

Board of Directors' Meeting Report – 5 October 2016

Agenda item 87/16

Title	Patient Led Assessment of the Care Environment (PLACE)
Sponsoring Director	Jan China
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Purpose	To update the Board on the PLACE assessment and the associated action plan
Previously considered at	Executive Meeting – 21 September 2016
<p>Executive Summary</p> <p>PLACE provides an annual snapshot to organisations of how their environment is seen by those using it, and provides insight into areas for improvement. It enables organisations to benchmark their performance nationally against a range of activities split between six domains (Cleanliness, Food and Hydration, Privacy and Dignity, Dementia, Condition and Appearance of the premises and this year the Disability element was assessed for the first time). This is not a technical assessment it provides statements to encourage the assessors to provide a score based on their perceptions of the six domains.</p> <p>The Trust scores were comparable for Food when compared to the national average. Outcomes for Privacy, Dignity & Wellbeing and Disability were above national average; the other domains were below the national average, year on year improvements were again achieved in the Cleanliness domain and Condition, Appearance & Maintenance domain improved from 77.19% to 86.46%.</p> <p>A detailed Exception Report action plan has been put in place and a follow up PLACE Light assessment will be scheduled.</p>	
Date Reviewed by Execs.	21 September 2016
Related Trust Objective	Supporting our organisational values of care with compassion, working together and professional & accountable.
Related Risk	BAF risk 6: Deteriorating estate not fit for purpose, this could lead to infection control issues, inefficient hospital operations and a failure to support delivery of clinical services to patients.
Legal implications / regulatory requirements	The Department of Health and the NHS Commissioning Board recommend all providers participate in an annual Patient led assessment of the care environment (PLACE). This should be used along with technical assessments (Board Performance Reports) to identify areas for improvement to ensure a clean safe environment is supporting the delivery of patient care.
Quality impact assessment	A QIA has been completed, a risk assessment (2279) identified poor cleaning standards could result in increasing levels of patient infections.
Equality impact assessment	Poor catering would affect patient care outcomes if nutritional needs are not met. Dignity and Respect could be compromised. Dementia Care could be compromised. Patients and Staff with a disability could be prevented from accessing services if the environment is not suitable.
<p>Recommendations:</p> <p>The Board is requested to note the outcome of the assessment and that an action plan is in place, this will be monitored through the Health and Safety Committee along with proposals to introduce a site wide PLACE light review at the end of this year.</p>	

Introduction

The Department of Health (DoH) and the NHS Commissioning Board recommend that all NHS and independent/private healthcare providers undertake an annual assessment of the quality of non-clinical services and condition of their buildings. These assessments are referred to as PLACE (Patient Led Assessment of the Care Environment).

The assessment programme encourages the involvement of service users, volunteers or trust members and trust Governors supported by hospital staff. The assessment teams must have a minimum of two patient assessors with a ratio of 50:50 between staff and patient assessors; the local Healthwatch should also be provided with an opportunity to provide patient assessors.

Background Information

PLACE provides an annual snapshot to organisations of how their environment is seen by those using it, and how they can improve it. It enables organisations to benchmark their performance nationally against a range of activities split between six domains which impact on the patient's experience:

- **Cleanliness** - the assessment looks at patient equipment, baths, toilets, showers, furniture, floors and other fixtures and fittings.
- **Food and Hydration** - the assessment looks at catering, the choice of food, meal times and access to menus. An assessment of food services at ward level and the taste, consistency and temperature of food is also reviewed.
- **Privacy, Dignity and Wellbeing** - this assessment reviews the provision of outdoor recreation areas, changing and waiting facilities, access to television, radio, computers and telephones. The practicality of sleeping and hygiene facilities, privacy around beds and ensuring patients are appropriately dressed to protect their dignity
- **Condition, Appearance and Maintenance of healthcare premises** - the assessment focuses on the general environment, décor, condition of fixtures and fittings, tidiness, signage, lighting, linen, access to car parking, waste management and the external appearance of buildings and maintenance of grounds.
- **Dementia** – the Dementia Domain assessment is not a comprehensive dementia assessment. The assessment criteria included in this section are drawn from environmental assessments produced by The King's Fund and Stirling University. They represent only a selection of assessment criteria i.e. flooring, décor, signage, handrails and seating; organisations are encouraged to independently undertake a full assessment using the tools of either of the organisations mentioned, or any other suitable tool.
- **Disability** - 2016 was the first assessment of this domain which assessed the extent to which environments support the care of patients with disabilities.

Southend Hospital Approach

In addition to the DoH information leaflets distributed through Healthwatch, emails are sent out to previous assessors, hospital volunteers and service users that have expressed an interest in being a Patient Assessor. Patient assessors do not require any particular technical expertise or knowledge. What they need is the ability to understand and apply simple guidance, together with a common-sense, unbiased and practical approach. It is recommended that all assessors attend training, as it creates the opportunity to meet other staff and patient assessors, and learn about the process and what is expected on the day

In 2016 our PLACE site assessments were undertaken in the following areas:

Table 1: Areas Visited

No. Acute Wards Visited	10
No. Mental Health Wards Visited	0
No. Out Patient Departments Visited	6
No. Emergency Departments Visited	1
No. Food Assessments Completed	5

Table 2: Number of Patient and Staff assessors each day

No. Patient Assessors	No. Staff Assessors
7	6
8	7
7	7
6	4
3	3

During the assessments 21 areas were visited. The criteria used are aspects of care patients and the public have identified as important.

1. Outcome of the 2016 Assessment

Following the assessment in March 2016 an action plan was put in place and a further 'PLACE light' assessment is to be undertaken. (Please note the assessment is based on sampling therefore there may be areas of concern not identified within this report).

Table 3: Comparative scores 2015-2016

Area	Cleanliness	Food	Privacy, Dignity & Wellbeing	Condition, Appearance & Maintenance	Dementia	Disability
Trust Score 2015	90.66%	82.87%	87.59%	77.19%	72.27%	0.00%
National Average 2015	97.57%	88.49%	86.03%	90.11%	74.51%	0.00%
Trust Score 2016	95.60%	88.99%	87.60%	86.46%	72.60%	82.28%
National Average 2016	98.06%	88.24%	84.16%	93.37%	75.28%	78.84%

Comparing the Trusts scores with last year there has been an improvement in all domain scores, although we are still below the national average in cleanliness, condition, appearance & maintenance and dementia.

Our condition, appearance and maintenance score improved greatly, due to the improvements to some of our wards and departments; these improvements were acknowledged by the assessors.

The dementia score was slightly below the national average, not all organisations participated in the assessment. The Trust needs to continue looking at how and if some of the recommendations should be implemented across the Trust.

The organisation of food score improved to above the national average.

Privacy and dignity score, remained constant mainly due to the work we have undertaken on

Individual Area scores - it should be noted that the overall average score does not give a good overview of the individual area scores:

Table 4: Scores for individual areas

Organisation **SOUTHEND UNIVERSITY HOSPITAL NHS FOUNDATION TRUST**
 Site **SOUTHEND HOSPITAL**
 Collection **2016**

Ward Type: A&E/Minor Injuries Units						
Ward Name	Cleanliness	Food	Privacy	Condition,	Dementia	Disability
Emergency Department 1	100.00%		100.00%	90.00%	71.43%	82.35%
Ward Type: Food						
Ward Name	Cleanliness	Food	Privacy	Condition,	Dementia	Disability
Benfleet		85.17%			54.17%	70.83%
Hockley		90.28%			65.00%	85.00%
Shopland		86.20%			54.17%	54.17%
Southbourne		94.55%			70.83%	87.50%
Westcliff		86.83%			70.83%	87.50%
Ward Type: Out-Patient Areas						
Ward Name	Cleanliness	Food	Privacy	Condition,	Dementia	Disability
Chemotherapy	94.79%		85.71%	83.87%	78.57%	88.89%
Endoscopy	93.40%		70.37%	70.97%	67.86%	72.22%
Oral Surgery	88.00%		83.33%	83.33%	77.78%	83.33%
Outpatients Department	100.00%		100.00%	93.55%	81.48%	94.44%
Paediatrics	100.00%		87.50%	100.00%		88.89%
Renal	95.19%		57.14%	74.19%	71.43%	66.67%
Ward Type: The Ward Assessment - Acute and Community Hospitals						
Ward Name	Cleanliness	Food	Privacy	Condition,	Dementia	Disability
Blenheim	93.16%		100.00%	97.06%	76.47%	87.50%
Elizabeth Loury	92.57%		88.33%	90.24%	62.50%	71.43%
Estuary	91.89%		75.00%	81.71%	64.29%	76.92%
Gordon Hopkins	92.47%		92.19%	63.41%	67.65%	81.25%
Neptune	97.92%		92.86%	86.54%		60.00%
Paglesham	97.98%		90.38%	96.08%	70.00%	86.67%
Princess Anne	97.44%		89.58%	87.80%	73.33%	93.33%
Rochford	94.81%		98.33%	82.50%	62.50%	64.29%
Westcliff	96.05%		88.89%	90.24%	76.47%	87.50%
Windsor	98.03%		81.25%	84.15%	76.67%	93.33%

The following should be noted:

- Cleanliness - three of the seventeen areas met or exceeded the national average score with none falling below the 10% margin used by the national audit tool which would raise significant concerns.
- Food – increased to two of the five areas exceeding the national average scores.
- Privacy and Dignity – increased to twelve of the seventeen departments exceeding the national average score.
- Condition and appearance – four areas exceeded the national average score. Areas that scored 10% lower than the national average were Gordon Hopkins, Renal and Endoscopy. The former is currently having a major refurbishment and plans are in place for Endoscopy refurbishment, the action plan will address the issues raised in the Renal Unit.
- Dementia – Six of the fifteen areas exceeded the national average score.

- Disability – thirteen of the areas of the seventeen areas exceeded the national average score.

Appendix 1 gives you a summary of some of the issues raised by the auditors.

A comparative review with other Trusts in Essex demonstrated the following:

Table 5: Comparative review of Essex Hospitals

Site Name	Cleanliness %	Food %	Privacy, Dignity and Wellbeing %	Condition Appearance and Maintenance %	Dementia %	Disability %
National Average	98.06	88.24	84.16	93.37	75.28	78.84
SOUTHEND	95.60	88.99	87.60	86.46	72.60	82.28
BASILDON	99.94	92.75	91.57	99.64	93.51	94.42%
COLCHESTER	99.43	87.76	89.16	93.80	68.53	71.58%
BROOMFIELD	99.49	86.35	88.93	93.64	69.30	74.80%
PRINCESS ALEXANDRA	97.63	86.59	79.78	93.83	80.32	74.77%

The full breakdown of the sites can be found in the national report at www.hscic.gov.uk. The key issues raised are described in appendix 1. The appendix contains mainly the negative outcomes of the assessment; there were positives scores and comments that have not been included in this report.

2. Action Plan

The 2016 PLACE Assessment Exception Report was used to formulate an action plan to address areas of concern. This was communicated to key stakeholders for cascading and action. The action plan is risk rated and the status is monitored by the EFM's Quality Assurance department.

A further 'PLACE Lite' assessment will be scheduled; it would be appropriate to undertake this site wide and not just on those areas assessed earlier in the year.

3. Recommendation

The Board is requested to note the outcome of the assessment, an action plan is in place and a site wide PLACE assessment will be undertaken this year.

Appendix 1:

A summary of negative assessment comments/concerns are listed below:

External areas:

Description	Notes	Narrative/Actions
Building - maintenance and appearance	Window frames round facilities/mortuary paint flaking Prittlewell building - old windows Gutters round lodge require replacing/painting DAU - wooden panels coming loose on end of unit	Where condition ratings are poor, life cycle expired components that require replacement such as windows are placed on corporate risk register and funding sought via backlog / capital investment.
Grounds - maintenance	Road markings outside mortuary/back of tower block unclear	This was an observation and not a failure point.
Grounds - appearance and tidiness	Cigarette butts outside tower & cardigan entrance, chewing gum on floor in these areas. Tree hanging over fence at Jubilee gardens which is making fence collapse	Environmental Waste Manager seeking alternative methods for removal

Note: Overall the outside is well maintained as there is now a grounds man at the Hospital. Unfortunately, there is a concern with cigarette stubs; this requires patients/relatives/visitors being asked not to smoke on the premises.
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Communal Areas:

Description	Notes	Narrative/Actions
Floor	Men's public toilet floor in Tower Block dirty	Rectified
Glazing - Internal	Old Main entrance glazing dirty	Rectified
Lighting	Flies in 3 light fittings in A&E cdr	This was an observation and not a failure point.

Note: As part of EFMs commitment to continual improvement the communal areas are being reviewed as part of the Trusts 2016 PLACE Exception Report action plan. Where new lighting is being installed sealed units are used to prevent insects entering systems.
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Catering Service and Presentation

Note: Unfortunately the scoring in this section is subjective to one's personal taste. For example the texture of the Fish & Chips and Curried Goat became a discussion point as some scored the meals as poor whereas on other days the meals were scored as very good. Overall the food taste question was scored as very good and the temperature question met requirements.

Buildings and facilities:

Description	Notes	Narrative/Actions
Do all external steps have high visibility nosing?	No	Stair edgings are used to define the edges of all steps in line with guidelines in Approved Document M (ADM) of the Building Regulations 2010 & BS8300:2009+A1:2010. This will be adopted for all new work
Do all internal stairs have high visibility nosing?	No	As above
In specialist dementia-care units/wards is there an area designed, decorated and furnished (furniture, memorabilia and photos) to provide a familiar environment for patients with dementia and their family/visitors to use?	No	A pilot area has been established on Windsor and Princess Ann wards as part of a charities project.

Privacy, Dignity and Well-Being:

Description	Notes	Narrative/Actions
Facilities for parents (including guardians) to stay overnight	Parents can only stay at the bedside	This was an observation, where there is an opportunity for improvement and not a failure point.
Is/are there outdoor area(s) dedicated to and equipped with age appropriate equipment for the purpose of children's activities and education	No	There are indoor areas which can be used all year round.

Cleanliness:

Description	Notes	Narrative/Actions
Bath/shower	Walls tiles with mould	Areas of concern highlighted in the PLACE 2016 assessment have been rectified. Domestic Services reviewing any areas that may still require refresher training.
Bed frame/trolley	Dusty	
Curtain tracks	Dusty	
Curtains/blinds - other	Dusty	
Doors and frames	Dusty	
Floor	Ward - dirty, marks & debris	
Surfaces - high	Dusty	
Surfaces - low/visible (Inc. fire extinguishers)	Dusty	
Waste management	No labels on waste bins	This was an observation and not a failure point.

Access:

Description	Notes	Narrative/Actions
Does seating provided in reception/waiting areas provide for the range of patient needs including chairs of different heights, chairs both with and without arms and bariatric chairs?	No	OPD have a variety of chair heights with and without arms. To be reviewed further as part of the 2016 PLACE Action Plan.
Is there a hearing loop or other portable assistive system at the reception desk?	No	To be reviewed further as part of the 2016 PLACE Action Plan. Audit of loops and action plan under development

Condition and Appearance:

Description	Notes	Narrative/Actions
Internal decoration	Paint coming off walls in all areas	To be reviewed as part of the 2016 PLACE Action Plan. Where lighting lux levels are low the Trust is bidding for additional national funds to introduce low energy improvements
Internal fixtures and fittings (excluding floors, furnishings and decorations)	Doors damaged	
Floors	Stairwell has excessive wear	
Lighting/natural light	Dull lighting & sensor slow to react	
General tidiness	Noticeboard disorganised, looks unprofessional	

Dementia Friendly Environment

Description	Notes	Narrative/Actions
Is the flooring noise reducing or noise absorbent?	With reference to the OPD department, the assessors observed that the flooring was not noise reducing or noise absorbent.	To be reviewed as part of the 2016 PLACE Action Plan. In line with the 2014 – 2019 Estates Strategy.
Are all toilet doors painted in, or if unpainted, made of or coated with, a single distinctive colour so as to distinguish them from other doors in the same area?	All future refurbishment will include provision of colour associated with inclusive design.	To be reviewed as part of the 2016 PLACE Action Plan.
Is there a large-face clock easily visible in all areas?	Dementia clocks being ordered	To be reviewed as part of the 2016 PLACE Action Plan.

Part of the PLACE assessment process encourages Patient Assessors to give their feedback, please see below a sample question and a selection of their summary statements:

Finally, in as few words as possible, please write a summary statement which you feel accurately reflects the building/site as a whole. There is no need to go into specific details here.

Patient Assessor Responses:

- This year was a great improvement especially the internal decor has improved 200%, which gives the overall appearance pleasing to be in. Probably helps the stress of the patient.
- Good, with just slight improvements in certain areas. Generally a good feel as soon as you walk in.
- The decor of the community areas has improved a great deal. Corridors, toilets etc. are much improved.
- Very impressed with overall improvements to cleanliness and so tidy. First impressions in departments excellent.
- A building of different ages but well maintained and generally tidy
- A mixture of modern & old, but on the whole the hospital authorities are bringing the building up to the same standard.