

## Board of Directors (in Public) Item 2.2\*

**Subject:** PLACE Report  
**Date of meeting:** Tuesday 31<sup>st</sup> March 2020  
**Prepared by:** Joanne Shaw Head of Nursing Clinical Services  
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**Presented by:** Sue Pemberton Director of Nursing and Quality  
**Purpose of Report:** To Note

BAF Ref	Impact on BAF
1.1, 1.2	None

### 1. Introduction

#### **Patient-Led Assessments of the Care Environment (PLACE) scores 2019**

Patient-Led Assessments of the Care Environment (PLACE) are a self-assessment of a range of non-clinical services which contribute to the environment in which healthcare is delivered in the both the NHS and independent/private healthcare sector in England. Participation is voluntary. The PLACE programme aims to promote the above principles and values by ensuring that the assessment focuses on the areas which patients say matter, and by encouraging and facilitating the involvement of patients, the public and other bodies with an interest in the healthcare we provide (e.g. Liverpool Healthwatch) in assessing providers in equal partnership with NHS staff to both identify how they are currently performing against a range of criteria and to identify how services may be improved for the future.

The NHS Constitution establishes a number of principles and values of the NHS in England, which additionally extend to private and voluntary sector providers supplying NHS services.

PLACE assessments are an annual appraisal of the non-clinical aspects of NHS and independent/private healthcare settings, undertaken by teams made up of staff and members of the public (known as patient assessors).

The team must include a minimum of 50 per cent patient assessors.

PLACE assessments provide a framework for assessing quality against common guidelines and standards in order to quantify the environment's cleanliness, food and hydration provision, the extent to which the provision of care with privacy and dignity is supported, and whether the premises are equipped to meet the needs of people with dementia or with a disability.

The PLACE collection underwent a national review, which started in 2018 and concluded in summer 2019. The question set has been significantly refined and revised, and guidance documents have been updated. The review ensures that the collection remains relevant and delivers its aims. As the changes have been extensive, it is important to note that the results of the 2019 assessments will not be comparable to earlier collections. The 2019 results for the Trust are excellent with some areas for improvement which are being addressed as part of an overarching action plan.

## **2. Background**

Nationally 1,144 assessments were undertaken in 2019 compared to 1,198 in the previous reporting year -Overall, the highest national average domain score was for cleanliness at 98.6%.

PLACE assessments were undertaken in Liverpool Heart and Chest Hospital in October 2019. Sixteen assessors (eight patients, eight staff) were involved in the assessment process.

PLACE assesses a number of non-clinical aspects of the healthcare premises identified as important by patients and the public known as domains. These include:

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

The criteria for each represent good practice as identified by professional organisations whose members are responsible for the delivery of services including; The healthcare estates facilities managers association, The association of healthcare cleaning professionals and the hospital caterers association.

At the end of the process, each hospital/ unit which has undertaken an assessment is provided with a result against each of the six areas.

### 3. Improvement areas

The main areas for improvement highlighted by the teams during the PLACE assessment included :

- ❖ Dementia – The assessment required the Trust to have in place clocks that were 18inch diameter that large accurate and silent and visible in all areas, they also have to display the correct day and date. As all areas do not have such clocks all areas across the trust did not score positively for this domain. This has now been addressed.
- ❖ Outside maintenance – Schedules for the continued maintained of outside spaces needs to be reviewed.
- ❖ Ventilation Grills – In a number of areas the grills were dusty and therefore reduced the scores for condition and appearance.

There were some other minor concerns which are being addressed in an overarching action plan. Issues identified that are highlighted in the overarching action plan.

### 4. Results

	<b>LHCH score %</b>	<b>National average %</b>	<b>Improvement in %</b>
<b>Cleanliness</b>	98.91	98.6	0.31
<b>Food</b>	99.29	92.2	7.09
<b>Organisation</b>	100	No average available	
<b>Ward food</b>	98.95	No average available	
<b>Privacy dignity and wellbeing</b>	93.98	86	7.98
<b>Condition and maintenance</b>	98.26	96.4	1.86
<b>Dementia</b>	91.72	80.7	11.02
<b>Disability</b>	91.96	82.5	9.46

## **5. Recommendations**

The Board are asked to note the excellent results of the recent PLACE assessment and the recommendations relating to improvement work required to meet the new standards across the organisation.