

THE QUIET ROOM PROJECT: CREATING A SAFE PLACE FOR PERSON CENTRED CARE IN THE ACUTE CARE SETTING

INTRODUCTION

Following the catastrophic nature of a Spinal Cord Injury (SCI), practicing person centered care is essential. Confronting and intimate conversations are necessary following SCI, both in the acute phase and during times when complications, aging and end of life choices become very challenging. Kitson et al (2012) identified three core themes following a review looking at patient centred care in the acute care setting, including: patient participation and involvement, the relationship between the patient and the healthcare professional and the context and environment where the care is delivered. We identified the need for an appropriate environmental space, to ensure delivery of higher quality person centred care.

METHOD

Two social work students conducted a project highlighting the importance of the physical environment of a room to promote a feeling of safety and encourage engagement. With this, we identified key aspects to creating a positive, therapeutic space and developed an ideal interior design. Funding was secured through a generous donation.

RESULT

Despite many challenges, the room allocated now has a window, is redecorated with appropriate hard and soft furnishings and wall mural. The furniture complies with health policy and standards, including having access to oxygen, suction and nurse call system. Feedback from patients and their families/carers is extremely positive.

CONCLUSION

Staff are better equipped to provide higher quality person centered care and support in this new environment. Being able to engage and build a therapeutic rapport with someone experiencing such a life changing injury, improves patient outcomes and experiences.