

Case Study

Refurbishing underutilised space and reconfiguring adjoining space to deliver broader healthcare services

The Coastal Suite, Victoria Walmer and District War Memorial Hospital, Deal, Kent

Background

Investment (£)	£229,493
Start date	April 2019
Completion date	May 2019
Size	2,250 sq ft
Architect	HDS
Lead consultant	Oander Limited
Construction company	Hughes Escott
NHSPS lead	Catherine Webster, Senior Construction Manager

The Challenge

Local healthcare providers in Deal were under pressure to find clinical operational space to enable them to provide a broader selection of healthcare services to the local community.

NHS Property Services identified underutilised space at Victoria Walmer and District War Memorial Hospital following the relocation of their minor injury unit as only a single wound clinic now operated within part of the space.

However, it was old and tired and therefore not suitable in its current state so we embarked on a refurbishment project.

The Solution

During stakeholder engagement, it was identified that whilst two wound treatment clinics were needed, the patients receiving treatment traditionally look forward to the appointment due to the social interaction with staff and other patients, as many live with limited social interaction.

Therefore, we designed the space so that the staff had two treatment rooms, which instead of constructing a partition, were divided with a medical curtain but with separate lighting, workstations etc to ensure that should the dynamics and operational requirements change, the space can easily be converted into two rooms.

We worked closely with another stakeholder to incorporate dementia friendly colours. This resulted in the door frames being painted different colours, for example, bright colours were used to let those with dementia know that they are able to enter that room, whilst the likes of store cupboards received a darker shade to represent areas which are restricted and/or not accessible.

We proactively engaged with those working within the ward to explain the works, understand the operational requirements and to ensure that as a project, everyone was aware of each other's requirements. This created a one-team approach which meant works did not disrupt the delivery of healthcare services within the hospital.

In addition to the wound clinic works, we took the opportunity to reconfigure the adjoining rooms and floor space to provide an additional treatment room and update current facilities.

The Result

We provided a new, modern wound clinic with two treatment rooms and additional ancillary support rooms, (clean and dirty utilities) and as a result of our additional works, there are now four refreshed and refurbished clinical rooms.

The ultimate result is there are additional rooms readily available to be booked and used by healthcare providers and subsequently providing a broader selection of healthcare services to the Deal community within one hospital hub.

During the six week programme of works, the workforce utilised the League of Friends canteen, which saw their takings for that period exponentially increase by 300%.

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