

# Sarah Waller CBE



## Associate Specialist

Institute of Health & Society

## Contact Details

email: s.waller@worc.ac.uk

tel: 01905 542531

Sarah Waller is an Associate Specialist at the Association for Dementia Studies with a particular interest in [developing enabling environments](#) for people living with dementia.

She developed and directed The King's Fund's award winning, internationally recognised Enhancing the Healing Environment (EHE) programme from its inception in 2000 to its transfer to the University of Worcester in 2015. From 2009 the EHE programme focused on developing more supportive design for people with dementia. Sarah led the development of the dementia friendly environmental assessment tools which are now in use nationally and internationally.

Sarah has had a long and distinguished career in the NHS and Department of Health both in nursing and human resource management. She is a Trustee of Chelsea and Westminster Health Charity and chairs their Arts Advisory Board. A former NHS Trust vice chair and member of the independent Liverpool Care Pathway Review Panel she was appointed CBE in 2008 for services to Nursing and the NHS.

## Qualifications

Registered General Nurse

## Knowledge transfer, teaching and research

### Knowledge transfer

As part of the [enabling environments programme](#) Sarah's recent work has included a range of environmental reviews for care homes and extra care housing as well as the development of dementia friendly design standards for a range of clients. Sarah continues to provide advice and support to those using the [EHE environmental assessment tools](#) for research, teaching and across all care settings. She is a frequent conference chair and speaker and through her work with the DAA Dementia Friendly Hospital's Task Force continues to disseminate learning and support developments in dementia friendly design.

### Teaching

Sarah contributes to a range of teaching activities at the University including the [Dementia Studies Foundation Degree](#), commissioned education programmes and workshops for a variety of clients including [the Dementia Friendly Design Masterclasses](#) held at Worcester.

## Publications and dissemination

### Authored books

- 1 **Waller S**, Masterson A and Finn H, Developing supportive design for people with dementia, The King's Fund's Enhancing the Healing Environment programme 2009 – 2012, The Kings Fund 2013
- 1 **Waller S** and Finn H, Environments for care at end of life, The King's Fund's Enhancing the Healing Environment programme 2008-2010, The King's Fund 2011
- 1 **Waller S**, Dewar D, Masterson A and Finn H, Improving environments for care at end of life: Lessons from eight UK pilot sites, The King's Fund 2008
- 1 **Waller S** and Finn H, Enhancing the Healing Environment: A guide for NHS Trusts, The King's Fund 2004
- 1 **Waller S**, North Thames NHSE, The Development of Nursing and Health Visiting Roles in Clinical Practice: A contribution to the debate; North Thames NHSE, 1996
- 1 Courtney B, Nicholas B and **Waller S**, The Nuts and Bolts of Patient Focused Care, First Principles; University of Nottingham, 1995
- 1 **Waller S**, and Grafton D, Operational Restructuring: The Human Resources Component, Managing NHS Trusts; Longman. 1994

### Chapters

- 1 **Waller S**, Masterson A, Contact with the Natural World within Hospital Care In M, Marshall and G Gilliard G *Creating Culturally Appropriate Outside Spaces and Experiences for People with Dementia* London: Jessica Kingsley, 2014

### Peer reviewed journal articles

- 1 **Waller S**, Masterson A, Evans, S, The development of environmental assessment tools to support the creation of dementia friendly environments: Innovative practice, Journal of Dementia, Sage Publications, 2016 (DEM 635829)
- 1 **Waller S** and Masterson A, Designing dementia friendly hospital environments, Future Hospital Journal, Royal College of Physicians Vol 2. No 1:63-8, 2015
- 1 **Waller S**, Small design changes can make a big difference to people with dementia, Case study 8, Built for Living, Royal Academy of Engineering 2015

- 1 Masterson A, **Waller S** and Grisley M, Improving environments: new tools for the job, , The Journal of Dementia Care, Volume 21, number 4, July/August 2013
- 1 **Waller S**, Redesigning wards to support people with dementia in hospital, Nursing Older People, Volume 24, Number 2, 2012
- 1 **Waller S** and Henry C, Rooms for improvement, Public Service Review: Health and Social Care issue 30
- 1 **Waller S**, Giving end of life care environments a makeover, Nursing Management, Volume 18, Number 7, 2011
- 1 **Waller S** Higher level practice in nursing: a prerequisite for nurse consultants?; Hospital Medicine: Volume 59 Number 10 October 1998
- 1 **Waller S**, Piloting a higher level of practice; Professional Nurse: Volume 15 Number 1 October 1999
- 1 **Waller S**, Clarifying the UKCC's position in relation to higher level practice; British Journal of Nursing: Volume 7 Number 16 September 1998

## Practice Publications

- 1 **Waller S**, Is your care home dementia friendly? , The NAPP Magazine, pp. 22-3, Issue 5 Spring 2016
- 1 **Waller S**, The importance of Designing Dementia Friendly Care Environments, ghp August 2015
- 1 **Waller S**, Tool's significant role in supportive design, Health Estate Journal, pp. 35-8 November 2015
- 1 **Waller S** and Masterson A, Is your care home dementia friendly?, ECCA newsletter, June 2013
- 1 **Waller S**, Developing supportive design for people with dementia, Health Estates Journal, Apr; 67(4):31-5.
- 1 **Waller S**, Making the small things count, HEFMA Pulse Magazine, March/April: 35-37
- 1 **Waller S**, A better dementia care environment, Health Estate Journal, Volume 66, Number 2, 2012
- 1 **Waller S**, Why designing for people with dementia is so important, Hospital Bulletin July 2012
- 1 **Waller S** and Masterson A Creating dementia-friendly hospitals, HSJ Resource Centre, article number 5050144, October 2012  
<http://www.hsj.co.uk/resource-centre/best-practice/qjpp-resources/creating-dementia-friendly-hospitals/5050144.article#.VEqik010yYk>
- 1 **Waller S**, Developing supportive design for people with dementia in hospitals, CAE Access by Design, April 2012
- 1 **Waller S**, Funding miracles, Caritas - Leadership & management for the third sector, June 2011
- 1 **Waller S**, NHS has rooms for improvement in end of life care, The Guardian healthcare network, Guardian Professional, 1 September 2011  
<http://www.theguardian.com/healthcare-network/2011/sep/01/nhs-rooms-improvement-end-life-care>
- 1 **Waller S** and Masterson A, Designs that enhance care, Nursing Older People (editorial), Volume 22, Number 7, September 2010
- 1 **Waller S**, Inspiring minds, Gateway Review Estates and Facilities Division Quarterly Briefing, Volume 17 Number 4, Spring 2009
- 1 **Waller S**, Changing spaces, Mental Health Practice, Volume 12, Number 3, November 2008
- 1 **Waller S**, The UKCC's work on nurse practitioners and clinical nurse specialists; Emergency Nurse: Volume 6 Number 3 June 1998
- 1 **Waller S**, High ideals; Nursing Times: Volume 95, Number 40 6 October 1999

## High impact policy papers and guidance

- 1 Alzheimer's Society, Making your home dementia friendly, 2015 (Waller S, lead author)
- 1 The King's Fund, EHE dementia friendly environmental assessment tools for wards, hospitals, care homes, health centres and specialist housing, 2014 editions (Waller S, lead author)
- 1 The King's Fund, EHE dementia friendly environmental assessment tools for wards, hospitals, care homes, 2013 editions (Waller S, lead author)
- 1 The King's Fund, EHE dementia friendly environmental assessment tool for wards, 2012 edition (Waller S, lead author)
- 1 National End of Life Care Programme, Routes to Success in end of life care – achieving quality environments for care at end of life, 2011 (Waller S, lead author)
- 1 Prince's Foundation for the Built Environment and The King's Fund, The Principles of Hospice Design, 2010 (Waller S, lead author)
- 1 Prince's Foundation for the Built Environment and The King's Fund, Environmental Design Audit Tool for Hospices, 2010 (Waller S, lead author)
- 1 Department of Health, Improving the Patient Experience: Sharing success in mental health and learning disabilities: The King's Fund's Enhancing the Healing Environment Programme, 2008 (Waller S, lead author)
- 1 Department of Health, Improving the Patient Experience: Celebrating Achievement: Enhancing the Healing Environment Programme 2003 – 2005, 2006 (Waller S, lead author)
- 1 Directorate of Health and Social Care, London, Public and Patient Involvement in London: A practical guide, 2002 (Waller S, lead author)

## Conference Proceedings

- 1 **Waller S** and Masterson A, Programme promoting dignity, independence and fulfilment for people with dementia in health care environments, Design 4 Health, Conference Proceedings, Sheffield Hallam University, 2012

## Conferences, seminars and workshops

- 1 Dementia Action Alliance, 2016 Annual Conference, December 2016 (session facilitator)
- 1 UK Dementia Congress, Acute Hospitals Stream, November 2016 (session Chair)
- 1 Common themes and key issues from recent environmental assessments (joint with **T Atkinson**), [HDRC conference](#), November 2016
- 1 Dementia Friendly Design, Medicine and Me Conference, Royal Society of Medicine, March 2016
- 1 Enabling and sustaining cultural change though environmental improvement (joint with **T Atkinson**) Great Minds Think Alike – Nursing and Midwifery Conference, University of Worcester, January 2016
- 1 Innovations in environmental design for people with dementia, Care Homes Conference, St Christopher's Hospice, May 2015
- 1 Dementia Masterclass, West of England Academic Health Science Network, April 2015
- 1 Review of the Liverpool Care Pathway for the Dying Patient (keynote), Public Policy Exchange, Dying with Dignity and Compassion: A New Approach to End of Life Care, February 2015
- 1 Leading change in dementia diagnosis and support, The King's Fund, February 2015 (session Chair)
- 1 The Housing and Dementia Research Consortium: Promoting Dementia Friendly Design, Extra Care Housing Conference, February 2015
- 1 Improving safety through a healing environment, Patient Safety Congress, June 2014;
- 1 Rising to the challenge: Creating a healing and compassionate environment in hospitals (keynote), National Council for Palliative Care, A good death in hospital: compassionate care for all, February
- 1 High quality hospital care (keynote), Open Forum Events, Dementia: Quality of Care, February 2014
- 1 Learning from enhancing the healing environment for people with dementia, National Council for Palliative Care, 8<sup>th</sup> Annual Conference on Dementia and End of Life Care, December 2013
- 1 More Care Less Pathway, Help the Hospices, Quality Assurance Seminar, November 2013
- 1 Improving the care environment for people with dementia (keynote), National Association for Safety and Health in Care Services, National Learning and Development Forum, June 2013
- 1 Dementia Friendly Environments, National Audit of Dementia Royal College of Psychiatrists Conference, July 2013
- 1 Environmental Assessment Tool: Is your care home dementia friendly? 6<sup>th</sup> National Care Homes Congress, July 2013
- 1 Developing supportive design for people with dementia (keynote), Understanding the person with dementia, Oxford Brookes University, June 2013

- 1 Developing supportive design (keynote), Design in Mental Health Conference, May 2013
- 1 Improving the care environment for people with dementia (keynote), Public Services Events, Dementia a national priority, May 2013
- 1 Developing supportive design for people with dementia, The Florence Nightingale Foundation Annual Conference, February 2013
- 1 Dementia with dignity: personalisation and improving the care environment (keynote), Westminster Social Policy Forum, The future for dementia care: research, commissioning, integration and residential care, November 2012
- 1 Understanding the needs of the population and how designers can help achieve successful outcomes (panel), Healthcare Estates IHEEM Annual Conference, October 2012
- 1 Achieving better outcomes through engagement with individuals, carers and the public, Department of Health, End of Life care conference, October 2012
- 1 Developing supportive design for people with dementia, 7<sup>th</sup> UK Dementia Congress, October 2012
- 1 Designing hospital environments for people with dementia (keynote), Dementia Care: is it as good as it should be? Middlesex University, July 2012
- 1 Designing better healthcare – How can design deliver for government (keynote), Department for Business, Innovation and Skills (BIS)/Design Council Symposium, July 2012
- 1 Developing supportive design for people with dementia (keynote), Healthcare Estates, Welsh Conference, April 2012
- 1 The living environment: Providing dementia-friendly setting within care homes and hospitals – innovation aligned with tradition, Alzheimer's International Satellite Symposium, March 2012
- 1 Social Impact – design for well-being (keynote), Design Council Forum Measuring the impact of design, March 2012
- 1 Developing supportive design for people with dementia (keynote), Dementia Care in Hospital, South West Dementia Partnership, March 2012
- 1 Developing supportive design for people with dementia (keynote), Inside Government, March 2012

## External responsibilities

- 1 Trustee CW+ The charity of Chelsea and Westminster Hospital NHS Foundation Trust
- 1 Chair Arts Advisory Board, CW+
- 1 Member: Dementia Action Alliance Dementia Friendly Hospitals Taskforce
- 1 Judge: Building Better Healthcare Awards
- 1 Fellow Royal Society of Arts (FRSA)

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