

## Board of Directors (Public)

### Item 3.3

## Board Report

**Subject:** Patient Led Assessments of the Care Environment (PLACE) - Annual Assessment Results 2015

**Date of meeting:** 20<sup>th</sup> October 2015

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**Presented by:** Sue Pemberton - Director of Nursing and Quality

| Data Quality Rating | BAF Ref | Impact on BAF Risk Rating |
|---------------------|---------|---------------------------|
| Silver              | 1 – 2   | None                      |

### 1. Executive Summary

This paper is to provide the Board of Directors with the results of the Patient-Led Assessments of the Care Environment (PLACE). The assessments are a self-assessment of a range of non-clinical services which contribute to the environment in which healthcare is delivered, in both the NHS and independent/private healthcare sector in England. Participation is voluntary. These assessments were introduced in April 2013 to replace the former Patient Environment Action Team (PEAT) assessments which had been undertaken from 2000 – 2012 inclusive. These are the third results from the revised process.

The PLACE programme aims to promote the principle that the assessment focuses on the areas which patients say matter. In 2015, the assessments were extended to include criteria on how well healthcare providers' premises are equipped to meet the needs of caring for patients with dementia. It should however, be noted that this does not represent a comprehensive assessment relating to dementia, rather it focussed on a limited range of aspects with strong environmental or buildings-associated components.

### 2. Background

PLACE assessments were undertaken in Liverpool Heart and Chest Hospital in May 2015. Sixteen assessors (eight patients, eight staff) were involved in the assessment process.

The assessment of condition, appearance and maintenance of the environment is assessed including a range of other aspects of the general environment including décor, tidiness, signage, lighting (including access to natural light), linen, access to car parking (excluding the costs of car parking), waste management and the external appearance of buildings and the tidiness and maintenance of the grounds.

The assessment of privacy, dignity and wellbeing includes infrastructural/organisational aspects such as provision of outdoor/recreation areas, changing and waiting facilities, access to television, radio, computers and telephones; and practical aspects such as appropriate separation of sleeping and bathroom/toilet facilities for single sex use, bedside curtains being sufficient in size to create a private space around beds and ensuring patients are appropriately dressed to protect their dignity.

The assessment of food and hydration includes a range of questions relating to the organisational aspects of the catering service (e.g. choice, 24-hour availability, meal times, and access to menus) as well as an assessment of the food service at ward level and the taste and temperature of food.

The criteria included in PLACE assessments are not standards, but they do represent both those aspects of care which patients and the public have identified as important, and good practice as identified by professional organisations whose members are responsible for the delivery of these services, including but not limited to 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 four areas of the assessment namely cleanliness; food and hydration; privacy dignity and wellbeing and condition, appearance and maintenance. This result is calculated by reference to the score (points) achieved expressed as a percentage of the maximum score (points) which could have been achieved had every aspect of the assessment they undertook achieved the maximum score.

The score for dementia is separate to this as this is the first year that we have been assessed for Dementia. The Score for LHCH for this year was 87.32 which was significantly higher than the National

average of 74.51.

### **3. Issues**

**3.1** In 2015 the scoring methodology relating to food taste and temperature was changed. In the case of taste the scoring range changed from a three-point scale to a five-point scale and the question became 'weighted'. In the case of temperature the scoring range changed from a three-point scale to a two-point scale. The precise impact of these changes on the national average for the food and hydration score is not known.

The changes are not judged to be of sufficient impact to make comparison of the 2015 results with 2014 inappropriate. The organisational food assessment considers a range of criteria relating to the catering service and what it aims to provide. As such, it is a statement of policy rather than practice and it is completed by the organisation with no involvement of patient assessors.

**3.2** For the reasons set out in note 3.1, scores for the ward-based food assessments are considered comparable with 2014.

**3.3** To help improve accuracy and consistency, in 2015 changes were made to the on-line collection system to prevent the inappropriate answering of questions which should have been not applicable but in previous years had been answered positively. This change is likely to have led to a slight reduction in scores for some sites, organisations and the reduction in the national average.

**3.4** Changes were also made to the condition, appearance and maintenance through the introduction of a new set of questions around improving accessibility through the installation of handrails and the provision of a variety of seating types and toilets which can accommodate a wheelchair and care/staff member. The introduction of this section is likely to have resulted in a small, downward change in the scores for this section for some organisations and in the overall reduction in the national average.

**3.5** There were areas for improvement highlighted by the teams during the PLACE assessment. Within our Trust these were :

- Wellbeing of Patients – individual TV and Radio Access for all patients
- Curtains – Elm and Birch ward curtains

#### **Handrails (grab rails)**

Due to a change in the assessment criteria, particularly around access to television and radio, the question asked if patients had individual access to TV and Radio. Most side rooms in the trust have a TV and ward bays will share a TV. We have no access to radios for patients and therefore this will decrease the overall score. The Trust needs to consider if this is something it would like to address to meet this standard going forward.

Curtains on both Elm and Birch wards were highlighted as they did not close properly. The trust has since purchased new clips which will ensure they meet the standard. Birch ward needs to purchase some new curtains for the ward in order to fully comply.

Not all areas of the trust met the criteria for grab rails to prevent falls, This was picked up by the estates team who will be making improvements to this in 2015/16.

#### 4. **Summary**

The information gathered was submitted to the Health & Social Care Information centre which published the PLACE results for England in September 2015. Minor changes were made to the cleanliness and condition, appearance and maintenance sections, but these are not considered to have had any significant impact on their comparability. Changes were also made to the privacy, dignity and wellbeing section, particularly around access to entertainment (television and radio) and facilities for parents, family, guardians or carers to stay with patients, and these are likely to have resulted in the small, downward change in the scores for this section within LHCH and national average scores. In addition, the scoring methodology for food and hydration was altered to weight the organisational questions section.

| Domain/Score                            | LHCH<br>Score<br>2013 | LHCH<br>Score<br>2014 | LHCH<br>Score<br>2015 | National<br>Average<br>Score<br>2013 | National<br>average<br>Score<br>2014 | National<br>Average<br>Score<br>2015 |
|---|-----------------------|-----------------------|-----------------------|--------------------------------------|--------------------------------------|--------------------------------------|
| Cleanliness                             | 97.28                 | 99.4                  | 98.41                 | 95.74                                | 97.25                                | 97.57                                |
| Privacy,<br>dignity<br>wellbeing        | 94.69                 | 89.09                 | 87.63                 | 88.87                                | 87.73                                | 86.03                                |
| Condition,<br>appearance<br>maintenance | 95.14                 | 95.19                 | 96.43                 | 88.75                                | 91.97                                | 90.11                                |

|                  |       |       |       |       |       |       |
|------------------|-------|-------|-------|-------|-------|-------|
| Food & hydration | 93.49 | 92.16 | 98.60 | 84.98 | 88.79 | 88.48 |
|------------------|-------|-------|-------|-------|-------|-------|

**The results for Liverpool Heart and Chest Hospital highlight that the Trust performance was above average for all of the key domain scores in 2013, 2014 and in 2015.**

The overall national average is 90.57. The Trust overall average for 2015 is 95.27 - an improvement of 1.3% on last year's figure of 93.96. This is an overall 4.7% increase on the national average from last year.

## **5 Recommendations**

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