



# ArtCare Express

Reporting on colour & inspiration at Salisbury NHS Foundation Trust

## Freedom to imagine



Photo courtesy of Altro Ltd

Our dedicated Breast Unit was funded entirely by donations to Salisbury District Hospital's Charity  
**The Stars Appeal**

Please support the Stars Appeal Breast Unit Fund and help us to enhance care for local breast patients

Thank you



[www.starsappeal.org](http://www.starsappeal.org)  
01722 429005

Patients are benefitting from the new dedicated Breast Unit, funded by the Stars Appeal, which was officially opened at the end of March. The Unit was co-designed by staff and patients with ArtCare's Penny Calvert and is the culmination of more than a year's worth of creative thinking and sensitive discussions, or rather the freedom

to imagine how a space could be different.

The waiting area creates a sense of calm with its clusters of armchairs and sofas mirroring the colours in the floor-to-ceiling printed Altro DigiClad™ panels - you can almost imagine that you are sitting in the bluebell woods. This calmness and use of colour continues in the treatment and consulting

rooms with the Rose Room, which will be used for fittings, feeling like a boutique. ArtCare's Penny Calvert commented, "The new Breast Unit is a wonderful example of a clinical service delivered in a soothing space without compromising function and it's all thanks to the incredible support of local people donating to the Stars Appeal."

**Special Edition featuring the new Breast Unit**

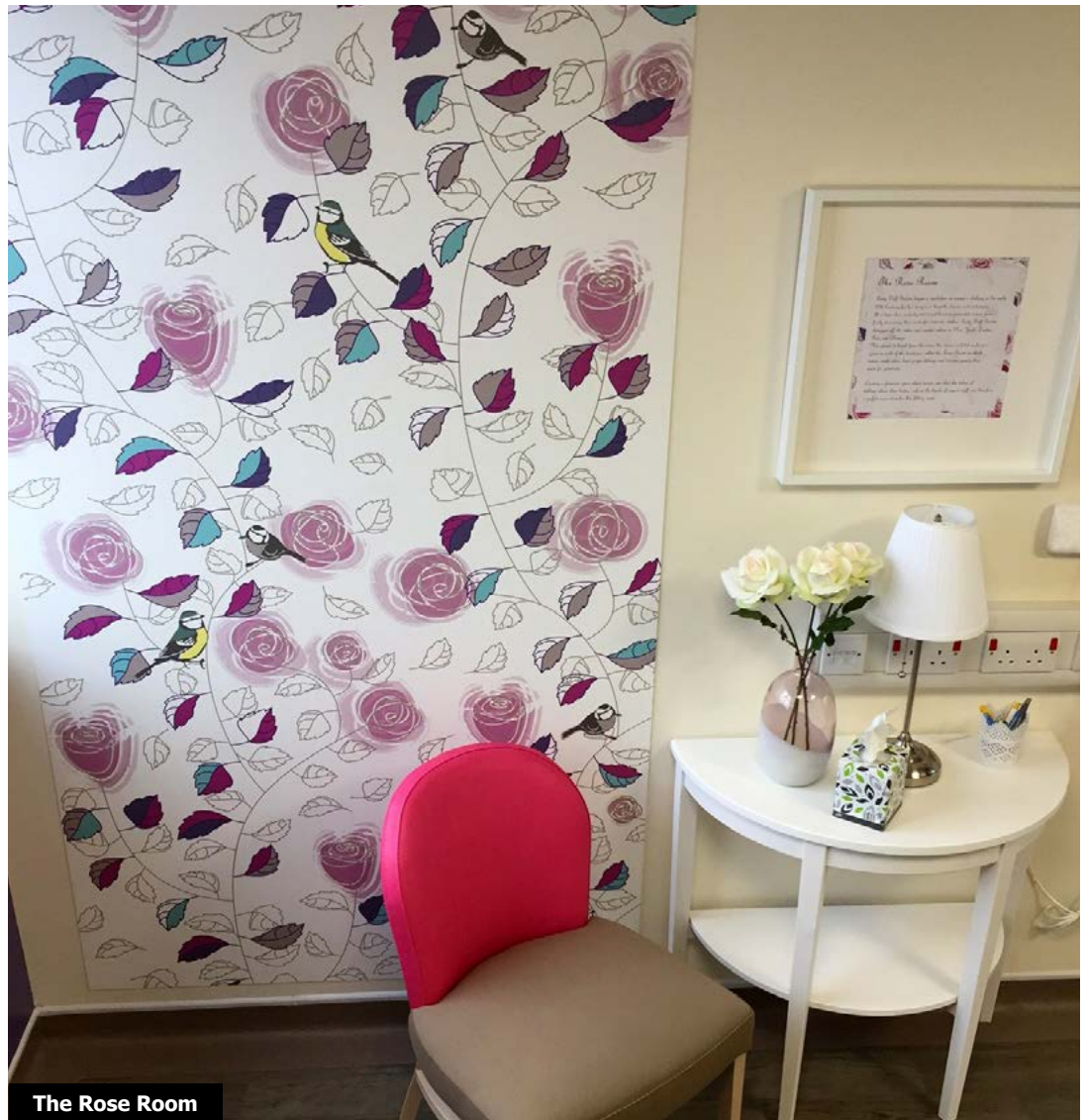
**Read more inside - 'A comforting hug around us' - designing the new Breast Unit**



**Issue no. 31  
Spring 2017**

# A comforting hug around us

Designing the new Breast Unit



The Rose Room

Our dedicated Breast Unit was funded entirely by donations to Salisbury District Hospital's Charity **The Stars Appeal**

Please support the Stars Appeal Breast Unit Fund and help us to enhance care for local breast patients

Thank you



[www.starsappeal.org](http://www.starsappeal.org)  
01722 429005

A new building is the ideal opportunity to imagine how different a space could be and that's just what happened when a team of staff and patients, working alongside ArtCare's Penny Calvert, started co-designing the new dedicated Breast Unit. Their thoughts and ideas were turned into a practical scheme to make the new Unit, funded by the Stars Appeal, responsive to the needs of patients and allow staff to provide the best clinical care in an environment to match. The new Unit, officially opened at the end of March, has been welcoming

the first patients through the door for the past few weeks. With services all in a dedicated space, it's hard to imagine that previously patients had to move from department to department for scans and examinations. Clinics were held in small, stuffy rooms and waiting meant joining other patients in the busy Medical Surgical Outpatients department.

Sensitivity is the key quality of the new environment, or as a patient put it, "a comforting hug around us". Seating in the waiting area is arranged in clusters, reminiscent of coffee

shops, providing privacy and creating a space that barely feels clinical at all. The sofas and armchairs are set against a backdrop of floor-to-ceiling printed DigiClad™ panels of bluebell woods. This connection with the outside world was important to the design team who wanted the space to feel grounding, yet reflective. All the treatment and consulting rooms use colour and bespoke artworks to create a sense of calm and ease anxiety, but this is most noticeable in the fitting room, now named the Rose Room. The inspiration for this feminine



space was the early 20th Century boutiques of Lady Duff Gordon, who created an area in each of her salons called the Rose Room. Here, women could relax and have proper fittings, when the social barriers of the time prevented them from freely discussing their needs for intimate clothes.

The design team have skillfully translated their thoughts and ideas to realise a unique space. Co-design can be a tricky process to manage, pulling together individual's contributions into a coherent, workable design that is delivered, on budget and on time. The Breast Unit is proof that it does create environments that truly meet the needs of those using the space.

To better understand the process you can read the personal experiences of some of those involved opposite.

Visit the ArtCare website for more images of the new Breast Unit and to read more of the personal experiences of those involved in the design process.

[www.artcare.salisbury.nhs.uk/breastunit](http://www.artcare.salisbury.nhs.uk/breastunit)

### Sonnya Dabill

During my 32 year nursing career, I used to feel it wasn't the building, but the high standard of care that goes on within it that is so important. I now realise how therapeutic an enhanced environment can be. Our old office was small, hot and airless. If delivering bad news patients had to walk out when feeling upset into a busy outpatient clinic. Also, when patients had to go from department to department, it just exacerbated their anxiety.

I felt at ease to express my thoughts during the design team meetings and to say if a design was not appropriate. The decisions made used ideas and involved compromise to meet all the group needs. I really felt it was a team effort.

The new Unit will be a place to breathe when patients feel anxious. For staff, it will be a light, airy environment to work in with fewer interruptions, unlike our old rooms that were in the centre of a busy corridor.

### Penny Calvert

For me the most exciting and memorable part of the project happens through co-designing, by having the opportunity to give patients and staff a meaningful and real role in designing spaces. Mapping the patient journey gave us information on where and why a patient is seen. It also focused on what thoughts and feelings happen during this time and meant we were able to prioritise the rooms where anxiety is highest. Now feedback from staff, that a super busy clinic was not stressful and seemed more like a Spa lounge than a hospital waiting room, speaks volumes about improving the patient experience compared to the original map we'd captured.

My unforgettable moments on the project included 'Furniture Tetris' - not a new console game, but a mind boggling week in which we found ways to pack 12 rooms worth of furniture into just 2 rooms while waiting for the building work to complete and seeing tears of pride in the eyes of one of the co-design team members.

Time and co-design are what makes a space unique and relevant to the service being delivered. The solid involvement of the staff is what ensures the building still looks as good in 5 years time and onwards. This is ROBUST\* design and at the core of ArtCare's healthcare environment design. (\*see our website for more detail).

### Vanessa Hawkins

Surroundings for me were pivotal to my treatment and when you are facing a hideous diagnosis, a pale yellow empty blank room with a curtain and a couple of chairs isn't going to help matters. What was a revelation was that there was this opportunity to improve this and that I was going to be part of that. It's not that often when you happen to be in the right place at the right time, but I was and I have found the whole process fulfilling and enjoyable. Penny guided us expertly through the minefield and has always been open to suggestion.

I think the new Unit will be 'a comforting hug' around those of us who will visit it and the lengths that ArtCare have gone to listen to our experiences and hopes for the new Unit is fantastic.

### Sue King

I'm very proud to be designing a bespoke piece of glass artwork for one of the consulting rooms. My best friend of 30yrs, Nicky Duvall was treated here over a few years, but sadly died in March. Nicky was a true life force, and spent the year before she died, raising an amazing £10K for the centre. Nicky, like me, was an interior designer and had lots of ideas and influences that she wanted to bring into the centre. She always inspired and supported me in what I do and so I hope creating a bespoke piece of colourful glass will bring some inspiration and uplifting ambience for those who use the room.



Corridor

# A virtual tour around the new Breast Unit



Clockwise from top left:  
entrance to Breast Unit; main waiting  
area; Rose Room; artist Sue King  
with 'Fishes', her commissioned glass  
artwork; consulting room; detail  
waiting room; mammography room;  
quiet room

Photos all courtesy of Altro Ltd,  
except Sue King above.