



# FOCUS

Facilities Directorate Newsletter

[www.wsufftrust.org.uk/facilities](http://www.wsufftrust.org.uk/facilities)

## Director's Message

The Trust is currently in a challenging financial position; and the Directorate once again is leading the way by "grasping the nettle" in identifying cost reduction ideas. Some of the cost saving ideas may be regarded as controversial, but will help the Directorate to achieve financial balance at the end of the year.

That said, we continue to modernise and improve the way we work. We have recently employed a Personnel and Training Officer, Mariella who I welcome to the Directorate as a much needed resource for us all. Already she is proving a great attribute.

I would like to personally thank all the Walnuttree staff, particularly the Domestic and Catering staff for your fantastic commitment and motivation, which has ensured a successful turn-around of the recent salmonella outbreak.

Finally, if you have any ideas for cost improvements or savings, please contact me.

Keep up the sterling work.

## Ultraclean Theatre 9

The construction of Ultraclean Theatre 9 is complete. The new theatre was constructed in an existing courtyard, adjacent to Theatre 8. This facility adds to the existing 8 operating theatres, two of which are ultraclean units.

The new ultraclean theatre provides additional capacity which will allow an additional 800 hip and knee replacement operations to be carried out annually, helping to make a significant impact on reducing waiting times for these procedures.





# Bury in Bloom

From June to September, Bury St Edmunds is decked with Hanging Baskets, window boxes, planters and bedding displays as part of the annual Bury in Bloom season, which is in its 17<sup>th</sup> year.

Keen gardeners from our volunteer team supported the Trust's entry for this year's Bury in Bloom. The volunteer team, which included members of staff, really enjoyed pottering and tidying in the courtyards and are keen to carry on with the courtyard gardening projects throughout the growing season. They particularly enjoyed interacting with patients and staff who use these special areas for breaks and relaxation away from the hustle and bustle of wards and departments.

The hospital competed against a significant number of high profile establishments within the Bury St Edmunds catchment. In the category of "Best Industrial Frontage" we gained Third Place; first place was awarded to 'Services to Business' in Ailwin Road and second place to 'West Suffolk College'. The hospital also gained a 'commendation' in "Best Shop or Business Premises". The judges also particularly liked the courtyards within the hospital. Steve Moore attended a prize giving ceremony on Sunday 7<sup>th</sup> September at Moreton Hall School, to receive two



certificates on behalf of the Trust, which will be displayed in the Main Entrance and Facilities Reception

We await feedback from the Anglia and Britain in Bloom Awards; the results will be announced in September/October.



A big thank you to everyone involved, especially those who put much time and effort into looking after the courtyards, we couldn't have done it without you.

## EBME Out of Hours

The EBME department now has additional reporting methods in place for equipment breakdowns. The services include a departmental mailbox and answer-phone for out of hours requests.

During out of normal working hours faults can be reported by leaving the following details:

1. Your department/location
2. Your name
3. Equipment hospital number (WSHA)
4. Nature of fault

via EBME Mailbox or answer-phone on ext. 2315

If you are interested in joining our small band of volunteers in keeping our beautiful courtyards in tip top condition please don't hesitate to contact Linda Murrell, Voluntary Services Office, on telephone 01284 713169.

# Site Development Control Plan

The West Suffolk Hospital occupies an area of land, approximately 52 acres in size, to the south of Hardwick lane. The hospital was built in the mid 70s, and has undergone a number of significant physical changes since it's first opening. Throughout these changes the site has managed to retain most of it's natural appeal. In order to ensure that the site environment and surroundings are not compromised as a result of all the current and future building developments, a draft site development plan has been produced which can be viewed on the facilities web site within the Estate Strategy ([www.wsufftrust.org.uk/facilities/Modernisation/5-YearPlan.htm](http://www.wsufftrust.org.uk/facilities/Modernisation/5-YearPlan.htm)).

The plan details all the proposed developments both short term (2 Year) and long term (5-10 year). Discussions with the local council

planning office indicate that more work needs to be done to ensure that the sites natural beauty is maintained. A number of surveys have already been conducted to establish the type and condition of all trees both on the site and in the surrounding area, this information has been incorporated in the sites development control plan

The purpose of the development control plan is to ensure that all future developments on the site ensure that we provide first class healthcare services to all of our patients, make the best possible use of the very limited space available whilst at the same time maintaining the natural parkland feel.

For more information please contact Terry Robertson on ext. 3651

## Welcoming Mariella Giancola to the Directorate

**A bit about myself:** I was born in Barletta in Southern Italy. I am 32 and happily married. I have been living in England, on and off, for the past 15 years. I particularly like this part of the country and I am settling in at last, although I still miss Italian food!

**Educational and Professional background:** I graduated in Italy in English and Spanish Languages and Literature and then I completed my Master's Degree in Intercultural Human Resources Management at Anglia Polytechnic University. I am currently studying towards my CIPD qualification and by the end of this year I will be a qualified member of the Chartered Institute in Personnel Practice.

For the past two years I have been working in Human Resources within the NHS, first with Lifespan NHS Trust, in Fulbourn, and then with Cambridgeshire and Peterborough Mental Health Partnership Trust, in Huntingdon.

In July 2003 I was offered the opportunity to

take on this challenging role and here I am: Personnel and training advisor, so what does it mean?

It means that I am here to look after all the facilities staff and support you through your personal development. I am here to provide professional advise and support on all personnel policies and procedures, performance, disciplinary and in particular sickness absence. I am also here to develop and implement an effective directorate appraisal, training and development process linked to directorate objectives and individual training needs. If you have any concerns or worries please feel free to contact me.

### Contact details:

I am in the office every day from 8 till 4, ext: 2623 and e-mail: [mariella.giancola@wsh.nhs.uk](mailto:mariella.giancola@wsh.nhs.uk)

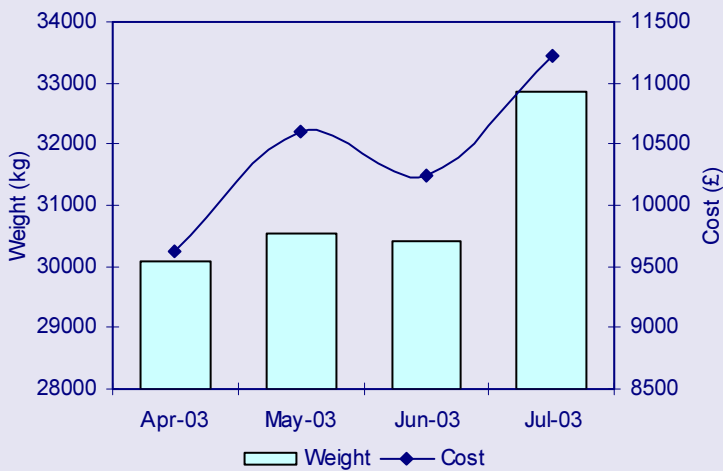


# Clinical Waste

## Definitions

1. Any Waste which consists wholly or partly of human or animal tissue, blood or other body fluids, excretions, drugs or other pharmaceutical products, swabs or dressings, or syringes, needles or sharp instruments, being waste which unless rendered safe may prove hazardous to any person coming into contact with it.
2. Any other waste arising from pharmaceutical or teaching or research waste which may come into contact with it.

Clinical waste costs the Trust £379 per tonne to remove for disposal, last year this amounted to £130,896.00. When you look at this in price per sack, it costs £1.20 compared to £0.20 for non-clinical waste. The Key Performance Indicator (KPI) for clinical waste, shown in the graph below, shows the amount of clinical waste produced by West Suffolk Hospital each month, the graph also shows the amount it costs to dispose of the waste. In July, there was a 10% increase in the amount of clinical waste produced, costing the Trust an additional £1000.



Steve Moore and Roger Gembris recently carried out waste bin inspection to establish if

clinical and non-clinical waste is being disposed of in accordance with Trust policy. The inspection has clearly identified that waste is being disposed of inappropriately. For example a newspaper casually discarded in a clinical waste sack costs six times more to dispose of than a domestic waste sack. The inspection also highlighted other examples of careless and inappropriate disposal practices, some of these are illustrated in the photographs below (believe it or not these are actual situations). It's worth remembering the Trust will be fined £20,000.00 for each instance we are found to



## Types of Non-clinical Waste

### Domestic Waste

- kitchen waste
- uncontaminated glass
- aluminium drinks cans
- cardboard & packaging

### Shredded confidential documents

### Hazardous materials

- fluorescent tubes
- fume cupboard filters
- mercury spillages
- batteries

## Categories of Clinical Waste

- Group A: Human tissue and infectious material
- Group B: Sharps
- Group C: Pathology and laboratory wastes
- Group D: Pharmaceutical wastes
- Group E: Urine, faeces and hygiene products
- Group F: Cytotoxic wastes
- Group G: Radioactive waste
- Group H: Controlled Drugs

# Retirements

ising from medical, nursing, dental, veterinary, similar practice, investigation, treatment, care, h, or the collection of blood for transfusion, being ause infection to any person coming into contact

**Brian Quelch**, Catering Assistant retired on the 7<sup>th</sup> August after completing 16 years of service. Brain joined the hospital as a full time dishwasher porter in July 1987 and has remained within the department for the duration of his service.

**Rita Doherty**, Diet Cook retired on the 31st July after completing 28 years of service. Rita joined the hospital on the 12th March 1975, and worked within the catering department for the whole of her service

We would like to wish them both a long and happy retirement.

dispose of clinical waste in green sacks. As a reminder the green and yellow boxes below



Domestic waste in clinical waste sack



Domestic waste in clinical waste sack

clearly identify how waste should be separated for disposal in line with Trust policy.

Your department should be provided with the correct bins and information regarding the disposal of waste. If you require more information, training or have any queries please contact Steve Moore or Roger Gembis on ext 3973 or 3375.

## Congratulations

Congratulations to Karen Reynolds, Storekeeper in Sterile Services on achieving her 'Higher Certificate in Logistics and Transport'. Karen attended West Suffolk College for the year long course which has given her a wider view on how to employ her skills and knowledge in a demanding area of work.

Well Done.

## Do's and don'ts of clinical waste disposal



Don't overfill bins



Don't use green bags in a yellow bin



Do remember to put department tags on bags

### Useful Contacts:

Area	Person	Extension No.	Bleep No.
Clinical waste control	Facilities Director	3973	334
Infection control	Infection Control Nurse	3688	505
Clinical waste collection	Portering Supervisor	3533	320

# Team Working "Maximising our Potential"



Steve Moore explained "The refurbishment of Ward F6 Day Room shows how well the disciplines within the Facilities Directorate work together as a team in completing a well needed refurbishment project."

## The Project

Ward F6 Day Room situated at the end of the F6 corridor is used as a day room by patients and visitors and as a Pre-operative assessment area. During the last Patient Environment Action Team (PEAT) visit, the day room was identified as in need of updating/refurbishment. The Day Room was last repainted over 5 years ago, although the carpet itself dated back to when the Hospital was first built in 1974. Picture 1 shows the original decoration of the day room. The new colour scheme and furniture for the room was chosen by Ward staff on F6.

## The Team

The room was completed on the 31<sup>st</sup> July, during refurbishment the room was in continuous use. The room was completed in stages due to the availability of contractors and delivery of furniture. The two major processes were the painting and flooring which took about two days each to complete. The painting and flooring was carried out by outside contractors, whilst our estates in-house maintenance team carried out the electrical work.





Portering staff (picture 11) removed all the old furniture and fittings and also found new homes for many of the items no longer required. After the redecoration was complete portering staff delivered the new furniture and helped set up the room ready for use.

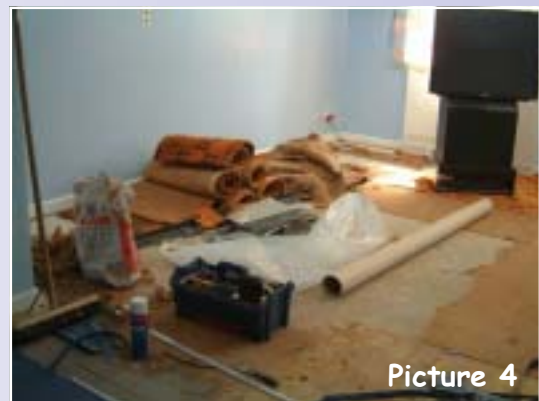
Housekeeping staff sealed the new vinyl floor and cleaned the room prior to the delivery of the furniture.

Sewing room staff made the curtains, which were hung by a housekeeping supervisor.

Four pictures featuring Bury St Edmunds Landmarks were rescued during the clearance of the old Post Graduate Centre (PGME) and reframed. The old television and video stand was repaired by Tendring Construction, who were contractors working on site in UltraClean Theatre 9.

Although the project could be considered small scale compared to many of the other projects being carried out within the Hospital, the refurbishment would not have been as efficient, without the effective teamwork from the various departments within the Facilities Directorate.

We would like to take this opportunity to thank the sisters, staff and patients on the ward for their co-operation whilst the work was undertaken. Special thanks to the purchasing department who kindly stored the furniture until the room was ready.



# Housekeeping Modernisation

In April 2001, the NHS introduced the National Standards of Cleanliness. These standards aim to support hospital staff to monitor and improve cleaning performance within clinical and non-clinical areas. The cleaning services for West Suffolk Hospital are carried out in-house, and have been since November 2002. For the last 10 months the Housekeeping Department has been reviewing and assessing its standards of service.

Modernisation of the housekeeping department aims to revitalise the service after seven years of reduced output and standards. The present level of service is regarded as unacceptable

according to the National Assessment Tool, due to the low levels of staffing and reduced frequency of cleaning.

Since the PEAT audit earlier this year, the Housekeeping Department have made some changes. Which form part of the first steps towards the modernisation process. The changes made to date include;

- **Amendments to cleaning schedules:** Departments such as Pathology, x-ray, C S Direct and Dietetics are now cleaned in the morning, they were previously being cleaned in the evening. Investigations are currently being made to allocate cleaning areas for staff, to allow continuity on the wards.
- **Changes to chemicals used:** Staff now use mixing stations, situated in each link domestic cupboard. A full training programme and COSHH data/risk assessment is also provided with the washroom cleaner and hard surface cleaner, supplied by Arrow Chemicals.
- **New Induction Programme:** This forms part of our statutory duties, it has also been implemented to help retain staff within the Housekeeping Department.
- **Equipment Replacing Programme:** Old equipment such as trolleys and vacuums which are over 8 years old are being replaced, as spare parts are difficult to obtain. The replacement programme will also allow standardisation in the equipment used. At present 15 vacuums have been replaced.

With the ever-growing expansion of the hospital, the responsibilities of the Housekeeping Department are continuously increasing. Since February, the Housekeeping Department has taken on the cleaning of the refurbished G8 ward, the new Education Centre and the Emergency Assessment Unit. They are also working alongside the installation of the patient power programme, in the resealing floors and deep cleaning all bays and side rooms prior to patients being readmitted.

## Outbreak of Salmonella at Walnuttree

You will be aware there was a recent outbreak of salmonella, which was most likely to have been caused by consumption of contaminated food prepared in the Kitchen. The outbreak highlighted areas of concern and all recommendations suggested by the Environmental Health Officer were immediately implemented.

This was a very difficult time for everyone involved in the outbreak. I would like to thank the kitchen staff for the professional manner in which they cooperated in assisting the EHO during his investigation. The standard of hygiene and teamwork in the kitchen is to be commended, as is the speed in which they implemented the changes required.

I would also like to thank all the domestic staff at Walnuttree for their hard work and dedication plus the added value they provided, returning to work in the evening to ensure they completed the task of deep-cleaning ward C1&2 to help in reopening the hospital. Karen and Janie are to be commended for their positive attitude and ability to motivate their team and the endless hours of service dedicated to the Trust even in the face of numerous obstacles.

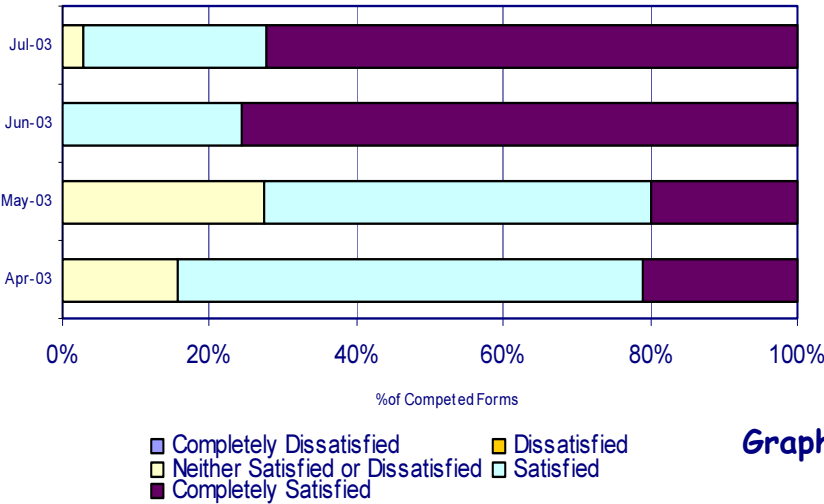
I am always impressed with the teamwork and commitment provided by all members of staff at Walnuttree Hospital. Thank you once again to all those involved.

Riva Knight, Hotel Services Manager



# Housekeeping KPI's

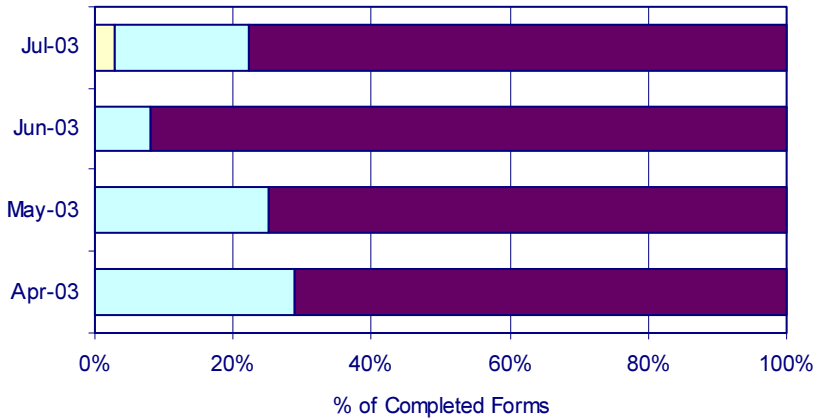
**Graph 1. Overall Cleaning**



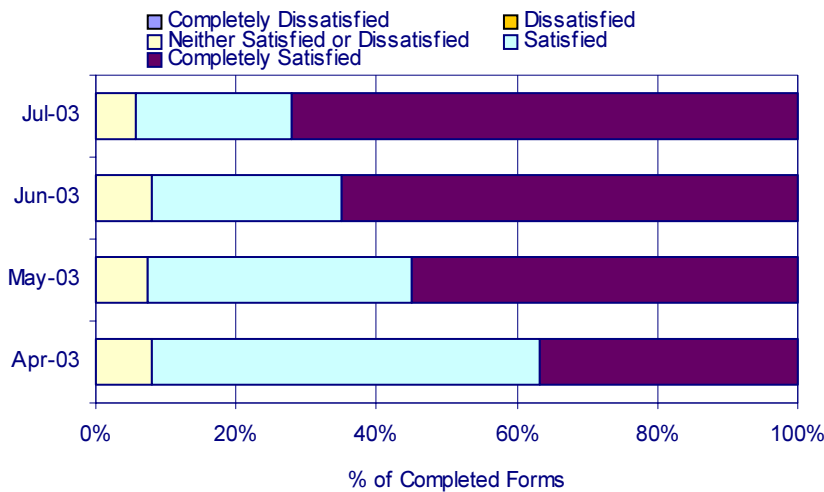
The housekeeping KPI's measure the level of satisfaction for housekeeping services and staffing. Graph 1, shows the level of overall satisfaction for ward cleaning. The graph shows that there has been a significant increase in the satisfaction of ward cleaning during the months of June and July.

Graph 2, shows the satisfaction of Housekeeping staff, in relation to their appearance, politeness and attitude. The graph demonstrates that patients are satisfied with the approach given by Housekeeping staff on the wards.

**Graph 2. Domestic Staff**



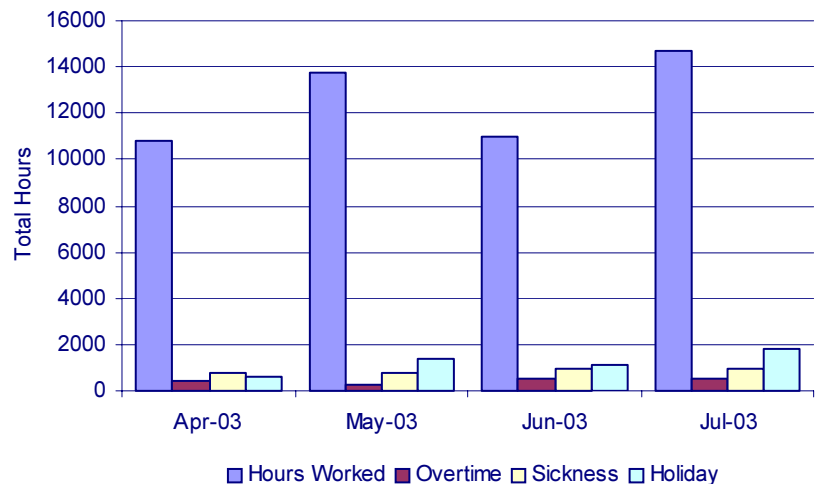
**Graph 3. Supplies**



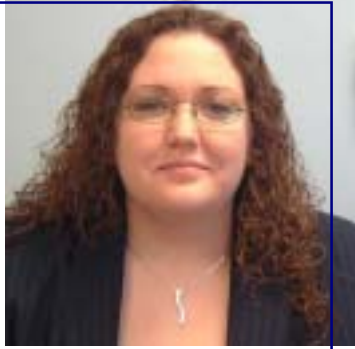
Graph 3, shows the degree of satisfaction in relation to supplies, including toilet paper, hand paper and soap etc. The graph shows a general increase in satisfaction on a monthly basis. Indicating that facilities are being monitored on a more regular basis.

Graph 4, shows the total hours of the Housekeeping Department. The total hours worked in July increased significantly compared to those recorded in June, even though there was an increase in holiday hours recorded. The number of hours recorded for sickness have also showed a decrease.

**Graph 4. Total Hours**



# Staff Profile: Sarah Collins



## FAVOURITES

### Colour

Purple

### Group/record

SilverChair

### Food

Pasta

### Holiday destination

Greece

## Tell us a bit about yourself...

I was born in Bury St Edmunds and have lived in this area all my life. I worked at Plan 4 as a typist/receptionist before I came to the West Suffolk, as a Health Care Assistant in January 2002.

## What do you do at West Suffolk?

I have recently been promoted to Facilities Administration Assistant, after transferring to the Facilities Department in October 2002, where I worked as a receptionist. My main tasks involve carrying out the administrative duties for the Facilities Director and Hotel Services Manager. I also carry out other general duties required within the Facilities reception and Department.

## What do you do in your spare time?

Out of work I particularly enjoy reading. I also enjoy socialising with friends and family.

## Using your Telephone

In the last edition of focus, we began explaining what services are available from your telephone extension. In this edition we will expand on these services and in the following issues we will give you some handy tips.

### Making a call

It is possible to make a number of different calls from your extension dependant upon the 'Class of Service' assigned to it. The 'Class of Service' defines what features an extension has access to on an individual basis e.g. corridor phones are **not** able to make external calls.

### Internal Calls

Simply lift the receiver, wait for the dialling tone and then dial the 4 figure extension number. Extension numbers at the West Suffolk Hospital fall in the following ranges:

**Direct Dial In** extensions fall in the range 2500 - 3999 can all be dialled directly, from outside the hospital, by the public by preceding with the numbers 71.

**Non Direct Dial** extensions in the range 4000 and above e.g. corridor phones; these cannot be

directly dialled, from outside the hospital, by the public.

**Off site tie line call** extensions in the range 2300 - 2420 are on the Hospital Road Site, and the switch recognises this routing the call over link lines that join the two sites so that the additional cost of an outside call is not incurred. Hospital Road Site does not have a manned switchboard to route calls, so this is all handled remotely from the West Suffolk Hospital.

**Distribution Group** extensions include 2222 (Cardiac and emergency), 5555 (SMARTLine), and 7777 (IT Helpdesk) use a pilot number to distribute the calls amongst a number of member extensions.

### External Calls

Simply lift the receiver, wait for the dialling tone and then dial **9** followed by the telephone number.

The system also provides for abbreviated dialling for commonly rung numbers. **System Abbreviated Dialling** numbers all begin with **#6** followed by a three digit number e.g. **#6100** will call Addenbrookes Hospital over the public telephone network.

# New Appointments

**Shelley Aylott**, full-time Housekeeper, started at the Trust on 25th July. Prior to this appointment Shelley worked as a sales advisor in Bury Town Centre.



**Julie Sturgeon**, part-time Housekeeper, started working in the department on 3rd August. Previous to this, Julie worked as a supervisor for Superdrug Stores.



**Tony Bayliss**, full-time team cleaner, started work at the Trust on 2nd July. Prior to this, he worked at Padley's as a Plant Inspection Assistant.

**Charlene Davis**, part-time housekeeper, started in the department on 3rd August. Charlene previously worked as a site supervisor for a cleaning agency.



**Charlotte Farrell**, full-time housekeeper, started at the trust on 11th August. Previous to this she worked as a hair salon assistant

**Rolando Randy Pajarillo Franco**, full-time team cleaner, started in the department on 17th July. Rolando previously worked as a machine operator in Tiawan and Korea



**Carol Hills**, full-time housekeeper, started the Trust on 11th July. Previous to this, she worked at West Suffolk as agency staff.

**Pamela Leverett**, part-time housekeeper, started in the department on 21st July. Prior to this, Pamela worked for Grosvenor Facilities Management Ltd as a housekeeper



**Ron Lockwood**: started working in the Estates department as a gardening technician on the 28<sup>nd</sup> July. Prior to this he worked for Berkeley Leisure Group carrying out general maintenance.

**Janice Lebbon**, full-time housekeeper, started on 11th July. Previous to this, Janice worked for Grosvenor Facilities Management Ltd as a housekeeper.



**Heather Laight**, started working at SSD on 2nd June as a Sterile Services Technician. She previously worked in the catering services.

**Amanda Hewitt**, started working at SSD on 19th May as a Sterile Services Technician. Amanda previously worked as a sales assistant at Size-up.



**Mike Smith**, full-time sterile service technician started in SSD on 19th May. Mike previously worked as a warehouse person for Hales Personnel Services

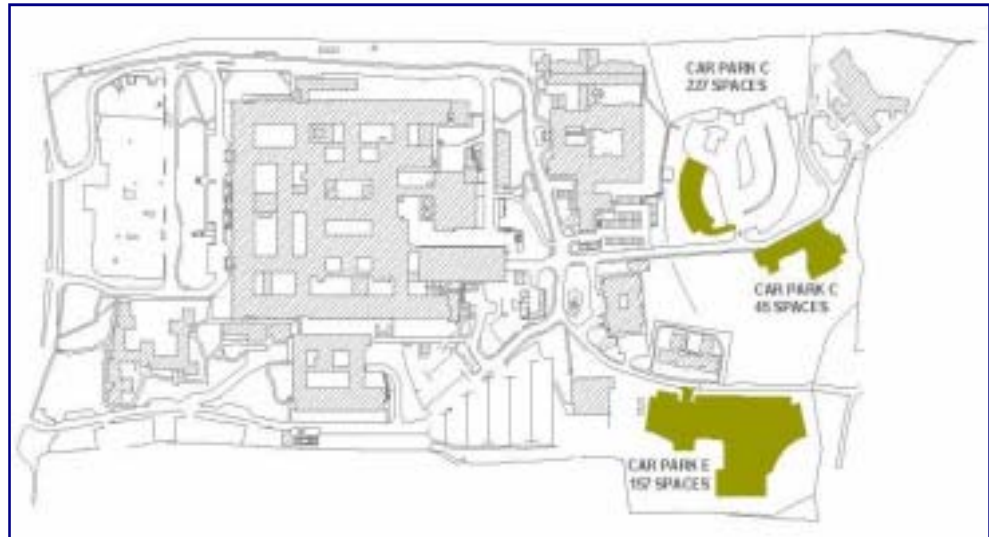
**Mathew Kollakuzhiyil**, full time team cleaner, started in the department on 7th July. Prior to this he was technician in the field of air-conditioning and refrigeration

# Car Parking Update

As all of you are probably aware the issue of car parking at West Suffolk Hospital has been at the forefront of everyone's minds. At the beginning of the year, the Trust applied to the council for approval of building additional car parking spaces. On the 6<sup>th</sup> February 2003, St Edmundsbury Borough Council's Planning Committee gave the go ahead for the Trust to build an additional 250 car parking spaces on the hospital site.

On the 1<sup>st</sup> of September, the last stage of the car parking extensions was completed. The hospital now has an additional 241 spaces. An extra 39 spaces were provided in the extension to Car Park C, which was opened on the 17<sup>th</sup> June, and a further 45 spaces were provided to the right at the top of McMillan Way on the 17<sup>th</sup> July. Car Park E, the largest project in the car park

## Site Plan of New Car Parks



extension programme, situated opposite Rowan House provides the Trust with a further 157 spaces and was opened on the 1<sup>st</sup> September.

These additional spaces will go a long way to ease the car parking problems experienced by both staff and visitors. In order to make life less stressful for patients and visitors to the hospital, it is the intention that that staff no longer use the

front car park. Any vehicle parked in restricted areas, on yellow lines, grass verges or under trees will be clamped, these clamping policies came into effect on the 1<sup>st</sup> September 03.

If you have any queries or problems relating to car parking, please contact Terry Owens on ext. 3468.

## MRI Opening

Former Beirut hostage Terry Waite CBE officially opened the new Magnetic Resonance Imaging (MRI) scanner on the 1<sup>st</sup> July, 2003. The new scanner, which cost more than £1 million has already helped more than 500 patients at West Suffolk since it was installed in March this year.

The new scanner was bought with money gained from the 'New Opportunities Fund' and with support from the 'Eastern

Radiology Development Group'. The new unit is more spacious and patient friendly, as well as being three times stronger than the previous 12-year-old scanner.

During the unveiling ceremony, Terry Waite told staff about how he underwent a scan after being released from captivity after 1763 days in Beirut in 1992, and



added that "the new facilities will be of tremendous benefit to many people".