

To:	Trust Board
From:	Michelle Rhodes, Director of Nursing
Date:	
Healthcare standard	Regulation 10: Dignity and Respect Regulation 12: Safe care and treatment Regulation 14: Meeting nutritional and hydration needs Regulation 15: Premises and Equipment

Title:	Patient Led Assessments of Care Environment Report (PLACE)										
Author/Responsible Director:	Sarah Addlesee, Corporate Head of Nursing on behalf of Michelle Rhodes, Director of Nursing										
Purpose of the Report:	The purpose of this report is to share results of the PLACE audits undertaken across the Trust in 2018, providing some background regarding the PLACE auditing process and the specific scoring criteria. This report will advise of the actions taken to date as a result of the audit findings and share the Action plan that has been established in order to improve our patient experience year on year.										
The Report is provided to the Board for:	<table border="1" style="width: 100%; text-align: center;"> <tr> <td style="width: 50%;">Decision</td> <td style="width: 5%;"></td> <td style="width: 50%;">Discussion</td> <td style="width: 5%;">X</td> </tr> <tr> <td>Assurance</td> <td>X</td> <td>Information</td> <td>X</td> </tr> </table>			Decision		Discussion	X	Assurance	X	Information	X
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Summary/Key Points:	<p>The Patient-Led Assessments of the Care Environment (PLACE) are an annual assessment of the non-clinical aspects of the patient environment.</p> <p>Good environments matter. Every NHS patient should be cared for with compassion and dignity in a clean, safe environment. Where standards fall short, they should be able to draw it to the attention of managers and hold the service to account. PLACE assessments help provide motivation for improvement by providing a clear message, directly from patients, about how the environment or services might be enhanced.</p> <p>PLACE assessments involve local people (known as Patient Assessors) going into hospitals as part of teams alongside staff. Patient assessors make up at least 50 per cent of the teams assessing how the environment supports the provision of clinical</p>										

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care, focusing on areas such as:

- privacy and dignity
- food
- cleanliness
- general building maintenance
- how well the needs of patients with dementia are met
- how well the needs of patients with a disability are met

The results were released on 16th August 2018 and are available to the public on the NHS Digital website.

In 2018 the Trust has scored below the national average in 6 out of 6 domains. Although we are above the national average score for Organisational Food and performance has improved in Dementia and Disability, domains scores have decreased in the remaining 4 domains, (cleanliness, food and hydration, privacy dignity and wellbeing, condition, maintenance and appearance).

The drive to continuously improve the patient care environment will continue to be an ongoing process which requires engagement with staff and groups throughout the organisation to ensure that PLACE is an agenda priority on all relevant operational and corporate group workplans for 2019/20. The PLACE audit question forms are being reviewed for 2019 so we have not as yet received notification to when the auditing cycle will commence which provides us with an opportunity to take further actions to improve our PLACE audit outcomes this year.

A high level action plan has been created to address the issues identified through the PLACE 2018 results which will be underpinned by detailed improvement work plans developed by each of the responsible groups. This will be overseen by the PLACE environment steering group to ensure that there is oversight of estates issues and alignment of estates issues with the quality agenda.

Recommendations:

Trust Board is invited to receive and note the findings of the report. The action plan is attached for consideration at appendix 1. There is a recognition that this paper which contextualises the Trust position is late in coming to Trust board and as a consequence recognises the challenge in relation to resolving actions and timescales prior to the 2019 PLACE assessment.

Strategic Risk Register N/A

Performance KPIs year to date N/A

Resource Implications (eg Financial, HR) There will be funding implications in order to address some items in readiness for the 2019/20 assessment.

Assurance Implications Readiness for 2019/20 assessment

Patient and Public Involvement (PPI) Implications Patient Experience

Equality Impact N/A

Information exempt from Disclosure N/A

Requirement for further review? Quarterly reports on progress will be provided.