

Council of Governors (in Public)

Item 7.4

Subject: Patient Led Assessments of the Care Environment (PLACE)
Annual Assessment results 2016

Date of meeting: 26th September 2016

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1. Executive Summary

This paper is to provide the Council of Governors 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 the 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 fourth results from the revised process. The 2016 inspection at LHCH was undertaken in April 2016. The results demonstrate that LHCH has achieved above average for all of the key domains.

2. Background

PLACE assessments were undertaken in Liverpool Heart and Chest Hospital in April 2016. Ten assessors (5 patients, 5 staff) were involved in the assessment process.

The assessment of condition, appearance and maintenance of the environment was 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 Dementia assessment focusses on flooring, decor and signage, but also includes such things as availability of handrails and appropriate seating and, to a lesser extent, food. The items included in the assessment do not constitute the full range of issues requiring assessment which, in total, are too numerous to include in these assessments. However they do include a number of key issues, and organisations are encouraged to undertake more comprehensive assessments using one of the recognised environmental assessment tools available.

The Disability assessment focusses on issues of access including wheelchair, mobility (e.g. handrails), signage and provision of such things as visual/ audible appointment alert systems, hearing loops, and aspects relating to food and food service. It shares many facets with the dementia assessment, and with very few exceptions draws on existing aspects of the assessment rather than introducing new additional questions. This 'double' counting allows better use of data and avoids imposing additional burdens on data providers. The items included in the assessment do not constitute the full range of issues, rather focussing on a limited range with strong buildings/environment related aspects.

The criteria included in PLACE assessments are not standards, but they do represent 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.

The Score for dementia for LHCH for this year was 81.14 which was significantly higher than the national average of 75.3 but was a decrease on last year's score. This was mainly due to the OPD refurbishment and also the new main entrance both with under repair during the inspection phase and did not meet any of the requirements due to the nature of the building works which affected signage, and flooring and seating arrangements. LHCH should expect an increase in scores next year.

3. Areas for Improvement

The areas that require attention following the PLACE assessment include;

- Wellbeing of Patients – Consideration needs to be given to the provision of individual TV and Radio Access for all patients.
- Outpatients/main entrance was under refurbishment and the effect on food and drink provision for both areas was discussed and has been reflected in the scoring for food. This will be resolved following the outpatients improvements.

There were no other major areas for improvement identified from the assessment, however, in order to improve our scores, we would need to begin some work on some small scale changes that when scored across all areas can make a difference to the overall scoring , the trust would need to include:

- Dementia – We would need to consider changing all toilet seats to black or navy as opposed to white, this element loses points on every ward and would enable us to meet the standard for dementia - this is worth 2 points on all wards.
- Food provision – we currently place all items on the tray together i.e. soup, sandwich and pudding. This is then scored lower as all items should be served independently. However a lot of patients enjoy the soup with sandwich, this will be scoped out this year as part of the mealtime observations for NUT group. We also need to consider more hot items at breakfast, as this also is scored 2 points for every ward.
- Parking is worth 6 points and each year we are unable to achieve all 6 - 2 are for if we charge for parking, 2 for display of any concessionary schemes and 2 for enabling patients and families to pay via card. This would need careful consideration as currently we only have ten concessionary permits and if displayed more prominently, could potentially cause complaints when not available.

4. Summary

The results for Liverpool Heart and Chest Hospital highlight that the Trust performance was above average for all of the key domain scores in 2016.

5 Recommendations

The Council of Governors 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.

Appendix 1 – Summary of scores by year

Domain/Score	LHCH Score 2013	LHCH Score 2014	LHCH Score 2015	LHCH Score 2016	National Average Score 2013	National average Score 2014	National Average Score 2015	National average scores 2016
Cleanliness	97.28	99.4	98.41	99.01	95.74	97.25	97.57	98.10
Privacy, dignity wellbeing	94.69	89.09	87.63	87.23	88.87	87.73	86.03	84.2
Condition, appearance Maintenance	95.14	95.19	96.43	95.29	88.75	91.97	90.11	93.2
Food & hydration	93.49	92.16	98.60	95.06	84.98	88.79	88.48	88.2
Dementia	No score	No score	87.32	81.14	No score	No score	74.5	75.3
Disability	No score			86.78	No score			78.8