

2.9 Deputy R.G. Le Hérissier of the Minister for Health and Social Services regarding accommodation for cancer patients, relatives and friends in Southampton:

Would the Minister identify why the use of Jury's Inn Hotel in Southampton for accommodating relatives and friends - and my mistake, I should have added patients - of cancer patients was agreed upon in preference to other alternatives?

Senator S. Syvret (The Minister for Health and Social Services):

There were a number of reasons that led to the decision to switch patient accommodation to Jury's Inn. Firstly, by some margin, the majority of comments made to me over the years concerning the Manor House have expressed a strong objection to having to share a room for many weeks with a complete stranger or even a succession of complete strangers. While patients have always expressed great satisfaction with the service provided by staff at the Manor House, its inability to provide privacy is regarded by many as an insurmountable failing. It is important to understand that the time required for patients to be in Southampton University Hospital for their episodes of treatment is comparatively short. Thus, with the great majority of their time in Southampton, often many weeks, patients lead independent lives. Secondly, while many patients have enjoyed the countryside location of the Manor House, many other patients have found it far too isolated. A view regularly expressed to me has been the wish to be able to walk at any time to facilities such as shopping centres, restaurants, theatres, museums, libraries and parks. This was not possible at the Manor House. While very clearly many patients have enjoyed the sense of camaraderie that has come with sharing the facilities at this countryside location, I would ask that people please respect the views of those who do not wish to dwell upon their illness and who instead wish to have ready access to the diversions offered by living in the town. At the Jury's Inn, all patients are guaranteed a modern room with private en suite facilities. Moreover, the contract we have struck guarantees the right to have a loved one share the room with them at no cost for the accommodation. To a number of patients, this will be a profoundly important advantage. Thirdly, the fact remains that the Manor House is simply no longer large enough to accommodate the growing number of patients from the 3 Islands. I cannot overstate the significance of this. We absolutely must have at all times readily available dedicated accommodation for our patients. We simply cannot risk having to accommodate patients on an ad hoc basis at a variety of different buildings. I have a clear duty to make sure that the facilities cater for both current and future patients. The issue of changing location was considered very carefully by the senior oncology nurses of each of the 3 Islands. Some former patients were also members of the project group. This team came to the conclusion that Jury's Inn could replicate the services and facilities available at the Manor House. It will provide 2 entire floors for the sole use of patients, and included in this provision are self-catering facilities, a laundry and a private lounge where patients may gather, if they wish. Special dietary needs will be catered for, and Jury's Inn also has a number of rooms purpose-built to meet the needs of people with a disability. Finally, I am extremely pleased to be able to announce to the Assembly that Sheena Tippen, the sister in charge of patient welfare at the Manor House, is to become Jersey's very own liaison sister in Southampton, having the responsibility of ensuring that Jersey's cancer patients are

treated and cared for to the highest possible standard. I am absolutely confident that this will be assured.

2.9.1 Deputy R.G. Le Hérissier:

It is good to see that considerable thought was given. Can the Minister however indicate whether, other than the new liaison sister, there are dedicated staff who will be working in that particular part of the hotel in order to mitigate the effect of living in a hotel-type environment?

Senator S. Syvret:

My understanding is that there will be a member of staff - liaison staff - available at the hotel at all times to support patients, should they require it.

2.9.2 Deputy P.V.F. Le Claire:

Will the Minister be travelling - or has he travelled - to visit the hotel to ascertain for himself his views that he has espoused, which give us comfort, to ensure that what he has been telling us this morning is the case? Has he visited and experienced the hotel himself?

Senator S. Syvret:

No, I have not yet visited the hotel, but I may well do so at some point in the future. I have visited the Manor House myself, and while a very nice location and extremely effectively run, it simply, I am afraid, no longer meets the needs of the 21st century.

2.9.3 Deputy A.E. Pryke of Trinity:

Could the Minister inform us if he had any face to face meetings with any of the patients or relatives regarding this issue?

Senator S. Syvret:

Yes. Over the years, I have had numerous letters, telephone calls and meetings with a variety of patients who have used these facilities in Southampton. In the past week, I have met with 2 patients who were expressing concerns about removing the patient accommodation from the Manor House to Jury's Inn.

2.9.4 Deputy S.C. Ferguson of St. Brelade:

Would the Minister like to comment on the financial implications? Is this revenue neutral, more expensive or better value for money?

Senator S. Syvret:

Yes, it happens that there is a small saving involved in this move. I think the amount is £60,000, but that was simply an incidental advantage. The driving force was simply that the Manor House was no longer large enough to accommodate the patient requirements of the 3 Islands.

2.9.5 Deputy R.G. Le Hérissier:

The Minister mentioned self-catering arrangements; again, a very good move. Could he indicate, Sir, whether people who may, for example, be in a state of some distress, if they do not use these facilities, will there be other dining provision made so that they can dine, for example, in ...

Senator S. Syvret:

Yes, patients will be able to dine in their own rooms in privacy if they wish, or indeed, use the general hotel restaurant with other guests at the hotel.

2.9.6 Deputy P.V.F. Le Claire:

Is the Minister aware whether or not there is a service level agreement between the States of Jersey and the hotel?

Senator S. Syvret:

Yes, there is in effect a contract between Jury's Inn and Southampton University Hospital Trust, who have led on this issue. In consultation with the 3 Islands, the contract has been struck. It is a service level agreement and it does lay down very clear, legally enforceable requirements as to the standard of the service to be provided.