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Media Release

RUH ward receives recognition for care of older people

A specialist older persons ward at Bath's Royal United Hospital has been awarded the prestigious Elder Friendly Quality Mark in recognition of the quality of care its patients receive.

The Elder Friendly Quality Mark, awarded by the Royal College of Psychiatrists, measures aspects of care such as comfort, nutrition, and support given by staff and was established in order to drive improvements to the quality of essential care older people receive whilst in hospital.

The RUH's Combe Ward is one of just 27 wards in the country to have been awarded the Elder Friendly Quality Mark.

As part of the assessment process, patients were asked for feedback about their care, including their experiences of comfort, food and drink, support from staff, getting help when needed, as well as matters relating to their privacy and dignity. Patients were also asked whether they would recommend the ward to friends or family members.

Jonathan Willis, Ward Manager for Combe Ward, said:

"Being accredited with the Elder Friendly Quality Mark is a fantastic achievement. It demonstrates that patients on Combe Ward can expect to receive high quality patient-centred care. The Trust has invested heavily in improving the ward environment and has worked closely with volunteers to enhance patient experience. This combined with the ongoing dedication and commitment of all the staff on the ward has resulted in our achieving this coveted award."

Anita Donley, Clinical Vice President of the Royal College of Physicians said: "Congratulations to Combe Ward for achieving Elder Friendly Quality Mark accreditation. Wards achieving this accreditation are places where patients, carers and staff are listened to and where feedback is actively encouraged and acted upon in order to drive improvement."

Following on from the success of Combe Ward, the RUH's Waterhouse Ward underwent a complete refurbishment this summer, creating yet another ward specifically designed to meet the needs of the hospital's older patients.

Ends

Notes to the editor:

- **The Elder Friendly Quality Mark**

The Elder Friendly Quality Mark is run by the Royal College of Psychiatrists and was developed in partnership with organisations including the Royal College of Physicians, the Royal College of Nursing, the British Geriatrics Society and Age UK. It was established to encourage improvements in the quality of essential care of older people and to recognise



good care provision, as identified by patient feedback. Accreditation is valid for three years with an interim review. Wards joining the quality mark scheme commit to continuous focus on improving essential care based on feedback from patients.

To find out more about the Elder Friendly Quality Mark visit:

www.wardqualitymark.org.uk