

FACILITIES MANAGEMENT OR ESTATES INITIATIVE OF THE YEAR

WINNERS

UNIVERSITY COLLEGE LONDON HOSPITALS FT THE NEW ROYAL NATIONAL ENT AND EASTMAN DENTAL HOSPITALS

The project was to:

- design and build a new facility for the services provided at the Royal National Throat Nose and Ear Hospital (RNTNEH) and the Eastman Dental Hospital (EDH),
- manage the move of those services into the new facility
- manage the decommissioning of the EDH and its handover to its new owner.

The team included project management, capital, estates, facilities and communications as well as contractors.

We worked with the clinical teams to ensure the new facility would achieve their clinical ambition and improve patient care. We also worked with the local authority, build contractors, local residents and patients.

JUDGES COMMENTS

The judges felt this was a strong entry with quality throughout. It is a great scheme which addressed many different complications and ultimately focused on patient needs. It is a fantastic example of clinical, staff and patient input into the design of an excellent facility, enabling a good reduction of space/footprint and costs.

HIGHLY COMMENDED

The Leeds Teaching Hospitals Trust

Leeds Teaching Hospitals Portering Safety Huddles; Reducing Waste, Improving Efficiency and Patient Care

Leeds Teaching Hospitals NHS Trust is one of the largest teaching hospitals in Europe, St James's University Hospital (SJUH), is one of the principle sites within the Trust, employing 18,000 staff, 125 of which are porters. Porters heard about an initiative called 'safety huddles' to highlight safety issues and the consequential improvement in moral and teamwork that had resulted from their implementation in clinical areas. They set about establishing a portering safety huddle to improve safety culture and teamwork to raise important issues to both their management team and wider clinical staff in order to improve patient care.

JUDGES COMMENTS

The judges thought this was a fantastic project displaying solid patient outcomes, true innovation, and great engagement. It was a strong example of a frontline initiative resulting in real difference to patients and the host trust, and showcased strong evidence of partnering across support staff and clinical staff and wider sharing across the health network.

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FINALISTS



Central and North West London FT, Quality Trusted Solutions LLP **Design and Build of Crystal House - clearing the way for young people with learning difficulties.**

In June 2019, Estates & Facilities experts Quality Trusted Solutions

(QTS) completed the creation of 'Crystal House' - a five bed inpatient facility specifically designed for children with complex learning needs. The successful opening of the facility followed a nine-month design and development programme. As well as offering 24-hour inpatient care, the unit now offers its users facilities that include tailor-made classrooms and sensory environments. QTS worked with patients, families and CAMHS staff, as well as specialists within the field of learning disabilities to develop and deliver a facility which is recognised as the 'gold standard' for CAMHS inpatient units.

Derbyshire Community Health Services FT **Agile Working Initiative**

Estates have moved from a workshop based model to an agile working model. This was achieved through excellent engagement with managers and trade staff. Estates provide a comprehensive maintenance service to Trust properties and primary care properties across Derbyshire covering an area of over 1000 square miles.

Lewisham and Greenwich Trust **A new way of procuring and delivering Soft FM Services**

Lewisham and Greenwich Trust (LGT) provide a comprehensive range of high quality hospital services to more than 660,000 people living in the area. The Trust includes 2 acute hospitals at Lewisham and Woolwich. This project is retender of their Soft FM Services across the Trust. The tender included the following services:

- Cleaning
- Patient Catering
- Portering
- Linen and Laundry
- Waste
- Staff and Visitor Catering
- Helpdesk and Switchboard

Guys and St Thomas' (GSTT) Trust provide the procurement services for LGT and it was agreed that GSTT would provide the project management services for the Soft FM Tender.



Royal Cornwall Hospitals Trust **Mission Impossible: The 12 week mortuary makeover**

The project was an urgent upgrade of mortuary facilities at Royal Cornwall Hospital, with no interruption of service.

The mortuary at West Cornwall Hospital was refurbished, recommissioned and the post mortem service transferred.

Additionally the bereavement rooms at both sites were refurbished. The whole project was given 12 week to be completed.

It involved numerous stakeholders: Estates, Mortuary team and Pathologists, HM Coroner, Council, Police, Forensics, Funeral Directors, other Hospital departments (Finance, Pathology, Quality, Infection Control, IT, Health and Safety) and various external contractors.

We are the only mortuary service for Cornwall and the Isles of Scilly.