

DH INFORMATION READER BOX

Policy HR / Workforce Management Planning / Clinical	Estates Commissioning IM & T Finance Social Care / Partnership Working
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Document Purpose	Best Practice Guidance
ROCR Ref:	Gateway Ref: 9276
Title	A Staff and Patient Calibration Toolkit Workbook
Author	DH Estates and Facilities
Publication Date	10 Jan 2008
Target Audience	PCT CEs, NHS Trust CEs, SHA CEs, Care Trust CEs, Foundation Trust CEs , Estates and Facilities Directors
Circulation List	
Description	ASPECT toolkit is part of a benchmarking toolkit to assist trusts in measuring and managing the design quality of their healthcare facilities (new and existing).
Cross Ref	ASPECT documentation; AEDET/ ASPECT Evidence Layer
Superseded Docs	ASPECT documentation (NHS Estates site)
Action Required	N/A
Timing	N/A
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For Recipient's Use	

Project details: Title

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Workshop details: Location

Date (dd.mm.yy)

Completed by:	First name	Last name	Organisation	Job title	Email address
1:	Steward	Boyling	PPDP	Patient	s.pboyling22@yahoo.com
2:	Norman	Webster	PPDP	Patient	nandaw@talktalk.net;
3:					
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11:					
12:					
13:					
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C1: Privacy, company and dignity

● Average score: 5.0

Section 1 deals with the way people in a healthcare building are able to control their privacy and their interaction with others. It focuses on the way people can best maintain their dignity while under conditions that necessarily may not be found in ordinary life.

ID	Description	Weighting	Score	Notes
1.01	Patients can choose to have visual privacy	Normal (1) ▼	Virtually total agreement (6) ▼	
1.02	Patients can have a private conversation	Normal (1) ▼	Virtually total agreement (6) ▼	
1.03	Patients can be alone	Normal (1) ▼	Fair agreement (4) ▼	
1.04	Patients have places where they can be with others	Normal (1) ▼	Fair agreement (4) ▼	
1.05	Toilets/bathrooms are located logically, conveniently and discretely	Normal (1) ▼	Strong agreement (5) ▼	

[◀ Project workshop setup](#)[▶▶ Results summary](#)[Views ▶](#)

C2: Views

● Average score: 4.8

Section 2 deals with the extent to which both staff and patients can see out of and around the building. It asks what they can see and relates this to their current activity and condition.

ID	Description	Weighting	Score	Notes
2.01	Spaces where staff and patients spend time have windows	Normal (1) ▼	Virtually total agreement (6) ▼	
2.02	Patients and staff can easily see the sky	Normal (1) ▼	Strong agreement (5) ▼	
2.03	Patients and staff can easily see the ground	Normal (1) ▼	Fair agreement (4) ▼	
2.04	The view outside is calming	Normal (1) ▼	Strong agreement (5) ▼	
2.05	The view outside is interesting	Normal (1) ▼	Fair agreement (4) ▼	

[◀ Privacy, company and dignity](#)[▶▶ Results summary](#)[Nature and outdoors ▶](#)

C3: Nature and outdoors**● Average score: 5.3**

Section 3 deals with the extent to which patients in particular have contact with the natural world. It asks whether they can see and access nature both around and inside the building.

ID	Description	Weighting	Score	Notes
3.01	Patients can go outside	Normal (1) ▼	Strong agreement (5) ▼	
3.02	Patients and staff have access to usable landscaped areas	Normal (1) ▼	Strong agreement (5) ▼	
3.03	Patients and staff can easily see plants, vegetation and nature	Normal (1) ▼	Virtually total agreement (6) ▼	

[◀ Views](#)[▶▶ Results summary](#)[Comfort and control ▶](#)

C4: Comfort and control

Average score: 4.7

Section 4 deals with the comfort levels of the staff and patients in healthcare buildings and the extent to which they can control those levels. Research shows that not only comfortable conditions but the ability to control levels of comfort for yourself may be very important in reducing stress. Allowing patients control over their environment is thus important and may also reduce demands on staff, particularly nurses.

ID	Description	Weighting	Score	Notes
4.01	There is a variety of artificial lighting patterns appropriate for day and night and for summer and winter	Normal (1) ▼	Fair agreement (4) ▼	
4.02	Patients and staff can easily control the artificial lighting	Normal (1) ▼	Strong agreement (5) ▼	
4.03	Patients and staff can easily exclude sun light and day light	Normal (1) ▼	Fair agreement (4) ▼	
4.04	Patients and staff can easily control the temperature	Normal (1) ▼	Strong agreement (5) ▼	
4.05	Patients and staff can easily open windows/doors	Normal (1) ▼	Fair agreement (4) ▼	
4.06	The design layout minimises unwanted noise in staff and patient areas	Normal (1) ▼	Virtually total agreement (6) ▼	

C5: Legibility of place● **Average score: 5.2**

Section 5 deals with how understandable healthcare buildings are to the staff, patients and visitors who use them. Towns, areas, buildings, departments and rooms should have clear identities and be differentiated and have a hierarchy of structure. People generally like places that are not uniform and homogenous but have variety and variation of scale. Generally layouts should be clear and understandable so that way finding is easy and have to depend only minimally on signage or maps.

ID	Description	Weighting	Score	Notes
5.01	When you arrive at the building, the entrance is obvious	Normal (1) ▼	Virtually total agreement (6) ▼	
5.02	It is easy to understand the way the building is laid out	Normal (1) ▼	Strong agreement (5) ▼	
5.03	There is a logical hierarchy of places in the building	Normal (1) ▼	Fair agreement (4) ▼	
5.04	When you leave the building, the way out is obvious	Normal (1) ▼	Virtually total agreement (6) ▼	
5.05	It is obvious where to go to find a member of staff	Normal (1) ▼	Strong agreement (5) ▼	
5.06	Different parts of the building have different characters	Normal (1) ▼	Strong agreement (5) ▼	

[◀ Comfort and control](#)[▶▶ Results summary](#)[Interior appearance ▶](#)

C6: Interior appearance

Average score: 4.8

Section 6 deals specifically with the interior of healthcare buildings and in particular what they look like. Although this section is probably one of the most subjective of all the sections in ASPECT never the less the statements included here relate to research evidence.

ID	Description	Weighting	Score	Notes
6.01	Patients' spaces feel homely	Normal (1) ▼	Strong agreement (5) ▼	
6.02	The interior feels light and airy	Normal (1) ▼	Strong agreement (5) ▼	
6.03	The interior has a variety of colours, textures and views	Normal (1) ▼	Fair agreement (4) ▼	
6.04	The interior looks clean, tidy and cared for	Normal (1) ▼	Virtually total agreement (6) ▼	
6.05	The interior has provision for art, plants and flowers	Normal (1) ▼	Strong agreement (5) ▼	
6.06	Ceilings are designed to look interesting	Normal (1) ▼	Fair agreement (4) ▼	
6.07	Patients can have and display personal items in their own space	Normal (1) ▼	Fair agreement (4) ▼	
6.08	Floors are covered with suitable material	Normal (1) ▼	Strong agreement (5) ▼	

C7: Facilities

Average score: 4.9

Section 7 deals with a number of facilities that have been found to be important for the users of healthcare buildings particularly patients.

ID	Description	Weighting	Score	Notes
7.01	Bathrooms have seats, handrails, non-slip flooring, a shelf for toiletries and somewhere to hang clothes within easy reach	Normal (1) ▼	Virtually total agreement (6) ▼	
7.02	Patients can have a choice of bath/shower and assisted/unassisted bathrooms	Normal (1) ▼	Virtually total agreement (6) ▼	
7.03	There is a space where religious observances can take place	Normal (1) ▼	Strong agreement (5) ▼	
7.04	There is a place where live performances can take place	Zero (0) ▼	Little agreement (3) ▼	
7.05	There are easy chairs, tables and desks in the patients' spaces	Normal (1) ▼	Strong agreement (5) ▼	
7.06	Patients have facilities to make drinks	Normal (1) ▼	Fair agreement (4) ▼	
7.07	There are easily accessible vending machines for snacks	Normal (1) ▼	Fair agreement (4) ▼	
7.08	There are facilities for patients' relatives/friends to stay overnight	Normal (1) ▼	Fair agreement (4) ▼	

C8: Staff**● Average score: 5.2**

Section 8 is concerned with those aspects of healthcare building provision that relate specifically to staff. To score highly under this section a healthcare building would make good provision for staff to lead their personal lives as well as perform their professional duties.

ID	Description	Weighting	Score	Notes
8.01	Staff have a convenient place to change and securely store belongings and clothes	Normal (1) ▼	Virtually total agreement (6) ▼	
8.02	Staff have convenient places to concentrate on work without being on demand	Normal (1) ▼	Virtually total agreement (6) ▼	
8.03	There are convenient places where staff can speedily get snacks and meals	Normal (1) ▼	Strong agreement (5) ▼	
8.04	Staff can rest and relax in places segregated from patient and visitor areas	Normal (1) ▼	Strong agreement (5) ▼	
8.05	All staff have easy and convenient access to IT	Normal (1) ▼	Strong agreement (5) ▼	
8.06	Staff have convenient access to basic banking facilities and can shop for essentials	Normal (1) ▼	Fair agreement (4) ▼	

◀ Facilities ▶▶ Results summary

A Staff and Patient Environment Calibration Tool (ASPECT)



Project details: Title

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Workshop details: Location

Date

Results summary:

Category	1	2	3	4	5	6	Average Score	Scored
C1: ▶ Privacy, company and dignity					●		5.0	5 of 5 scored
C2: ▶ Views					●		4.8	5 of 5 scored
C3: ▶ Nature and outdoors					○	○	5.3	3 of 3 scored
C4: ▶ Comfort and control					●		4.7	6 of 6 scored
C5: ▶ Legibility of place					●		5.2	6 of 6 scored
C6: ▶ Interior appearance					●		4.8	8 of 8 scored
C7: ▶ Facilities					●		4.9	8 of 8 scored
C8: ▶ Staff					●		5.2	6 of 6 scored

NOTE: A filled traffic light dot [●] in the table above indicates a valid average score, a hollow dot [○] indicates that one or more statements have been marked as 'unable to score'.