



SATURN REFURBISHMENT EVALUATION SUMMARY

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The evaluation in numbers:

41

staff surveys completed

17

parents interviewed

32

parents surveyed

89%

of parents surveyed rated the new artwork as **good** or **very good**

75%

of staff rated the artwork as **good** or **very good**, an increase of 55% on the old artwork

74%

of parents surveyed said the new artwork either **somewhat distracted** or **completely distracted** their child from the hospital environment

67%

of staff say the environment is either **somewhat better** or **much better** following the installation of the new artwork



Context

Saturn is a busy unit at Chelsea and Westminster Hospital. It treats children aged 0 to 16 who are being cared for under West London Children's Healthcare, which brings together specialist services for children across Imperial College Healthcare NHS Trust and Chelsea and Westminster Hospital NHS Foundation Trust.

Saturn provides care for children and young people undergoing day surgery, when they do not need to stay in hospital overnight before or after their operation or procedure. It has a waiting area (including side rooms), cubicles and rooms for assessments, operating theatres and recovery area, alongside a waiting area for parents.

The challenge

For many younger patients, this ward will be their first experience of surgery, and the environment plays an important role in shaping their journey. Prior to this project, however, the ward was tired from years of use, with little to distract waiting patients. In interviews with parents prior to the refurbishment, only half said there were enough activities to keep children distracted, and only 30% of respondents to a staff survey said the environment was engaging for children. Users of the space described the old artwork as boring, blank and lacking in colour, with 65% of staff rating it as poor or very poor. In addition, parents described the furniture as uncomfortable and drab.

'Saturn ward needs more artwork that stimulates little children to be comfortable and relaxed while waiting for surgery.' Member of staff (pre-refurbishment)

'It looks like a waiting room, not a space for kids.' Parent (pre-refurbishment)

Photos of the space prior to refurbishment:





The refurbishment

This project was an opportunity for CW+ to transform Saturn into a more uplifting, calming and engaging space. Central to the transformation is the 'Cosmic quest' concept, which includes immersive wall art by Jonathan Woodward, a galaxy-themed ceiling, and interactive activities guided by astronaut characters Mo and Nova. The refurbishment focused on the main waiting area, four side rooms, the recovery bay, and a dedicated waiting space for parents, which was redesigned to be more comfortable and supportive. Sensory spaces were also introduced, tailored to children with specific needs such as autism or ADHD, featuring calming tools like projectors, musical touch walls and sensory carts.







The results

Parents' response to the refurbishment has been overwhelmingly positive. 89% of respondents to a parents' survey rated the new artworks as good or very good, and 75% said that the artwork had either somewhat distracted or completely distracted their child from the hospital environment. Words chosen to describe the artwork included 'captivating', 'calming' and 'uplifting'.

'I think the design is wonderful and we immediately noticed the upgrade.' Parent (post-refurbishment)

'It was very nice and a great distraction from all the hospital things like surgery and treatments.' Parent (post-refurbishment)

Parents also described the refurbished environment positively, with a third of interviewees saying it was better than other hospitals they had visited. The space theme of the work was specifically mentioned as being effective in this environment, appealing to both children and parents and encouraging exploration. Parents described the environment as calming and said that their children were happy or even excited in the new space. One parent commented that this might also have broader benefits: 'If you help the parents to keep their kids occupied, that makes it easier for the staff.'

Staff also commented on the positive effect that the refurbishment had had, with 67% of survey respondents saying the look and feel of the environment is either somewhat better or much better following the installation of the new artwork. The number of staff agreeing that the environment feels warm and welcoming increased by 42%, and the proportion of staff who perceive the environment as engaging and distracting for children saw a similar increase. Words chosen by staff to describe the new artwork included 'inviting', 'welcoming' and 'calming', with three-quarters now rating the quality of the work as good or very good (compared with just one in five for the old artwork).

Furthermore, new sensory equipment has had a significant positive impact for patients:

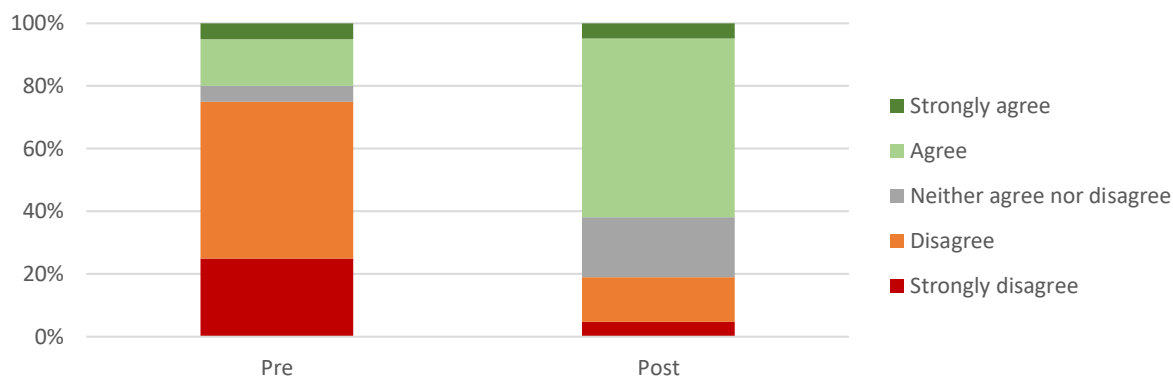
'The sensory room has become a vital space, providing a calming and engaging environment tailored to individual needs. It helps children regulate their emotions and feel less anxious, making their hospital experience a little less frightening. The new equipment has made a profound difference – seeing the patients smile as they enter the room is priceless.'

Sharon Charane, Senior Health Play Specialist at Chelsea and Westminster Hospital

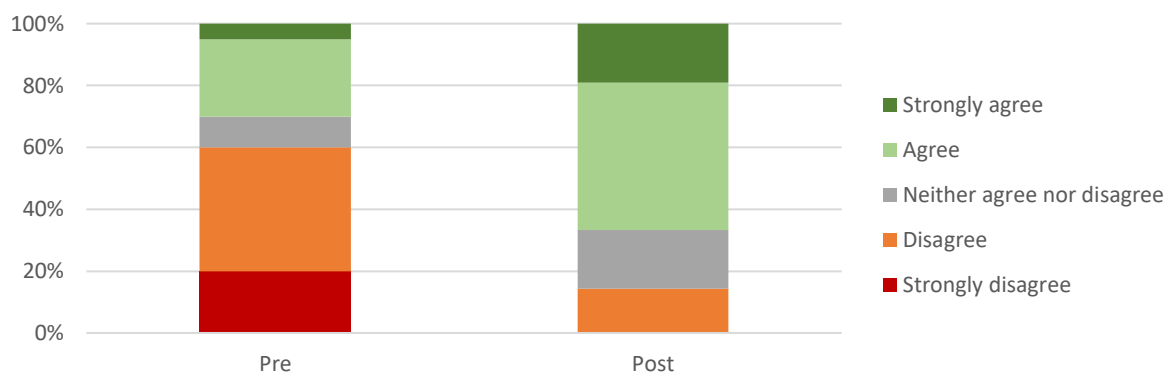


Staff survey results – pre- and post-refurbishment comparison:

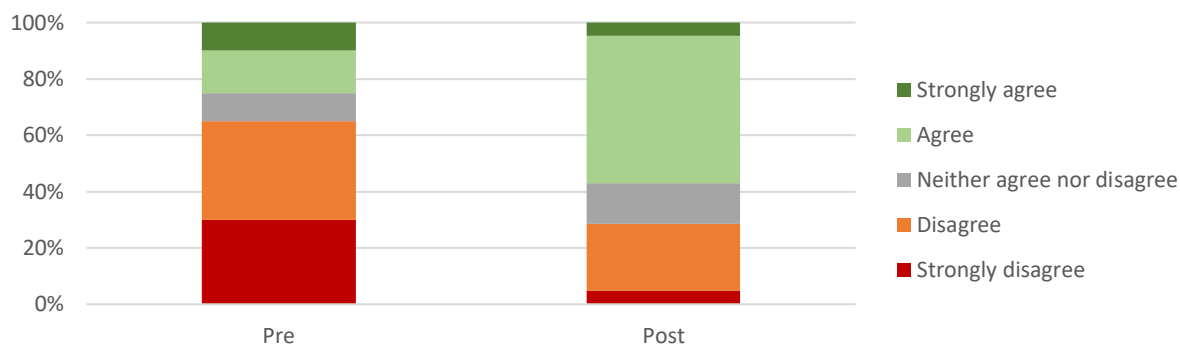
The ward environment looks/feels warm and welcoming

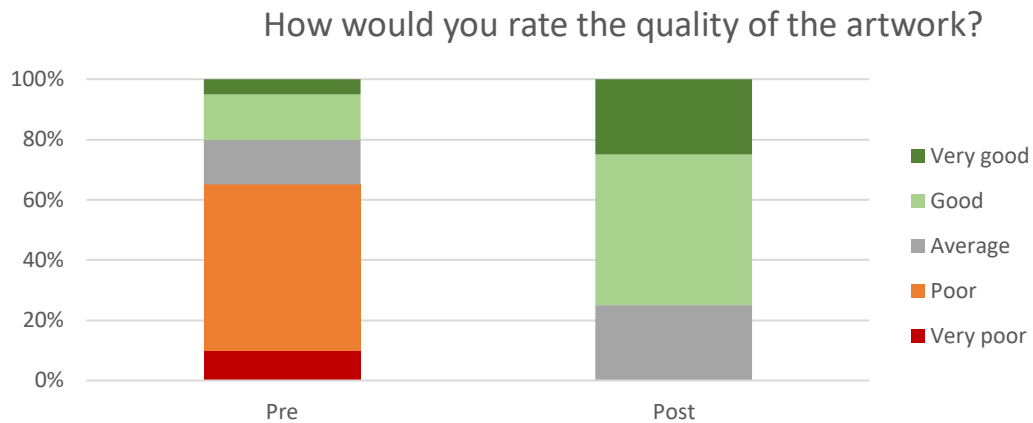


The ward environment is stimulating/engaging for children



The design of the waiting area and ward environments helps to distract children from pre-operative anxiety





Conclusion

This evaluation has shown that, through this refurbishment, Saturn has been transformed into a space that is more engaging and calming for children, and more comfortable for parents, helping to ease anxiety and enhancing the overall patient and family experience. With engaging artwork, interactive distractions and calming sensory spaces, young patients can now embark on their own cosmic quest, making what can be a daunting experience a little bit easier.