

## **FR1 –The service implements and monitors systems to ensure facilities and environment support delivery of the service.**

- a. The facilities and environment provided by a service significantly affect the experience of patients, staff and others. An environment and facilities which are safe, clean, comfortable, well maintained and fit for purpose enhance service delivery. The management of environment and facilities is facilitated by processes and protocols grounded in current best practice and reflecting professional guidance and statutory requirements.
- b. Buildings and facilities should be planned and provided to use space as effectively and ergonomically as possible so that specific needs of an individual (service user or staff member) can be accommodated (see also standard statement PE4). It is important to match provision to assessed need in providing proper access and assistance for patients and carers. Access to the service for those who use wheelchairs, walk with difficulty, have impaired vision, hearing or communication, or other requirements, can be improved through the provision of, for example, reserved parking, ramp access points, toilets for people with disabilities, hearing aid loops, specialist equipment such as hoists, and appropriate help and support. Staff should be appropriately trained in the use of aids supplied. A variety of media should be used to publicise and explain the available facilities and to enable individuals to make their specific requests and needs known. If it is not possible to accommodate a patient's particular needs, this should be notified to the patient at the earliest opportunity together with any alternatives that may be offered.
- c. Effective working can be facilitated by careful planning of the arrangement of rooms, facilities and equipment and, where possible, equitable access should be afforded to all relevant staff groups. Equipment should be laid out to provide easy access and support safe working. Rooms used for reporting and reviewing images should be well-ventilated and appropriately lit and kept free from unnecessary distractions.
- d. Environmental conditions such as ventilation, temperature and illumination should be managed and controlled to ensure a comfortable environment for patients, staff and others.
- e. All areas should be well-maintained. Procedures should be in place for regular routine checks of the condition and cleanliness of each area used by the service. The service should allocate funding within the annual budget for minor repairs and upgrades to the environment such as painting and structural alterations and this funding should be reviewed within the service planning cycle. For managed services, there should be systems in place for managing and maintaining the facilities, including repairs and upgrades
- f. A patient's experience of the service will be enhanced by a welcoming waiting environment, which is likely to have the following characteristics:
  - clear and unambiguous signposting to every waiting area;
  - sub-waiting areas outside each examination/treatment room;
  - a separate waiting area for immuno-suppressed patients;
  - trolley and bed waiting areas physically screened from other public areas and respecting the privacy and dignity of patients of different genders;
  - sufficient and appropriate seating in each waiting area;
  - comfortable, spacious changing cubicles which provide privacy;

- screened waiting areas for patients dressed in gowns and respecting the privacy and dignity of patients of different genders;
- a quiet waiting area for vulnerable or distressed patients;
- adequate and appropriate security systems in each waiting area for the protection of patients and staff;
- toilet and baby changing facilities close by (including well-equipped toilet facilities for people with disabilities), clearly signposted, sufficient in number, clean and in good working order;
- space in all waiting areas for wheelchairs and seating for the carers of patients with disabilities;
- adequate and appropriate areas for patients waiting for transport;
- clear provision of accurate information about delays;
- an appropriate selection of information leaflets and other healthcare-related guidance material in every waiting area; and
- recent reading material which is regularly replaced.

g. Specific areas should be assigned for aftercare and resuscitation.

h. If the service treats children and young people, there should be: toilet facilities for children; age-appropriate play and recreational equipment in waiting areas: and children with disabilities should be able to access play and recreation facilities with toys and equipment suitable to their individual needs. Where significant numbers of children are patients, consideration might be given to providing a hospital play specialist to supervise children at play.

i. Only rooms which are appropriately equipped to deal with children and young people should be used for imaging or treatment of these patients. The rooms should have space within them to allow adults to accompany children during examinations or procedures. The environment should be sufficiently spacious to accommodate the equipment required to meet the needs of a child or young person with disabilities

j. All rooms in which examinations or procedures take place should have easy access to resuscitation equipment, including equipment appropriate for children and young people. Relevant rooms should have a full range of radiation protection devices and shields to be used in line with local policy. Where used, these devices and shields must be clean and in good condition and in a full range of sizes, including sizes for children and young people (see also standard statement SA1).

k. Measures to support a pleasant working environment for staff include sufficient storage for equipment, consumables and personal effects and adequate hand-washing and toilet facilities. There should be also access to adequate drinking water

l. Clear warning notices should be displayed in all areas that are potentially hazardous. Access to hazardous areas within the service should be controlled and restricted to authorised individuals only; for example, by interlocks or coded locks. Policies and

procedures should be in place for the appropriate handover of rooms between staff and engineers.

- m. Warning signs are required to identify controlled areas; all areas where unsealed radioactive substances are present should be marked with signage indicating ionising radiation.
- n. Hazard warning notices regarding the risks from ionising radiation should be clearly displayed within the service. In particular, information regarding the risks to individuals who are, or may be, pregnant should be displayed. Clear signage should indicate areas of radiation risk and controlled areas.
- o. Hazard warning notices regarding the risks associated with the use of Magnetic Resonance Scanning equipment should be clearly displayed. There must be signs indicating the MR controlled area(s) and MR environment in line with national requirements. All accessory equipment used in the MR environment must be MR safe or MR conditional, suitable for the strength of the magnet and clearly labelled as such. Clear signage should indicate areas of risk and controlled areas.
- p. Hazard warning notices regarding the risks from optical radiation should be clearly displayed. Clear signage should indicate areas of radiation risk and controlled areas.

## References

The Society and College of Radiographers *Safety in Magnetic Resonance Imaging* Sept 2016 <https://www.sor.org/learning/document-library/safety-magnetic-resonance-imaging-1>

The Royal College of Radiologists. IT guidance: *Ergonomics*. BFCR (12)7 London: The Royal College of Radiologists, 2012.  
<https://www.rcr.ac.uk/it-guidance-ergonomics>

The Society and College of Radiographers. *Practice Standards for the Imaging of Children and Young People, Standard 3: Facilities, Equipment and Environment*. London: The Society and College of Radiographers, 2009.  
<http://www.sor.org/learning/document-library/practice-standards-imaging-children-and-young-people/6-standards-paediatric-imaging>

MHRA Device Bulletin *Safety Guidelines for Magnetic Resonance Imaging Equipment in Clinical Use* March 2015  
[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/476931/MRI\\_guidance\\_2015\\_-\\_4-02d1.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/476931/MRI_guidance_2015_-_4-02d1.pdf)

Department of Health. *Fire Safety in the design of healthcare premises (HTM 05-02)*. London: DH, updated 2015.  
<https://www.gov.uk/government/publications/guidance-in-support-of-functional-provisions-for-healthcare-premises>

Department of Health. *Health Building Note 00-01 General design guidance for healthcare buildings*. London: DH, 2014.  
[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/316247/HBN\\_00-01-2.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/316247/HBN_00-01-2.pdf)

NHS England. *Sustainable, Resilient, Healthy People & Places: a sustainable development strategy for the NHS, Public Health & Social Care System 2014-2020*. Cambridge: Sustainable Development Unit, 2014.

<http://www.sduhealth.org.uk/policy-strategy/engagement-resources.aspx>

Design Quality Indicator (DQI). *DQI for Health Guidance*. London: DQI, 2014.

<http://www.dqi.org.uk/perch/resources/revise-dqi-health-guidance-v6-1.pdf>

American Society for Testing and Materials (ASTM) International, Designation: *F2503-05. Standard Practice for Marking Medical Devices and Other Items for Safety in the Magnetic Resonance Environment*. ASTM International, 2013

<https://www.astm.org/Standards/F2503.htm>

Department of Health. *Self-review tool for quality criteria for young people friendly health services (2011 edition)*. London: Department of Health, 2011.

[http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH\\_126809](http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_126809)

Department of Health. *National Service Framework for Older People*. London: Department of Health, 2001.

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/198033/National\\_Service\\_Framework\\_for\\_Older\\_People.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/198033/National_Service_Framework_for_Older_People.pdf)

## **Legislation**

*The Ionising Radiations Regulations 2017* SI2017 No1075

[http://www.legislation.gov.uk/ukxi/2017/1075/pdfs/ukxi\\_20171075\\_en.pdf](http://www.legislation.gov.uk/ukxi/2017/1075/pdfs/ukxi_20171075_en.pdf)

*The Ionising Radiations Regulations (Northern Ireland) 2017* SI2017 No229

[http://www.legislation.gov.uk/nisr/2017/229/pdfs/nisr\\_20170229\\_en.pdf](http://www.legislation.gov.uk/nisr/2017/229/pdfs/nisr_20170229_en.pdf)

## **Websites:**

Links for England, Northern Ireland, Scotland and Wales providing access to estates and facilities guidance for healthcare premises:

NHS Property Services: <https://www.property.nhs.uk/what-we-do/>

NHS Estates. *Facilities for diagnostic imaging and interventional radiology HBN6 Design and Briefing*. Norwich: TSO. 2001 updated 2009.

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/149183/HBN\\_6\\_V1\\_DSSA.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/149183/HBN_6_V1_DSSA.pdf)

NHS Estates. *Diagnostic imaging: PACS and specialist imaging HBN 6 Volume 2*. Norwich: TSO. 2002. Updated 2009

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/149184/HBN\\_6\\_V2\\_DSSA.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/149184/HBN_6_V2_DSSA.pdf)

DH health building notes updated 2017:

<https://www.gov.uk/government/collections/health-building-notes-core-elements>

DH 'health technical memoranda' updated 22 Dec 2014

<https://www.gov.uk/government/collections/health-technical-memorandum-disinfection-and-sterilization>

**NHS Facilities Wales:** <http://www.nwssp.wales.nhs.uk/facilities-management>

Specialist Estates Services <http://www.wales.nhs.uk/sites3/home.cfm?orgid=254>

Welsh health service personnel can also access guidance from the NHS intranet at <http://www.wales.nhs.uk/sitesplus/888/news/16791>

**NHS Facilities Scotland:** <http://www.hfs.scot.nhs.uk/>

*Scottish Health Planning Notes:* <http://www.hfs.scot.nhs.uk/publications-/guidance-publications/?section=1&show=50&set=2>

Health Facilities Scotland: *Scottish Health Planning Note 06 Part 1: Facilities for diagnostic imaging and interventional radiology*. SHPN 06. March 2004.  
<file:///C:/Users/user1/Downloads/1476438249-SHPN06final.pdf>

**NHS Facilities Northern Ireland:** <https://www.health-ni.gov.uk/articles/niaic-estates-and-facilities-alerts>

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