

## Board of Directors Item 2.3

**Subject:** Patient-Led Assessments of the Care Environment (PLACE) results 2023  
**Date of Meeting:** 9<sup>th</sup> April 2024  
**Prepared by:** Laura Allwood Patient and Family Support Manager  
**Presented by:** Joan Mathews, Director of Nursing, Quality & Safety  
**Purpose of Report:** To Note

BAF Reference	Impact on BAF
1	Provide assurance against PLACE Criteria

<b>Level of assurance (please tick one)</b> <i>To be used when the content of the report provides evidence of assurance</i>					
<input checked="" type="checkbox"/>	<b>Acceptable assurance</b> Controls are suitably designed, with evidence of them being consistently applied and effective in practice	<input type="checkbox"/>	<b>Partial assurance</b> Controls are still maturing – evidence shows that further action is required to improve their effectiveness	<input type="checkbox"/>	<b>Low assurance</b> Evidence indicates poor effectiveness of controls

### 1. Introduction

#### Patient-Led Assessments of the Care Environment (PLACE) scores 2023

The annual Patient-Led Assessments of the Care Environment (PLACE) programme was undertaken in September 2022 and November 2023. Assessments have commenced in full following suspension during the Covid timeframe.

The 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 follow criteria for assessing

- quality of environmental cleanliness
- food and hydration provision

It includes also the provision of care surrounding privacy and dignity, and whether the premises 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.

## 2. Background

A full PLACE assessment was undertaken within the Trust in November 2023. Fourteen assessors in total performed the assessment, which included three governors, patient safety representatives and four volunteers.

Areas of focus:

- Cleanliness
- Combined Food
- Privacy dignity and wellbeing
- Condition appearance and maintenance
- Dementia, how well needs are met
- Disability: How well 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 in February 2024.

**Results** – The table below compares the results from the full assessment that was completed in November 2023 and September 2022- alongside this year's national average. We are above the national average in all six domains.

	Our score 2023 Assessment %	Our score 2022 assessment %	National average from 2023
Cleanliness	99.25%↑	97.91%	98.10%
Food	93.42%	95.79%	<b>Combined as Food 90.86%</b>
Organisation Food	94.27%	94.44%	
Ward food	92.94%	97.06%	
	<b>Combined Food 93.42%↑</b>		
Privacy dignity and wellbeing	94.83%↑	93.67%	87.49%
Condition Appearance and Maintenance	99.65%↑	96.53%	95.91%
Dementia	94.28%↑	85.67%	82.54%
Disability	96.53%↑	87.5%	84.25%

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

- Remedial estate works i.e. ceiling tile replacement
- Bathroom floors- in ward areas require maintenance
- OPD- therapy- require improvement to door signs and frames
- Data on view- from computer carts around the departments
- Lifts- improved signage and braille/tactile

The complete action plan as per (see appendix 1)

The areas identified as requiring no actions following the assessment are:

- Oak Ward
- Holly Suit
- OPD/Radiology/Willow Suit
- Therapy Unit

#### **4. Recommendations**

- The Board of Directors receive assurance on the Trust PLACE assessment results.
- Receive assurance the action plan is being progressed to ensure all improvements are completed before the next full PLACE assessment in September 2024.

#### **5. Next steps**

The action plan below has been sent out to all the division leads, matrons, ward managers and departments in March 2024 to work through the improvements that are required in specific areas. We will prepare to complete a mock PLACE assessment in quarter 1 2024 - 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.

## 6. 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. Action plan has been sent to divisions who are working on timeframes.

Organisational questions - food - Acute						
Standards						
Row	Column	Answer	Achieved Score	Available Score	Domains	Notes
Based on the audit undertaken, enter the percentage of patients screened	Answer	90 – 99.9	1.5000	2.0000	Food   Dementia   Disability	
Food Safety						
Row	Column	Answer	Achieved Score	Available Score	Domains	Notes
Does the organisation have any areas or outlets with a 3 star or less rating from the Food Standards Agency	Answer	Yes	0.0000	2.0000	Food	
Menu, choice and meal timings						
Row	Column	Answer	Achieved Score	Available Score	Domains	Notes
Are you currently using a digital menu ordering system	Answer	No	0.0000	2.0000	Food	
Provision of finger foods	Answer	Finger food consists of sandwiches/wraps only	1.0000	2.0000	Food   Dementia   Disability	
Communal areas						
Access						
Row	Column	Answer	Achieved Score	Available Score	Domains	Notes
Are appropriate measures in place to ensure privacy and dignity for patients at reception desks and at self-service check-in kiosks / screens	Answer	No	0.0000	2.0000	Privacy, Dignity and Wellbeing	Nothing at main entrance space

Lifts						
Row	Column	Answer	Achieved Score	Available Score	Domains	Notes
Are signs at and inside lifts so that people know which floor they need	Answer	No	0.0000	2.0000	Privacy, Dignity and Wellbeing   Dementia   Disability	
Do all control buttons include braille and tactile or raised surface buttons	Answer	No	0.0000	2.0000	Condition Appearance and Maintenance   Dementia   Disability	Lift 3 no Lift 4 no
Dementia						
Row	Column	Answer	Achieved Score	Available Score	Domains	Notes
Are all toilet doors in a single distinctive colour	Answer	No	0.0000	2.0000	Dementia	Main entrance purple and grey?
Are slopes clearly marked	Answer	No	0.0000	2.0000	Dementia   Disability	Cardiac hill not marked
Are toilet seats, flush handles and rails in a colour that contrasts with the toilet/bathroom walls and floor	Answer	No	0.0000	2.0000	Dementia	
Acute 1 ACU- Acute cardiac unit						
Cleanliness / Condition and Appearance						
Row	Column	Answer	Achieved Score	Available Score	Domains	Notes
Seating inc. shower chairs	Cleanliness	Fail	0.0000	2.0000	Cleanliness	Faeces on show chair bg 3-8
Ventilation/air-conditioning grilles - visible	Cleanliness	Qualified Pass	1.0000	2.0000	Cleanliness	Beds 3-8 ventilation grills needed. Ventilation didn't work in bathroom
Dementia-Friendly Environment						
Row	Column	Answer	Achieved Score	Available Score	Domains	Notes
Are all toilet / bathroom / shower room door signs consistent	Answer	No	0.0000	2.0000	Dementia	All different
Is the correct day and date displayed and clearly visible in all patient areas	Answer	No	0.0000	2.0000	Dementia   Disability	Some dementia clocks and other general locks
Acute 2 Birch ward						

Cleanliness / Condition and Appearance						
Row	Column	Answer	Achieved Score	Available Score	Domains	Notes
Commodes/bedpans	Cleanliness	Fail	0.0000	2.0000	Cleanliness	All commodes clear. Bedpan x1 had bodily fluids on.
Curtain tracks	Cleanliness	Qualified Pass	1.0000	2.0000	Cleanliness	Dusty tops
Floors	Condition / Appearance	Qualified Pass	1.0000	2.0000	Condition Appearance and Maintenance	Stained floors in shower
Hand Hygiene and equipment cleanliness						
Row	Column	Answer	Achieved Score	Available Score	Domains	Notes
Is alcohol gel readily available at the point of care either via staff worn gels or secured dispensers	Answer	No	0.0000	2.0000	Cleanliness	Lack of hand gel in all spaces
Dementia-Friendly Environment						
Row	Column	Answer	Achieved Score	Available Score	Domains	Notes
Are all toilet / bathroom / shower room door signs consistent	Answer	No	0.0000	2.0000	Dementia	
Are pictures and text fixed to the toilet / bathroom / shower room doors	Answer	No	0.0000	2.0000	Dementia   Disability	
Can signs to the toilet be seen from all patient areas and are they clearly identifiable	Answer	No	0.0000	2.0000	Dementia	No signs in toilet door
Is the correct day and date displayed and clearly visible in all patient areas	Answer	No	0.0000	2.0000	Dementia   Disability	One bay without a clock and no date.
Is there a large, accurate and silent (approx. 18 inch/45cm diameter) clock clearly visible in all patient areas	Answer	No	0.0000	2.0000	Dementia   Disability	
Acute 4 Rowan Suite						
Dementia-Friendly Environment						
Row	Column	Answer	Achieved Score	Available Score	Domains	Notes
Are there points of interest such as	Answer	No	0.0000	2.0000	Dementia	Art work is on order

artwork on the walls e.g. familiar local sights						
<b>Privacy, Dignity and Well-Being</b>						
<b>Row</b>	<b>Column</b>	<b>Answer</b>	<b>Achieved Score</b>	<b>Available Score</b>	<b>Domains</b>	<b>Notes</b>
Is there any clinical/medical patient data on view	Answer	Yes	0.0000	2.0000	Privacy, Dignity and Wellbeing	
<b>Ward social spaces</b>						
<b>Row</b>	<b>Column</b>	<b>Answer</b>	<b>Achieved Score</b>	<b>Available Score</b>	<b>Domains</b>	<b>Notes</b>
Is there a day room, social/communal area or playroom on the ward	Answer	No	0.0000	2.0000	Privacy, Dignity and Wellbeing   Dementia	Outside area clinic area
<b>Acute 6 Cherry ward</b>						
<b>Privacy, Dignity and Well-Being</b>						
<b>Row</b>	<b>Column</b>	<b>Answer</b>	<b>Achieved Score</b>	<b>Available Score</b>	<b>Domains</b>	<b>Notes</b>
Is there any clinical/medical patient data on view	Answer	Yes	0.0000	2.0000	Privacy, Dignity and Wellbeing	
<b>Acute 7 Cedar ward</b>						
<b>Cleanliness / Condition and Appearance</b>						
<b>Row</b>	<b>Column</b>	<b>Answer</b>	<b>Achieved Score</b>	<b>Available Score</b>	<b>Domains</b>	<b>Notes</b>
Ceilings/ceiling tiles	Cleanliness	Qualified Pass	1.0000	2.0000	Cleanliness	main corridor and nurse station discoloured ceiling tiles.
Commodes/bedpans	Cleanliness	Qualified Pass	1.0000	2.0000	Cleanliness	
Toilets (including raised toilet seats)	Cleanliness	Fail	0.0000	2.0000	Cleanliness	
<b>Dementia-Friendly Environment</b>						
<b>Row</b>	<b>Column</b>	<b>Answer</b>	<b>Achieved Score</b>	<b>Available Score</b>	<b>Domains</b>	<b>Notes</b>
Are there points of interest such as artwork on the walls e.g. familiar local sights	Answer	No	0.0000	2.0000	Dementia	

Is it possible to adjust the light levels by using dimmer switches or one on / one off system	Answer	No	0.0000	2.0000	Dementia   Disability	
<b>Acute 8 Maple Suite</b>						
<b>Dementia-Friendly Environment</b>						
<b>Row</b>	<b>Column</b>	<b>Answer</b>	<b>Achieved Score</b>	<b>Available Score</b>	<b>Domains</b>	<b>Notes</b>
When you walk on the floor does it create minimal noise	Answer	No	0.0000	2.0000	Dementia	
<b>Privacy, Dignity and Well-Being</b>						
<b>Row</b>	<b>Column</b>	<b>Answer</b>	<b>Achieved Score</b>	<b>Available Score</b>	<b>Domains</b>	<b>Notes</b>
Is there any clinical/medical patient data on view	Answer	Yes	0.0000	2.0000	Privacy, Dignity and Wellbeing	
<b>Acute 9 CCU- Coronary Care Unit</b>						
<b>Privacy, Dignity and Well-Being</b>						
<b>Row</b>	<b>Column</b>	<b>Answer</b>	<b>Achieved Score</b>	<b>Available Score</b>	<b>Domains</b>	<b>Notes</b>
If the bath/shower on the ward is visible when the door is open, is the privacy of patients protected when using the bath or shower rooms i.e. lockable door or privacy curtains	Answer	No	0.0000	2.0000	Privacy, Dignity and Wellbeing	
Is there any clinical/medical patient data on view	Answer	Yes	0.0000	2.0000	Privacy, Dignity and Wellbeing	
To protect privacy and dignity, do all patients have either single rooms or suitable curtains that provide a private space when closed	Answer	No	0.0000	2.0000	Privacy, Dignity and Wellbeing	
<b>Ward social spaces</b>						
<b>Row</b>	<b>Column</b>	<b>Answer</b>	<b>Achieved Score</b>	<b>Available Score</b>	<b>Domains</b>	<b>Notes</b>
Is there a day room, social/communal area or playroom on the ward	Answer	No	0.0000	2.0000	Privacy, Dignity and Wellbeing   Dementia	CCU environment



Food 1						
General food assessment, service and presentation						
Row	Column	Answer	Achieved Score	Available Score	Domains	Notes
Is there a separate area, away from the bed-side, where patients can take their meals if they choose to do so	Answer	No	0.0000	2.0000	Food   Dementia	
Food 2						
General food assessment, service and presentation						
Row	Column	Answer	Achieved Score	Available Score	Domains	Notes
Is there a separate area, away from the bed-side, where patients can take their meals if they choose to do so	Answer	No	0.0000	2.0000	Food   Dementia	
Were patients offered the chance to wash/clean their hands prior to the food service	Answer	No	0.0000	2.0000	Food	
Were the patients' areas clearly readied for the meal service - e.g. all unnecessary items removed from the table top and the table top cleaned where necessary	Answer	No	0.0000	2.0000	Food	
Where meals consist of more than one course, is each course served to meet the needs of the patient and patient groups as appropriate	Answer	No	0.0000	2.0000	Food	
Food Tasting						
Row	Column	Answer	Achieved Score	Available Score	Domains	Notes
Veggie Cobbler	temperature	No	0.0000	2.0000	Food	
Acute 10 POCU/ITU						
Privacy, Dignity and Well-Being						
Row	Column	Answer	Achieved Score	Available Score	Domains	Notes

Is access to entertainment provided free of charge	Answer	No	0.0000	2.0000	Privacy, Dignity and Wellbeing	
Is there any clinical/medical patient data on view	Answer	Yes	0.0000	2.0000	Privacy, Dignity and Wellbeing	
<b>Outpatient 3</b>						
<b>Cleanliness / Condition and Appearance</b>						
<b>Row</b>	<b>Column</b>	<b>Answer</b>	<b>Achieved Score</b>	<b>Available Score</b>	<b>Domains</b>	<b>Notes</b>
Floors	Cleanliness	Fail	0.0000	2.0000	Cleanliness	Door signs tatty and door frame dusty.
<b>Dementia-Friendly Environment</b>						
<b>Row</b>	<b>Column</b>	<b>Answer</b>	<b>Achieved Score</b>	<b>Available Score</b>	<b>Domains</b>	<b>Notes</b>
When you walk on the floor does it create minimal noise	Answer	No	0.0000	2.0000	Dementia	