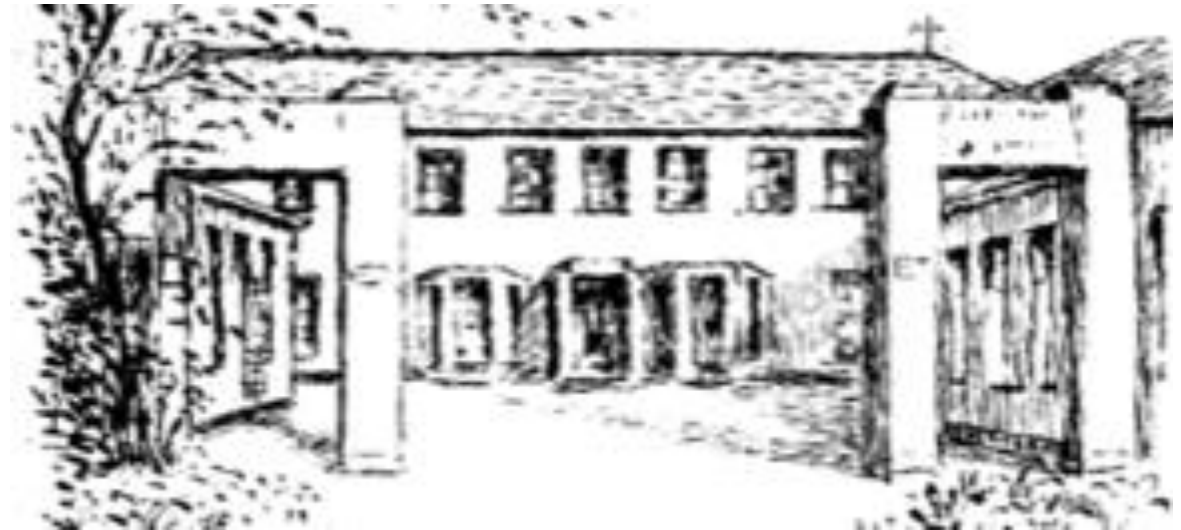


# Feedback Report

## Service User Engagement Event



Robinson Memorial Hospital Refurbishment  
9 February 2022

# Introduction



The Robinson Memorial Hospital opened in 1933 and whilst the building is in very good condition many of the systems and facilities are now outdated. The Robinson Hospital Charitable Fund is providing £2.2m for the refurbishment of the Hospital to provide 16 inpatient beds which will be made up of:

- Six single bedrooms complete with en suite facilities
- One two-bedded room complete with en suite facilities
- Two four-bedded gender-specific wards complete with en suite facilities and staff bases

Work on the refurbishment will start this year, but as yet there is no confirmed date. It is expected the work will take 6 months to complete, and with 2023 being the 90<sup>th</sup> birthday of the Robinson Memorial Hospital; it is anticipated that the opening of the refurbished hospital will be in line with this.

## Focus Group



An engagement event took place, using Zoom technology, on Wednesday 9 February 2022 with a group of service users interested in the refurbishment of the Robinson Memorial Hospital in Ballymoney.

The engagement event gave us the opportunity to talk through and share the architectural plans with the service users. We got to hear about what they thought directly and had the opportunity to answer any questions they may have had.

The following pages highlight the discussion.

## Questions and Answers



**How will the facility be made dementia friendly? Has this been taken into consideration ?**

Yes once we have the floor plan agreed then this will all be considered. The Design Team will be liaising with the Trust's Dementia Nurse Specialist. For example in the en-suites the toilet seat and grab rails will be a contrasting colour. There will also be an opportunity for Service Users to be involved in detailed design element of the refurbishment.

**Have you thought about having a memory room to help with dementia?**

Yes, this is something that can be incorporated. There may be an option of having memory shelves where you can put pictures of family etc, this can even be introduced into the bedrooms.

## Questions and Answers



**Is there a room where staff can go to relax and have a break away from everything?**

Yes, there is a large staff room with a TV and soft furnishing, where staff can go for coffee and relax during their breaks. The refurbishment of the staff room is not included in the scheme.

**Will there be a Hearing Loop Induction system for Users with hearing loss, and will there be consistent lighting levels for Users with a visual impairment?**

Yes, there will be a Hearing Induction Loop system which will be located at the reception area. The system will be available to use in bedrooms, and other rooms within the Robinson Hospital. In relation to the lighting levels, it will meet the standards for Users with visual impairment.

## General Comments



- Happy to hear it will be a dementia friendly facility
- Will improve the experience of the service user
- Excellent project
- Great that there are now en-suite facilities
- Uplifting to find something being done in a very human and humane way

## Next Steps



- Opportunities for service users and carers to be involved further in the refurbishment plans
- Possible opportunity for a walk around prior to opening

# Thank You



We would like to extend our sincere appreciation to everyone who took the time to join in the engagement event.

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