

Council of Governors

Item 11.6

Subject: Patient Led Assessment of the Care Environment (PLACE) results 2022
Date of Meeting: 6th June 2023
Presented by: Sue Pemberton, Director of Nursing Quality & Safety
Purpose of Report: To Note

BAF Reference	Impact on BAF
BAF 1	The paper provides assurance on a range of areas that contribute to patient experience.

Level of assurance (please tick one)

To be used when the content of the report provides evidence of assurance

<input checked="" type="checkbox"/>	Acceptable assurance Controls are suitably designed, with evidence of them being consistently applied and effective in practice	<input type="checkbox"/>	Partial assurance Controls are still maturing – evidence shows that further action is required to improve their effectiveness	<input type="checkbox"/>	Low assurance Evidence indicates poor effectiveness of controls
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1. Introduction

The annual Patient-Led Assessments of the Care Environment (PLACE) programme was suspended in 2020 due to the operational difficulties and associated risks brought about by Covid-19. PLACE Lite remained open for healthcare organisations to undertake assessments if they chose to do so. LHCH undertook a PLACE-Lite in 2021 and a full PLACE assessment in September 2022.

The paper provides a summary of the 2022 PLACE assessment results along with a comparison to 2021 and national averages from 2022. Whilst there were some reductions in scores from 2021, the Trust continues to score above the national average in five of the six domains. There are two areas for improvement for the Trust around dementia and cleanliness.

2. Background

The PLACE assessments focus primarily on the areas which patients say matter to them, they are undertaken with the assistance of patients, the public and other bodies with an interest in the healthcare we provide (e.g., Liverpool Healthwatch). The assessment involves a detailed review approach to the assessment of the quality of environmental cleanliness, food and hydration provision. It includes also the provision of care surrounding privacy and dignity, and whether the premises with the Trust are equipped to meet the needs of people with dementia or with a disability. Overtime the areas of focus have been significantly refined and revised, with guidance documents updated, to ensure the assessment remain relevant to the changes within healthcare.

3. PLACE Assessment Results 2022

A full PLACE assessment was undertaken within the Trust in September 2022. Seventeen staff acted as assessors, they included two governors and one volunteer. A decision was taken for our governors to review the external area only due to covid restrictions still in place across the trust.

Areas of focus:

- Cleanliness
- Food and Hydration
- Privacy dignity and wellbeing
- Condition appearance and maintenance
- Dementia, how well the needs are met
- Disability: How well the needs of patients with a disability are met.

At the end of the assessment LHCH updated on the National collection data base its finding against each of the six areas listed above. The national results were published at the end of March 2023.

Areas highlighted for improvement by the teams during the assessment were noted as:

- Dementia - Flooring in many areas not dementia friendly as different colours, lack of difference between floors and walls.
- Date and time not shown in all clinical areas
- Some of the glazed windows need cleaning- due to lots of work taking place on site around catheter lab
- Entrance to maple/cherry- ceiling tiles cracked and dirty
- Toilet flush mechanisms in all areas to be clearly identified- dementia
- Side room bathrooms needed signage in picture and text
- Birch ward- needed improvements around decoration, signage and making more dementia friendly

4. PLACE Scores

The table below compares the results from PLACE LITE which took place in 2021 and the full assessment that was completed in September 2022- alongside this year's national average. We are above the national average in five of the six domains.

	Our score 2022 assessment %	Our score 2021 assessment %	National average from 2022
Cleanliness	97.91% ↓	98.15 ↓	98.01%
Food	95.79% ↓	96.18 ↓	Combined as Food and hydration 90.23%
Organisation Food	94.44% ↓	94.7 ↓	
Ward food	97.06% ↓	98.04 ↓	
Privacy dignity and wellbeing	93.67% ↑	87.56 ↓	86.08%
Condition Appearance and Maintenance	96.53% ↑	98.25 ↑	95.79%
Dementia	85.67% ↑	73.55 ↓↓	80.60%
Disability	87.5% ↑	76.39 ↓↓	82.49%

***GREEN** denotes LHCH scores above national average

5. Conclusion and Next steps

There are two areas for improvement for the Trust around dementia and cleanliness. The action plan is focused in these two areas and work has been commenced with estate and hygiene services to make the improvements before the next full PLACE assessment in September 2023. The Patient and Family Support Manager is working alongside the Estate and Capital teams to cost the items required to ensure the Trust is compliant with Dementia and Disability standards.

The action plan has agreed by the division leads, matrons, ward managers and departments in December 2022 to work through the improvements that were required in the specific areas. We will prepare to complete a mock PLACE assessment in quarter 1 2023/24 in preparation for a full PLACE assessment later in the year. We will take steps to make the full PLACE assessment later in the year to be more patient led as we have less covid restrictions in place across the Trust.

6. Recommendation

The Council of Governors is requested to note the results of the recent PLACE assessment and the areas for action to meet the new standards across the organisation.