

# Patient & Family involvement in Critical Care redevelopment

**Jo Tillman**  
Senior nurse / matron

**Anoma Gunawardena**  
Deputy matron

**Ian Naldrett**  
Lecturer practitioner



## BACKGROUND

In 2010 Royal Brompton Hospital (RBH) adult intensive care unit (AICU) became one of the nationally commissioned respiratory ECMO centres. As a result of this there was an increasing demand for isolation facilities to appropriately manage the respiratory patient. Funding was secured from the Trust to build two new isolation rooms to not only help match this demand but also that comply with the latest building regulations and that accommodate families which was especially important as a lot of our families live far away.

## AIM

To create two modern isolation rooms to accommodate patient, family and staff requirements. A strategy of engagement of previous patients and families was undertaken to ensure service user involvement in the project.

## METHOD

Multimodal methods of partnership were explored with patients, such as through follow up appointments and the annual 'patient day' to provide the design team with a clear vision of what an 'ideal' environment for a critical care patient and their family would look like. The team then took this vision along with staff feedback and translated it in to a plan to develop two modern, patient centred side rooms that meet patient, family and staff requirements to provide world class cardiothoracic critical care.

## RESULTS

Two state of the art patient centred side rooms were delivered, on time and on budget. The input from patients and relatives throughout the process was crucial to achieving work spaces that were both practical, evidenced based and patient focused with a dedicated area for family to openly visit and reside near the patient whilst they are critically ill.

## DISCUSSION & CONCLUSION

Ongoing involvement of families has ensured the highest level of partnership can be achieved, ensuring the power is distributed to service users who continually shape the future of our unit. Service user feedback in this project was paramount in striving to achieve the correct design, colours and images to create a calming environment in which to care for our patients. The designated space for families is a unique feature which allows them to feel more involved and engaged in their loved ones ICU stay.



## REFERENCES