

Board of Directors (In Public)

Item 2.2

Subject: Patient-Led Assessments of the Care Environment (PLACE) results 2024
Date of Meeting: 25th March 2025
Prepared by: Joan Matthews DoN Quality and Safety
Presented by: Joan Matthews DoN Quality and Safety
Purpose of report: To Note

BAF Ref	Impact on BAF
1	Provide assurance against PLACE Criteria

Level of Assurance (please tick) To be used to provide the Board / Committee with a guide on the extent of assurance and evidence of assurance provided within the report		<input checked="" type="checkbox"/>
Level of Assurance	Description	
High	There is a strong system of internal control which has been effectively designed to meet the system objectives, and that controls are consistently applied in all areas reviewed.	<input checked="" type="checkbox"/>
Substantial	There is a good system of internal control designed to meet the system objectives, and that controls are generally being applied consistently.	<input type="checkbox"/>
Moderate	There is an adequate system of internal control, however, in some areas weakness in design and/or inconsistent application of controls puts the achievement and some aspects of the system objectives at risk.	<input type="checkbox"/>
Limited	There is a compromised system of internal control as weaknesses in the design and / or inconsistent application of controls puts the achievement of the system objectives at risk.	<input type="checkbox"/>
No	There is an inadequate system of internal control as weaknesses in control, and/or consistent non-compliance with controls could/has resulted in failure to achieve the system objectives.	<input type="checkbox"/>

1. Executive Summary

Patient-Led Assessments of the Care Environment (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 annual programme was undertaken on 11th November 2024. The assessment is voluntary, with NHS organisations encouraged to participate. In total 1,107 assessments were taken following exclusions a total of 1,093 were assessed, the overall highest national average domain score for this year's assessment was cleanliness - National Average Score 98.3%. The focus of the assessment is 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 healthcare provision (e.g. Liverpool Healthwatch). The timeframe for the assessment and collection data was September – December 2024.

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.

The assessment for LHCH covered

- 10 clinical departments – Rowan, ACU, Birch, Holly, Cherry, Maple, CCU, ITU, Cedar and Oak
- 186 beds
- 5 OPD areas
- external grounds
- 2 food assessments

2. Background

Fourteen assessors in total performed the assessment, which included governors, patient safety representatives and volunteers.

Domains of focus:

- Cleanliness
- Food
- Organisational Food = Combined Food
- Ward 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.

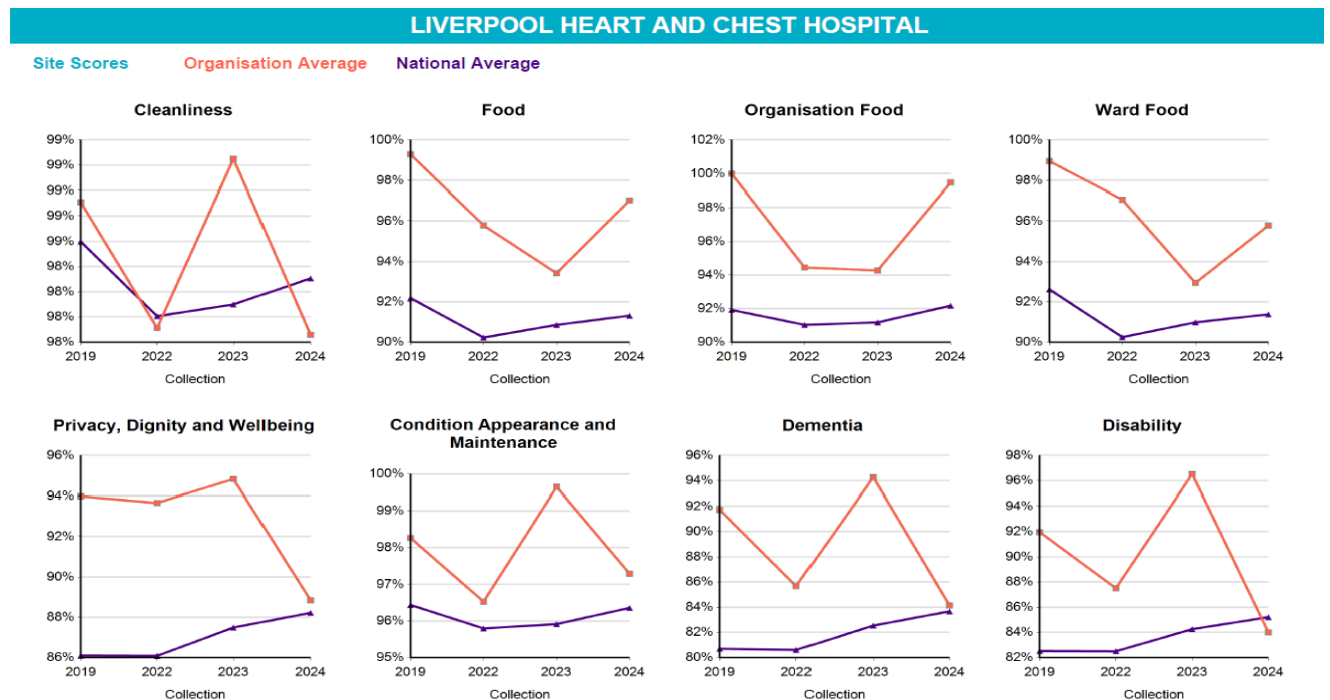
At the end of the assessment LHCH uploaded the assessment findings on to the national collection data portal pertaining to the eight domains listed above. The national results were published on 20th February 2024.

3. Main body of report

The table below compares the results with comparative results from 2019, 2022, 2023, 2024. We are above the national average in six of the assessed eight domains for the assessment in

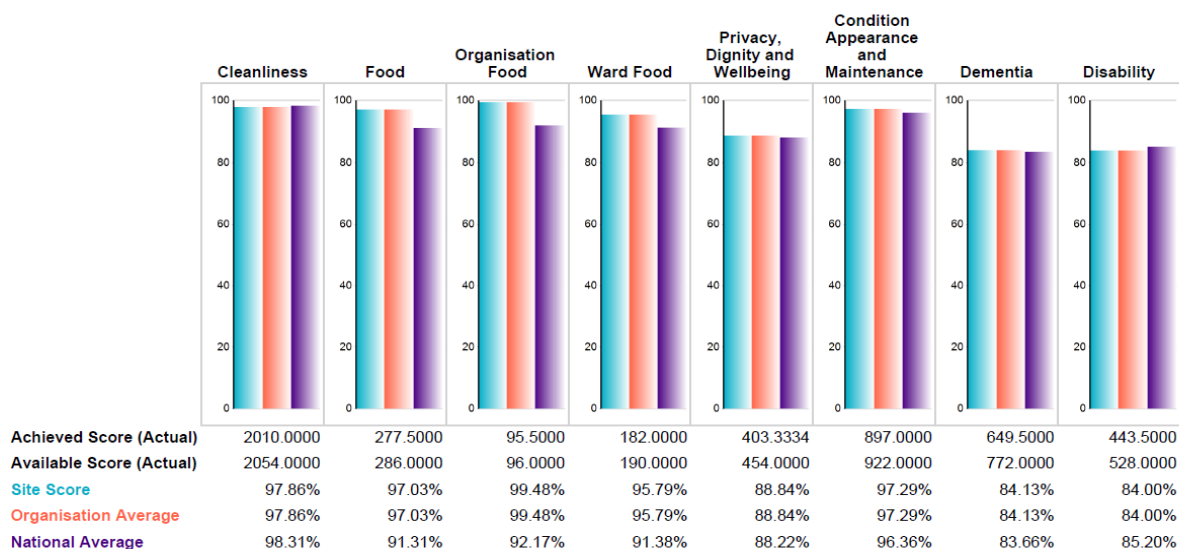
2024. The domain of cleanliness although high it is slightly below the national average score and remains consistent with the assessment score of 2023. The main statistical difference from scores achieved in 2023 is the domain of disability.

*to note the years 2020 – beginning of 2023 covid restrictions were in place, PLACE lite assessments were undertaken 2020 – 2021- 2022.



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LIVERPOOL HEART AND CHEST HOSPITAL- Collection: 2024



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*Comparative data from Trust scores 2023 - 2024

	Our score 2024 Assessment %	National Average scores 2024	Our score 2023 assessment %	National Average scores 2023
Cleanliness - Cleanliness domain marks achieved by the site as a percentage of the maximum possible Cleanliness domain marks for the site	97.86% →	98.31%	97.91%	98.10%
Combined Food -Food domain marks achieved by the site as a percentage of the maximum possible Food domain marks for the site. This measure is a combination of Organisation and Ward food scores.	97.03% ↑	91.32%	93.42%	90.86%
Organisation Food -Org Food domain marks achieved by the site as a percentage of the maximum possible Org Food domain marks for the site	99.48% ↑	92.17%	94.27%	Reported as combined
Ward food -Ward Food domain marks achieved by the site as a percentage of the maximum possible Ward Food domain marks for the site	95.75% ↑	91.38%	92.94%	Reported as combined
Privacy dignity and wellbeing -Privacy, Dignity and Wellbeing domain marks achieved by the site as a percentage of the maximum possible Privacy, Dignity and Wellbeing domain marks for the site	88.84% ↓	88.22%	93.67%	87.49%
Condition Appearance and Maintenance -Condition, Appearance and Maintenance domain marks achieved by the site as a percentage of the maximum possible Condition, Appearance and Maintenance domain marks for the site	97.29% ↑	96.36%	96.53%	95.91%
Dementia -Dementia domain marks achieved by the site as a percentage of the maximum possible Dementia domain marks for the site	84.13% →	83.66%	85.67%	82.54%
Disability -Disability domain marks achieved by the site as a percentage of the maximum possible Disability domain marks for the site	84.53% ↓	85.20%	87.5%	84.25

4. Conclusion

The PLACE assessment for 2024 has shown an overall positive and consistent outcome. The disability, privacy and dignity and wellbeing domain although not statistically different from the national average score of 2024 has reduced from our Trust assessment score in 2023. Consideration to be given for a Changing Room for patients with Disability and adequate seating between the main car park and entrance to LHCH for patients who need to rest.

5. Recommendations

- To note the Trust Patient-Led Assessment scores for 2024
- Actions derived from the review of the disability and privacy dignity and wellbeing domain will be reported through Divisional Governance.