

# serco FOUNDATION

The Serco Foundation is a charitable trust, working internationally, to enhance public service outcomes for vulnerable citizens.



---

## UNIVERSITY HOSPITAL WISHAW

University Hospital Wishaw serves the community in Lanarkshire, with a twenty-four hour Accident & Emergency department, and one of Scotland's largest maternity units. The hospital also has four dedicated wards for elderly patients.

---

### WHAT WE DID

The Serco Foundation made a grant to the hospital, for the establishment of a new, onsite hairdressing salon. Designed specifically for elderly patients, many of whom are in hospital long-term, the salon supports patients' sense of wellbeing and dignity, providing a moment of normality in the midst of their illness and care. The Foundation's grant supported the costs of professional hairdressing equipment, fixtures and fittings.

---

### IMPACT

As well as serving the needs of NHS patients, the salon has a wider local impact: the hairdressing is delivered by students of New College Lanarkshire. These trainee hairdressers take bookings, liaise with clients, and are assessed onsite as they work towards their certificates, while learning to communicate effectively in a 'real life' setting. Projects of this nature thus contribute to community cohesion as well as to the development of individual skills and experience, and to patient wellbeing.

---

### SPOTLIGHT

A member of NHS staff writes: "Being in hospital can be daunting for some but for the Care of the Elderly it can become depressing as they are removed from all that is familiar to them. Having time away from the ward, engaging with others and getting their hair done [is] very beneficial to their wellbeing. Not forgetting the patient's relatives... they are naturally worried for their loved ones and seeing them in hospital is bad enough. Seeing their Mum, Dad, relative or friend not looking as well as normal only adds to the distress of the relative. We do not have this type of facility in any of the other hospitals in Lanarkshire... one of the most important, vulnerable groups... benefit[s] hugely."

