



Mersey Care
NHS Foundation Trust

Delivering Same Sex Accommodation



Your privacy and dignity matters

At Mersey Care we are committed to providing you with the highest quality of care while respecting your privacy and dignity. This leaflet aims to inform you about our policy on delivering same sex accommodation (DSSA) and what it means for your experience during your stay.

What is delivering same sex accommodation?

Delivering same sex accommodation (DSSA) is a policy that ensures patients are accommodated in single sex facilities whenever possible. This policy is in place to safeguard your privacy and dignity during your time at our hospital.

Key points of DSSA:

Single sex accommodation

- We aim to provide you with sleeping and bathroom facilities that are exclusive to your gender
- You will not have to share sleeping or bathroom spaces with patients of the opposite sex
- You won't need to walk through areas occupied by patients of the opposite sex to reach toilets or bathrooms.

Your comfort is a priority

- If, for any reason, a mixed sex situation occurs, our staff will make every effort to resolve it as soon as possible
- During any temporary mixing, your privacy will be safeguarded with extra care.

Communication

- You and your family will be informed of the reasons for any mixing, the actions being taken, and an indication of when it will be resolved
- Transparency is crucial, and we encourage open communication about your concerns and preferences.

Your role in ensuring privacy



Declare your preferences

Let our staff know if you have any specific requests regarding accommodation or concerns about privacy.



Feedback

Your feedback is important. If you feel uncomfortable or have any concerns, please share them with our staff.

Patient choice

In certain situations, patients may choose to be placed together, and this choice will be respected and documented.

Emergency situations

In emergencies, where immediate healthcare is required, we may need to mix sexes temporarily. Rest assured, privacy will be prioritised, and steps will be taken to move patients to same sex accommodation as soon as possible.

Transgender patients

Transgender individuals will be accommodated according to their presentation, ensuring their comfort, dignity, and safety.

Your right to speak up

If, at any point, you feel your concerns are not being addressed, we encourage you to use our Freedom to Speak Up policy. Your anonymity will be respected, and a sensitive review will be conducted.

Can you contribute?

- Provide your preferences and feedback to our staff
- Understand and support our commitment to delivering same sex accommodation
- Speak up if you have any concerns, and rest assured that your privacy matters to us.

Our patients matter

Mersey Care NHS Foundation Trust listens and responds to patients and their carers to help improve the services we deliver. If you have any comments, compliments or concerns you can speak with a member of staff or contact our Patient Advice and Liaison Service (PALS) and Complaints Team.

Phone: **0151 471 2377**

Freephone: **0800 328 2941**

Email: **palsandcomplaints@merseycare.nhs.uk**

To request this leaflet in an alternative format or language, please speak to a member of staff.

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