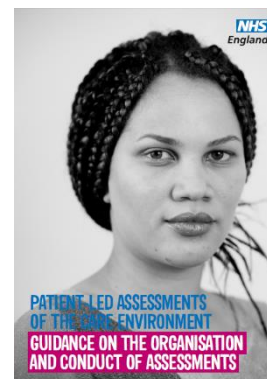


# Patient Led Assessments of the Care Environment (PLACE)

September 2015

## Introduction

In April 2013 NHS England introduced PLACE, a national system for assessing the quality of the patient environment. PLACE is a yearly round of assessments, which apply to hospitals, hospices and day treatment centres, that provide NHS funded care and 10 or more inpatient bed (with larger hospitals having to audit a percentage of their wards). The programme, run through the Health and Social Care Information Centre (HSCIC), also includes Outpatients, A&E, communal areas, external areas, food tasting and service. Any areas where patients do not use and certain clinical areas, such as theatres are excluded from the audit programme. This programme runs from March to June each year and individual site visits can take a whole day or part of a day.



Good environments matter. A clean environment is the foundation for lower infection rates. Good food promotes recovery and improves the patient experience. High standards of privacy promote patient dignity. Good maintenance and décor support a safe and comfortable stay. ... Patient-led assessments of the care environment (PLACE) help organisations understand how well they are meeting the needs of their patients. They identify where improvements can be made.

NHS England's guidance and information for PLACE Assessors

PLACE gives local people the chance to enter hospitals as part of a team, to look at how the environment supports patient care. They look at privacy, dignity, food, cleanliness and general building maintenance. The reports do not look at clinical standards (medical care), or at how competent members of staff are.

The results of these reports are openly published, showing how hospitals are performing nationally and locally.

This report aims to reflect ways in which together we can improve transparency, confidence and consistency in the process overall.

*I really enjoyed taking part in the assessment and feel I've contributed to the development of this hospital.*

New Healthwatch PLACE Assessor

**Please contact us if you are interest in volunteering**



## The Healthwatch Inspection Experience

As identified in NHS England guidance to hospitals, *'the first route to identify patient representation should always be through local Healthwatch, who have the right to join any PLACE assessments.'*

We were delighted to be part of PLACE with all the Trusts in our area for the first time this year:

- Brighton & Sussex University Hospital Trust (BSUH)
- Queen Victoria Hospital (QVH)
- Surrey and Sussex Hospital Trust (SASH)
- Sussex Community Trust (SCT)
- Sussex Partnership Foundation Trust (SPFT)
- Western Sussex Hospital Foundation Trust (WSHFT)

Healthwatch were involved in a total of 31 PLACE inspections, each requesting 2-6 Healthwatch inspectors.

It proved to be a demanding time for volunteers, as all inspections were carried out over a three month period, with some of the Trusts having multiple sites to visit. Some of the visits were scheduled by different Trusts on the same day and despite their best efforts, the Trusts were not able to combine the visits on the Crawley Hospital site.

The volunteers' travel expenses are currently being covered by Healthwatch West Sussex, and are considerable. Going forward, we will be giving providers an estimate of the travel expenses and will be asking the providers to cover this cost. This will enable us to use the money we would have had to put aside on other projects.

Healthwatch West Sussex will look at how we can increase our inspection capacity, through increased awareness of the programme, targeted recruitment and a training offer to all volunteers seeking to be involved.

### Inspection Teams

The numbers on the inspection teams differed from Trust to Trust. Sussex Partnership Foundation Trust tended to work with two Healthwatch volunteers and two Trust employees, whereas Sussex Community Trust tended to have more volunteers and included volunteers that work in the Trust.

Some Trusts use governors as part of the inspection teams, however, it needs to be recognised a governor cannot be a 'lay' representative as this can create potential conflict. This was the case for one of our volunteers as a governor was against reporting any faults at the hospital, as they *'had their own way of getting things done'*. However, the requirements of PLACE are explicitly clear and inspectors are required to report as they find the environment on the day. Trusts have the opportunity to add commentary to the report, so improvement plans can be noted. We were pleased Trust staff were able to intervene well in this situation.

### Paperwork

The inspection paperwork is quite involved and takes a while to complete and no Trust has yet provided tablet/computers for this yet. However, we believe that SPFT have purchased these and are waiting on the licences for the software to be able to progress down this route.



## Parking

Parking for volunteers proved to be a problem at some of the sites, especially at Swandean, Salvington Lodge, Arundel and Horsham. WSHFT provided coned off areas for the volunteers to park.

## Working with Trusts

Ahead of the visits our volunteer team run a training session to introduce the programme to volunteers who had not experienced this work before, and to update others on changes to the programme. The paperwork changes from year-to-year and therefore it is important even the more experienced inspectors have to be vigilant. All but Queen Victoria Hospital provided pre-PLACE training either on the day or prior to the visit.

Our volunteers were well received by all the Trusts and our comments were always valued as the Trusts see PLACE as a way of evidencing the need for action. Some issues were resolved at the time of inspection.

Thank you for giving up your time so freely... to assist us with the Queen Victoria Hospital PLACE inspection ... and we would like to assure you that your input will help us greatly

As required, all Trust gave inspectors time and the privacy necessary to complete the summary sheet.

Most of the sites our volunteers have previously inspected have improved, though some sites are still having problems with PropCo (the NHS property company that owns some of the hospital sites). SCT were hopeful this would improve with the new management that was now in place and Healthwatch will be keen to follow this up to ensure the identified improvements are progressing.

SASH circulated copies of all the relevant PLACE paperwork three weeks prior to the inspection and circulated their action plan that was put in place after the inspection. The Trust has promised regular updates and the volunteers who took part have been asked to take part in a follow-up audit in October 2015. The Trust has also sent through their results and compared them to the national average.

## Recommendations

	Recommended to:
<ul style="list-style-type: none"> <li>Use this report as a learning opportunity in preparation for next year's PLACE</li> </ul>	All providers
<ul style="list-style-type: none"> <li>All Trusts to provide Healthwatch and other inspectors, with a copy of the Action Plan, drawn-up from the learning of PLACE and provide regular updates on the progress against the plan</li> </ul>	All providers
<ul style="list-style-type: none"> <li>Develop a timetable for PLACE to show what happens when. Healthwatch West Sussex would be happy to facilitate the co-ordination of lay assessors into PLACE visiting slots and this could be achieved by directing all local volunteers, who are interested in taking part via our Helpdesk.</li> </ul> <p>This would also enable us to offer training to all lay volunteers</p>	All providers

Extract of local providers from HSCIC website

<http://www.hscic.gov.uk/article/2021/Website-Search?productid=18429&q=PLACE+2015&sort=Relevance&size=10&page=1&area=both#top>

Organisation Name	Org. Type	Site Name	Site Type	Cleanliness	Food	Organisational Food	Ward Food	Privacy, Dignity and Wellbeing	Condition Appearance Maintenance	Dementia
BMI HEALTHCARE	INDEPENDENT SECTOR	BMI GORING HALL HOSPITAL	Acute/Specialist	93.45%	93.47%	89.91%	97.89%	68.06%	74.18%	
SCT	NHS	SALVINGTON LODGE	Community	99.45%	96.82%	92.08%	100.00%	81.58%	95.26%	70.96%
SCT	NHS	ZACHARY MERTON HOSPITAL	Community	99.76%	94.88%	92.58%	96.42%	84.82%	95.16%	74.09%
SCT	NHS	ARUNDEL AND DISTRICT HOSPITAL	Community	98.59%	97.14%	93.34%	98.33%	83.33%	92.50%	56.93%
SCT	NHS	MIDHURST COMMUNITY HOSPITAL	Community	99.47%	96.48%	92.58%	99.10%	78.26%	87.50%	53.52%
SCT	NHS	BOGNOR REGIS WAR MEMORIAL	Community	98.74%	96.59%	92.58%	99.15%	85.69%	90.52%	74.04%
SCT	NHS	CRAWLEY HOSPITAL	Community	99.66%	96.48%	92.58%	99.10%	86.78%	85.20%	70.21%



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SCT	NHS	HORSHAM HOSPITAL	Community	98.99%	97.35%	95.34%	98.58%	90.38%	84.97%	69.12%
SCT	NHS	KLEINWORT REHABILITATION UNIT	Community	99.03%	97.11%	92.58%	100.00%	89.47%	87.78%	69.06%
QVH	NHS	QUEEN VICTORIA HOSPITAL	Acute/Specialist	99.20%	80.56%	69.79%	91.09%	82.41%	87.38%	64.28%
SASH	NHS	EAST SURREY HOSPITAL	Acute/Specialist	97.98%	85.56%	84.02%	85.84%	79.27%	86.67%	56.18%
SPFT	NHS	MILL VIEW HOSPITAL	Mental Health only	99.90%	86.62%	77.08%	95.30%	91.58%	91.62%	
SPFT	NHS	SHEPHERD HOUSE, WORTHING	Mental Health only	90.26%	91.04%	91.12%	90.85%	93.64%	83.06%	
SPFT	NHS	PRINCESS ROYAL HOSPITAL (CHALKHILL)	Mental Health only	100.00%	95.58%	91.90%	100.00%	94.38%	96.27%	



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SPFT	NHS	JUPITER HOUSE, CHICHESTER (AKA OAKLANDS CENTRE)	Mental Health only	97.20%	94.94%	91.53%	99.14%	92.20%	90.57%	
SPFT	NHS	CHICHESTER CENTRE	Mental Health only	97.33%	94.13%	91.53%	98.76%	92.07%	94.20%	64.46%
SPFT	NHS	CONNOLLY HOUSE, CHICHESTER	Mental Health only	98.91%	90.93%	90.30%	92.59%	86.03%	93.08%	
SPFT	NHS	THE HAROLD KIDD UNIT, CHICHESTER	Mental Health only	97.21%	95.88%	91.53%	99.43%	84.88%	91.67%	72.67%
SPFT	NHS	MEADOWFIELD	Mental Health only	94.73%	93.80%	91.53%	97.33%	91.37%	86.84%	87.41%
SPFT	NHS	DOVE WARD	Mental Health only	97.11%	62.41%	49.05%	80.94%	67.22%	77.71%	
SPFT	NHS	SALVINGTON LODGE - BURROWES WARD	Mental Health only	95.68%	95.51%	91.09%	99.39%	76.08%	88.89%	80.04%



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SPFT	NHS	HORSHAM HOSPITAL - IRIS WARD	Mental Health only	99.34%	91.18%	84.48%	97.91%	89.44%	90.74%	96.09%
SPFT	NHS	DEPARTMENT OF PSYCHIATRY	Mental Health only	99.87%	95.66%	90.81%	100.00%	86.92%	93.21%	89.94%
SPFT	NHS	LANGLEY GREEN HOSPITAL	Mental Health only	97.18%	88.07%	86.74%	89.01%	92.11%	90.75%	100.00%
BSUH	NHS	THE ROYAL SUSSEX COUNTY HOSPITAL	Acute/Specialist	99.77%	96.21%	96.49%	96.18%	80.25%	76.93%	58.39%
BSUH	NHS	THE ROYAL ALEXANDRA HOSPITAL FOR SICK CHILDREN	Acute/Specialist	100.00%	96.75%	95.23%	97.65%	96.95%	94.24%	
BSUH	NHS	THE SUSSEX EYE HOSPITAL	Acute/Specialist	100.00%	98.67%	96.49%	100.00%	85.32%	87.01%	66.79%
BSUH	NHS	THE PRINCESS ROYAL HOSPITAL	Acute/Specialist	99.55%	98.16%	95.23%	98.94%	87.34%	91.54%	70.72%



Organisation Name	Org. Type	Site Name	Site Type	Cleanliness	Food	Organisational Food	Ward Food	Privacy, Dignity and Wellbeing	Condition Appearance Maintenance	Dementia
BSUH	NHS	HURSTWOOD PARK NEUROSCIENCES CENTRE	Acute/Specialist	96.12%	97.36%	95.23%	98.72%	83.76%	74.53%	65.36%
BSUH	NHS	SUSSEX ORTHOPAEDIC CENTRE	Acute/Specialist	98.54%	95.91%	92.96%	97.45%	86.00%	92.21%	70.99%
WSHFT	NHS	ST RICHARD'S HOSPITAL	Acute/Specialist	100.00%	89.61%	86.54%	90.46%	87.48%	91.25%	71.65%
WSHFT	NHS	WORTHING HOSPITAL	Acute/Specialist	99.50%	90.05%	86.03%	90.79%	81.40%	94.29%	68.26%

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