and signage). New College Lanarkshire supplied hairdressing equipment and products at no cost. No further capital expenditure is anticipated, ongoing expenditure for consumables and small items of equipment or furniture will be supported by the Endowment Fund.

## 8. RISK ASSESSMENT/MANAGEMENT IMPLICATIONS

All developments and ongoing activity have been progressed in line with NHS Lanarkshire policy and guidelines. There are no issues identified with this project that need to be logged on a risk register.

## 9. FIT WITH BEST VALUE CRITERIA

This paper aligns to the following best value criteria:

Vision and leadership	<input type="checkbox"/>	Effective partnerships	<input checked="" type="checkbox"/>	Governance and accountability	<input type="checkbox"/>
Use of resources	<input checked="" type="checkbox"/>	Performance management	<input type="checkbox"/>	Equality	<input checked="" type="checkbox"/>
Sustainability	<input type="checkbox"/>				

Effective partnership working has demonstrated the benefit for patients, staff and the local community. New College Lanarkshire students have gained invaluable professional and life experience whilst developing their communication skills and families have also been thoroughly supportive of this initiative.

## 10. EQUALITY AND DIVERSITY IMPACT ASSESSMENT

An E&D Impact Assessment has been completed, no significant issues were identified.

Yes  University Hospital Wishaw Ward 10  
 *Please say why not*

## 11. CONSULTATION AND ENGAGEMENT

This initiative has been promoted throughout NHS Lanarkshire and been recognised nationally, winning:

“Best Hospital Care Initiative” Scotland’s Dementia Awards 2019 - 18<sup>th</sup> September 2019

“Health and Social Care Integration Award” - The Herald Society Awards 2019 - 6<sup>th</sup> November 2019.

## 12. ACTIONS FOR THE BOARD

The Board is asked to:

Approval	<input type="checkbox"/>	Endorsement	<input type="checkbox"/>	Identify further actions	<input type="checkbox"/>
Note	<input checked="" type="checkbox"/>	Accept the risk identified	<input type="checkbox"/>		

- Note the success of the project;
- Note that the Quality Directorate are planning to evaluate the initiative by May 2020; and
- Note that discussions are being taken forward in University Hospitals Monklands and Hairmyres to replicate the service.

## 13. FURTHER INFORMATION

For further information about any aspect of this paper, please contact Anne Leitch, Chief of Nursing, University Hospital Wishaw, Telephone: 01698 366237