

Privacy and Dignity

The Emergency Village has been designed to promote the safety, privacy and dignity of patients, staff and visitors. The team have considered a wide variety of patient needs to achieve a design that is accessible and inclusive, whilst providing the clinical environment required for staff to safely deliver urgent and emergency care.

A number of factors have been considered as part of the new design, such as:

- The Estates Team and Infection Control Team have contributed to the selection of materials that will be used in the building, ensuring they will be easy to clean and maintain.
- Neurodiversity and dementia needs are factored into the design of facilities and services, making the experience of accessing treatment as easy as possible for these patients.

The function of the Emergency Village is primarily to protect and treat vulnerable patients and to provide appropriate levels of privacy and dignity when they are at their most vulnerable. The design achieves a good balance of privacy and dignity for patients, whilst ensuring that staff have excellent visibility at all times for clinical safety reasons.

Capacity of the Emergency Department

Prior to designing the new Emergency Department, an analysis of historical patient numbers was undertaken, along with a future projection of how many patients could be expected to attend the Emergency Department in the future. This has allowed us to design a larger department with more clinical spaces for patients than currently provided. Based on this data, we are hopeful that when the new Emergency Department opens there will be no patients waiting in corridors or sitting on the floor, and time spent waiting / time in the department overall will reduce.

Accessibility & DDA Compliance

- Direct vehicular access to the Emergency Department is prioritised for ambulance access.
- The design team have considered accessible parking, drop off zones and wheelchair access within the wider site plan, where new accessible parking spaces are provided with a clear route to the Emergency Department entrance.
- All routes into and out of the new building will be wheelchair accessible and any new paths will be constructed of safe and appropriate materials.
- All external doors are designed with a level threshold for wheelchair access.
- Within the department, the reception desk is designed with a low-level counter for patients in wheelchairs, and a hearing loop for patients/visitors with hearing difficulty.
- Finishes throughout the building have been chosen to provide visual contrast between key surfaces, whilst also considering the needs of patients or visitors with dementia.
- Surfaces are slip resistant where there is a higher risk of water, and are otherwise smooth to facilitate cleaning and easy movement of wheelchairs.
- There will be lift access to the first floor.
- All doorways are designed to allow wheelchair access.

- Corridor widths are designed to accommodate the movement of hospital beds, which also ensures they have sufficient width to allow wheelchair users to pass without impeding access in either direction.
- A bespoke wayfinding sign system will be developed to assist patients and visitors understand the treatment process in the department and identify toilet/washing facilities. Providing clear information to patients can help reduce aggression and make a safer environment for all.
- An external Design Quality Indicator assessment carried out in January 2023 confirmed that the design complies with the Equality Act 2010.

Clinical Room Sizes & Waiting Room Provision – Space for Wheelchair Users

All patient areas have been designed to accommodate wheelchair users, including waiting areas. Clinical rooms are all increasing in size compared to those provided in the current Emergency Department, and dedicated wheelchair spaces are provided within waiting rooms to ensure there is somewhere safe and comfortable for wheelchair patients to wait for their care.

Rather than providing one large waiting room immediately at the front entrance to the department, the design includes “sub-waits” throughout the department, as well as the main waiting area at the front entrance. This means there will be fewer people waiting in each area, in turn reducing noise and crowding. One of these sub-waits is a dedicated children’s ED waiting area which is intentionally separated from adult waiting areas and clinical spaces.

Access to Hoists

The department has been designed to be flexible, allowing staff to respond to patient needs in an appropriate way. The design does not include a fixed, ceiling-mounted hoist as this would limit flexibility of the department and could result in a situation where the hoist is not in the most appropriate room for the patient who needs it. However, space has been provided for the storage of moveable hoists, which can be moved around the department and used in a range of clinical rooms when needed.

Ventilation / Temperature Control

All internal areas are designed to meet the latest healthcare guidance on internal temperature and ventilation requirements. Computer modelling has been carried out for all spaces to ensure the right design solution is provided to maintain a suitable internal temperature range. Lessons have been learnt from the current Emergency Department waiting area where we are aware that temperature control and ventilation is an issue.

Sensory / Calming / Therapeutic environment

The Emergency Department includes a number of rooms which can be used as quiet, safe spaces for patients who are uncomfortable for whatever reason in the busy environment. The

paediatric area of the ED has a dedicated waiting area, away from adult patients, and a flexible 'quiet room' provides a safe, quiet space away from other patients.

Accessing Children's ED

There is a direct route from the ED main entrance to children's ED, which avoids adult ED. Children and their parents/carers will wait in the dedicated children's waiting area. There is dedicated access to a quiet room for children who may be distressed or have additional needs. Children's ED will be adjacent to the Children's Assessment Unit minimising travel distances for patients and their carers.

Sanitary Spaces

The design is compliant with HBNOO-02 Sanitary spaces. There are wheelchair accessible toilets in the department including in the Children's ED. The Children's Assessment Unit includes a large accessible shower room which can be used by children as needed.

There is access to a Changing Places toilet elsewhere on the hospital site.