



Annual Report for Disability Access Consultants for Year 1 April 2009 – 31 May 2010

Report to: Disability Access Consultants
Report from: ADVICE Steering Group
Report on: Progress on Audits
Date: 31st May 2010

If you require this document in a different format, e.g., larger print, please contact the Equality and Diversity Office, tel 01902 444014, e-mail equality.diversity@wolvespct.nhs.uk, fax 01902 444203.

Wolverhampton City PCT has been working in conjunction with Volunteer Disability Access Consultants, who have undergone training to audit Trust premises and services to make them more accessible.

The Trust endeavours to comply with the Disability Discrimination Act (DDA) 1995 and the Disability Equality Duty (DED) / DDA 2005, however, we also strive to provide sensitive and accessible services. By Volunteer Disability Access Consultants auditing our premises and services we are able to gain valuable insights from a service users perspective, and either put mechanisms (reasonable adjustments / management solutions) in place or change physical features which could be over and above the requirements of the DDA and DED.

This document outlines the improvements made as a direct result of the Disability Access Consultant programme, covering the period April 2009 – May 2010.

Due to resources not all of the recommendations for this period could be implemented:-

- Some recommendations were not practicable or were not reasonable adjustments for services/departments.
- Some recommendations have been carried forward to 2010 – 2011.
- Some recommendations have been resolved using a management solution (permanent or as an interim measure).

Improvements Made to Services/Premises (April 2009 – May 2010)

Penn Hospital – Juniper Ward

- ✚ Colour contrasting signs installed on specific rooms.

Penn Hospital – Toilet (ST20)

- ✚ Paper towel dispenser lowered.

Penn Hospital – Main Reception

- ✚ Additional payphones installed in Jasmine and Juniper courtyards.

Warstones Health Centre

- ✚ Hearing loop working and sign posted.
- ✚ Door width widened in doctors waiting room.

Warstones Health Centre – Easy Access Toilet

- ✚ Handrails repainted in contrasting colours.
- ✚ Soap dispenser lowered.
- ✚ Sign installed to warn of hot water temperature.

Bilston Health Centre – Dr Sharma and Dr Mudigonda

- ✚ New reception desk installed for increased accessibility for wheelchair users.

Bilston Health Centre

- ✚ Suitable colour contrasting signs have been installed on toilet doors.

Bilston Health Centre – Dr Pahwa

- ✚ New reception desk (back of the building) with hearing loop has been installed to accommodate wheelchair access and provide improved disability access.
- ✚ Management solution in place for staff to assist wheelchair users.

Bilston Health Centre – Easy Access Toilet

- ✚ Toilet has been refurbished with the following improvements; colour contrasting sign on toilet door installed, suitable height of toilet roll holder and colour contrasting paint scheme (including light switches).

Bilston Health Centre – Reception Area

- ✚ New reception desk has been installed to improve disability access.

West Park Rehabilitation Hospital

- ✚ Suitable colour contrasting signage has been installed.

Coniston House

- ✚ Alterations made to Fire Policy.
- ✚ Evacuation Chairs installed on first floor.
- ✚ Training provided for Incident Officers on Evacuation Chairs and written into Incidents Officers Procedure.
- ✚ First refresher course for Incident Officers on Evacuation Chairs provided.
- ✚ Dedicated Easy Access parking spaces for disabled staff.
- ✚ Handrails fitted in the main entrance.
- ✚ Lift has been refurbished including; non-slip flooring, brighter lights, Braille signage and audio prompts.
- ✚ A memo circulated to staff at Coniston House advising that the lift width cannot be modified and to provide alternative meeting locations for wheelchair users who have wider wheelchairs.

Work Carried Forward to April 2010 – March 2011

Penn Hospital – Inside Juniper Ward

- ✚ Door frames to be re-painted in contrasting colours within the cyclical painting programme.

Penn Hospital – All Bedrooms

- ✚ Colour contrasting signs to be installed if required.
- ✚ Colour contrasting handrails to be installed in corridor area if feasible.
- ✚ Colour contrasting borders to be installed around light switches to improve access for people with a visual impairment.

Penn Hospital – En-Suite Bathroom

- ✚ Towel and soap dispenser to be lowered if too high in en-suite bathroom.

Penn Hospital – Red Conservatory

- ✚ Windows have limited opening, modifications may be done as part of a windows installation programme.

Penn Hospital – Handrails in Courtyard

- ✚ Handrails to be painted in contrasting colours.
- ✚ Roofing to be checked for leakage.
- ✚ Guttering above ramp to be checked for leakage.
- ✚ Drainage outside door leading to reception to Juniper Ward to be improved.
- ✚ Door frames to be painted in contrasting colours within the cyclical painting programme.

Penn Hospital – Treatment Centre

- ✚ Door frames to be painted in contrasting colours within the cyclical painting programme.

Penn Hospital – Service Improvement

- ✚ Investigating alternative formats, larger print provided.
- ✚ Section Rights form to be improved.

Warstones Health Centre

- ✚ Reception desk to be investigated for re-configuration as height unsuitable.
- ✚ Colour contrasted handrails to be installed within the building where necessary.

Warstones Health Centre – Service Improvement

- ✚ Staff to enquire about the needs of service user's documents.
- ✚ A suitable map to be provided to meet individual needs.
- ✚ Public transportation information to be provided to meet individual needs.

Dr De Rosa and Williams

- ✚ Door frames to be painted in contrasting colours.
- ✚ Handrails approaching building to be installed or re-painted in contrasting colours.
- ✚ Sign to be possibly installed at reception for wheelchair users to call for assistance.
- ✚ Sign to be possibly installed to advise receptionists will call for taxi's due to lack of a public phone.
- ✚ Additional suitable seating to be installed if possible.
- ✚ Easy Access toilet to be painted in contrasting colours.
- ✚ Sign to be installed to warn of hot water temperature in Easy Access toilet.
- ✚ A sign to be installed for patients to ask about public transportation information.
- ✚ Blue Badge parking signs to be installed.

Bilston Health Centre – Dr Sharma and Dr Mudigonda

- ✚ Electronic display system to include a notice that Receptionists will call for taxi's due to lack of a public phone.
- ✚ Sign to be installed advising of a hearing loop.
- ✚ Investigation around suitable door, possibly with automatic push button.

Bilston Health Centre

- ✚ Investigation to take place on suitable location of colour contrasting handrails in corridors.

Bilston Health Centre – Dr Pahwa

- ✚ Sign to be installed advising of quiet room availability for disabled people.
- ✚ Investigation to take place on whether a hearing loop sign is installed.
- ✚ Suitable colour contrasting door handles to be installed.

Bilston Health Centre – Easy Access Toilet

- ✚ Handrails to be painted in contrasting colours.

Bilston Health Centre – Room Door 95

- ✚ Door frames to be painted in painted in contrasting colours.

Bilston Health Centre – Reception Area

- ✚ Door frames to be painted in contrasting colours.

Bilston Health Centre – Service Improvement

- ✚ Location of health centre and car parking to be sent out with appointment letters to all patients.
- ✚ A colour contrasting sign in car park to be installed.

Bilston Health Centre - Physiotherapy

- ✚ Door frames to be re-painted in contrasting colours.

Penn Hospital – Sandalwood Ward

- ✚ Lift control panel to be replaced as current panel is not colour contrasted.
- ✚ Door frames to be painted in contrasting colours.
- ✚ Colour contrasting signs to be installed in reception area for all patient usage areas.
- ✚ A range of sofas and armchairs to be provided in the Central Lounge.
- ✚ Colour contrasting borders to be installed around light switches to improve access for people with a visual impairment.
- ✚ Suitable colour contrasting sign to be installed for bathroom door.
- ✚ Safety mirror to be installed nearer the washbasin and at suitable height.
- ✚ Height of toilet to be investigated.
- ✚ A range of seating to be provided in conservatory.
- ✚ Treatment room to be re-designed for improved wheelchair access.

West Park Rehabilitation Hospital

- ✚ Alternatives to Out Patients reception desk to be investigated as the desk is too high for wheelchair users.
- ✚ Investigation into possibly swapping chairs within Link Corridor and Out Patients to provide improved colour contrast.
- ✚ Staff in Out Patients to escort patients with a visual impairment if required.
- ✚ Handrails to be colour contrasted in Link Corridor and wards 2 and 3.
- ✚ Colour contrasted handrails to be installed between Physio and Canteen area.
- ✚ Investigation to take place at rear entrance double doors to Hearing Services as the doors could close too quickly for wheelchair users.

Coniston House

- ✚ Risk Assessments to be carried out on Evacuation Chairs.
- ✚ Regular refresher training for identified Incident Officers on Evacuation Chairs.
- ✚ Additional Incident Officers to possibly be trained to cover gender and all floors.
- ✚ Staff to be advised of new policy and Evacuation Chairs.
- ✚ A sign to be installed for all visitors advising of Incident Officers.
- ✚ Rota to be updated of all Incident Officers and First Aiders in the building.
- ✚ Easy Access / Blue Badge parking space to be installed (if possible) for visitors.
- ✚ Investigation, consultation with staff and discussion with Directors into signage and installing Easy Access / Blue Badge space at the front of West entrance to be completed.
- ✚ Signs to be installed for visitors to call for assistance if locks are too difficult to open or if the West entrance doors are too heavy. Possible new locks to be installed.
- ✚ Investigation to take place into installing an intercom in the ground floor lobby area.
- ✚ Door locks and handles on department's outer doors to be investigated for replacement.
- ✚ Easy Access toilet on first floor to be investigated for possible refurbishment, toilet to be checked against DDA standards.

The Following Items were Considered but no Action Taken

Penn Hospital – Inside Juniper Ward and Penn Hospital – Treatment Centre

- ✚ Door handles (grey handles on pale ash doors) meet British Standard Building Regulations.

Penn Hospital – Red Conservatory

- ✚ Windows have limited opening, this will remain in the short term due to possible Health and Safety Risk, see Work Carried Forward Section.

Dr De Rosa and Williams

- ✚ Reception area is not feasible to redesign, the practice already has Management Solutions in place such as; an intercom, home visits and an alternative entrance can be used. See Work Carried Forward Section for possible new signage.
- ✚ Management Solution already in place for Receptionists to call for taxi's due to lack of a public phone for possible new signage.
- ✚ Some suitable seating is already installed, additional seating to be installed if possible. See Work Carried Forward Section for possible new seating.
- ✚ Staff enquire about the needs of service user's documents and communication methods to meet individual need. Staff also provide repeat prescriptions over the phone for people who find attending the surgery difficult.
- ✚ Larger print maps are provided upon request.
- ✚ The location of Blue Badge parking spaces and public transportation information is given verbally to patients. See Work Carried Forward Section for possible new signage.
- ✚ Signage already installed about equipment available (such as a hearing loop).

Bilston Health Centre – Dr Sharma and Dr Mudigonda

- ✚ Sign was already installed advising of quiet room availability for disabled people.
- ✚ Some different seating is already provided in the reception area.
- ✚ Management Solution already in place for Receptionists to call for taxi's due to lack of a public phone for possible new signage.

Bilston Health Centre – Room Door 95

- ✚ Door handles will not be moved as it is not practical.

Bilston Health Centre - Physiotherapy

- ✚ Suitable colour contrasting signage already installed above doors.

Penn Hospital – Sandalwood Ward

- ✚ Investigation took place on location of call system, which was acceptable to meet Building Standards.

Bilston Health Centre – Access to Consulting Room / Chiropody Door

- ✚ A suitable colour contrasting sign was already insitu on Chiropody Door.

West Park Rehabilitation Hospital

- ✚ Management Solution is already in place for Receptionists in Out Patients to individually attend to wheelchair service users as the current reception desk is too high for wheelchair users. A bell is not practical to be installed in this area due to possible misuse.
- ✚ The furniture at Tettenhall Road entrance by the vending machine was suitably organised upon further investigation.
- ✚ A lower reception desk cannot be installed in the General Office Reception area due to Health and Safety risk. Management Solution is already in place for Receptionists to individually attend to wheelchair service users as the current reception desk is too high for wheelchair users. A bell and something for wheelchair users to rest on if required is already installed.
- ✚ Stairs from wards 2 to 3 already have edging strips to aid definition for people with a visual impairment.
- ✚ A sign is already in place at the rear entrance double doors to Hearing Services stating KEEP CLEAR.

Coniston House

- ✚ A sign was already insitu advising of Fire Alarm testing.
- ✚ Colour contrasted signage was already installed.
- ✚ A sliding door could not be installed at the West entrance due to possibility security risk. See Work Carried Froward Section for possible new signage.
- ✚ Some locks could not be installed due to possibility security risk. See Work Carried Froward Section for possible new signage.
- ✚ Seating could not be installed due to Health and Safety risks.
- ✚ The lift doors already close at a slower speed than the Building Standards recommended speed, this should allow for increased time to depart from the lift.
- ✚ The lift cannot be widened as the lift shaft is prohibitive. See Improvements Made to Service / Premises Section for refurbishment of the lift and management solution.
- ✚ Lights in corridors are always switched on and are only turned off after all staff and visitors have left the building, therefore lights would not be required to be lowered.
- ✚ Departmental inner and outer doors cannot be changed as they are fire doors which would be a Health and Safety Risk.
- ✚ A bell for double doors on first floor IMT department would not need to be installed as visitors report to reception and a relevant office would escort visitors.
- ✚ Inner door's locks and handles would not be viable to change due to cost.

Evaluation

There were **23** improvements made, **69** recommendations are to be carried forward to the next financial year and **32** recommendations did not require any action.

Recommendations

- ✚ For outstanding work on the monitoring plan to be carried forward to the next financial year.
- ✚ Outstanding actions on the monitoring plan to be carried out as a matter of urgency.
- ✚ Regular progress reports to be supplied to ADVICE (A Disability Voice in Communicating Equality) Steering Group, from leads noted on the monitoring plan.
- ✚ Disability Access Consultants to be included within the Trust's Disability Equality Scheme.

The work of the Volunteer Disability Access Consultants is highly valued, Wolverhampton City PCT wishes to thank the Disability Access Consultants and staff who have taken part in any area of this programme.