

TRUST BOARD PUBLIC– SEPTEMBER 2015

Agenda Item Number: 167/15
Enclosure Number: (8)

Subject:	Patient Led Assessment of the Care Environment (PLACE) Report 2015
Prepared by: Sponsored by: Presented by:	Caroline Churcher - Practice Transformation Senior Sister Cathy Stone – Director of Nursing Cathy Stone – Director of Nursing
Purpose of paper	Inform the Trust of the Outcome of the Publication of the Patient Led Assessment of the Care Environment (PLACE) Report 2015
Key points for Trust Board members <i>Briefly summarise in bullet point format the main points and key issues that the Trust Board members should focus on including conclusions and proposals</i>	<ul style="list-style-type: none"> The results reflect a very positive position of Portsmouth Hospitals NHS Trust against the PLACE domain
Options and decisions required <i>Clearly identify options that are to be considered and any decisions required</i>	<ul style="list-style-type: none"> The Board is asked to note the report
Next steps / future actions: <i>Clearly identify what will follow the Trust Board's discussion</i>	The organisation will continue towards a sustainably improving picture
Consideration of legal issues (including Equality Impact Assessment)?	Nil of note
Consideration of Public and Patient Involvement and Communications Implications?	The public were involved in the assessment process

Links to Portsmouth Hospitals NHS Trust Board Strategic Aims, Assurance Framework/Corporate Risk Register	
Strategic Aim	Strategic Aim: To deliver an environment that supports compassion, dignity and is a clean and safe place for patients.
BAF/Corporate Risk Register Reference (if applicable)	Nil
Risk Description	Nil

CQC Reference	CQC Domain: Safe, effective, responsive to peoples needs and is well led
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Committees/Meetings at which paper has been approved:	Date

Patient Led Assessment of the Care Environment (PLACE) 2015

1.0 Purpose

The purpose of paper is to inform the Trust Board of the 'Patient Led Assessment of the Care Environment' (PLACE) results 2015.

2.0 Introduction

There is a national requirement that all organisations caring for patients do so with compassion, dignity and within a clean, safe environment (NHS England, 2015). In April 2013 PLACE was introduced to monitor these requirement. The focus of these assessments was to examine five domains:

- Cleanliness
- Food
- Privacy, dignity and Wellbeing
- Condition Appearance and Maintenance
- Dementia

The national guidance states that members of Portsmouth Hospitals NHS Trust are excluded from this process. As part of the ongoing peer review, the Trust utilises the support of the voluntary services and the Council of Governors.

3.0 Process

The PLACE assessment for Portsmouth Hospitals NHS Trust was undertaken from 16th to 24th April 2015. The assessment was in line with National Guidelines.

Table 1. identifies the scope of the assessment process

Site Information				
Organisation	RHU	PORTSMOUTH HOSPITALS NHS TRUST	Independent Review	Yes
Type	NHS		Name	Kathy Parker - Quality Improvement Facilitator
Site	RHU03	QUEEN ALEXANDRA HOSPITAL	Organisation	Solent NHS Trust
Type	Acute/Specialist			
No. of Wards	40			
No. of Beds	1011		No. Acute Wards Visited	10 Actual 10
Cleaning Services	Contracted-Out		No. Mental Health Wards Visited	0 Actual 0
Food Service Provision	Contracted-Out		No. Out Patient Departments Visited	1
Food Service Type	Delivered Meals		No. Emergency Departments Visited	1 Dedicated Childrens Ward Yes
Car Parking Provided?	Yes			
Staff Only Parking?	No			
Does the organisation accept patients with Dementia?	Yes			
No. Food Assessments Completed				
5				
Assessment Days				
Assessment Date	No. Patient Assessors	No. Staff Assessors		
4/15/2015	2	2		
4/16/2015	4	4		
4/17/2015	3	2		
4/22/2015	2	2		

Table 1: QAH Site information

To ensure the assessments were transparent and represented the whole trust the patient representatives identified the area to be assessed on the day with guidance that a ward on each floor would give a good overall accurate picture of every Clinical Service Centre.

4.0 Results

Portsmouth Hospital Trust scored above the national average for each domain and is diagrammatically represented on the PLACE website.

Domain	National average %	PHT Score
Cleanliness	97.57%	97.82%
Food	92.15%	92.15%
Privacy, Dignity and Wellbeing	86.03%	90.08%
Condition, Appearance and Maintenance	90.11%	94.32%
Dementia	74.51%	81.78%

Table 2: National Averages Compared to PHT Scores

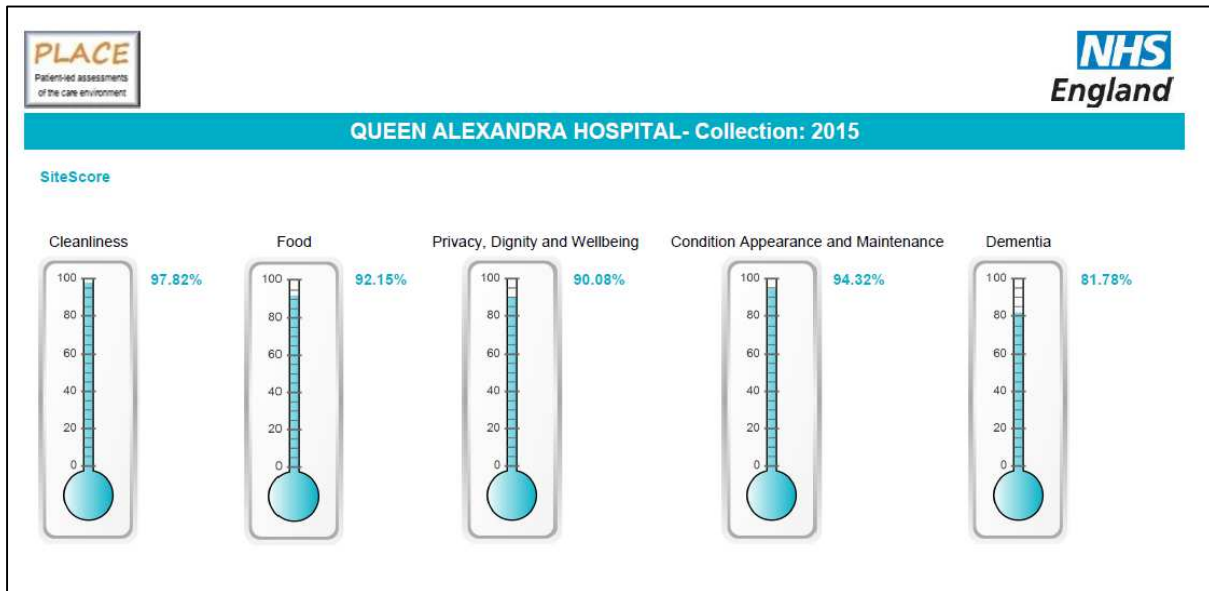


Diagram 1: PHT score of each domain

The Hospital scored well on all domains and has worked to improve the Food score to above the national average; this is an improvement from the previous year. A new domain (dementia) was introduced this year. The assessments identified key areas that will require improvement (an example of this is a contrasting toilet colour to assist patients). Many of the issues identified will be addressed within the improvement work currently being undertaken within the retained estate.

In addition to this some flooring was identified as in need of noise reduction work in the retained estate. Again this should be addressed in the improvement work that is currently being undertaken. One area that has been seen again this year is the discarding of used cigarette butts around main entrances to the hospital.

5.0 Comparison to Local NHS Trusts

PHT has benchmarked positively in comparison to local organisations, as shown in table 3 below.


		PLACE 2015 Organisation Scores						
Org Code	Organisation Name	Organisation Type	Commissioning Region	Cleanliness	Food	Privacy, Dignity and Wellbeing	Condition Appearance and Maintenance	Dementia
R1C	SOLENT NHS TRUST	NHS	SOUTH OF ENGLAND COMMISSIONING REGION	97.67%	98.20%	91.40%	93.93%	91.51%
RW1	SOUTHERN HEALTH NHS FOUNDATION TRUST	NHS	SOUTH OF ENGLAND COMMISSIONING REGION	96.22%	83.39%	89.02%	87.83%	85.23%
RNZ	SALISBURY NHS FOUNDATION TRUST	NHS	SOUTH OF ENGLAND COMMISSIONING REGION	99.30%	94.57%	89.47%	95.31%	84.66%
RHU	PORTSMOUTH HOSPITALS NHS TRUST	NHS	SOUTH OF ENGLAND COMMISSIONING REGION	97.82%	92.15%	90.08%	94.32%	81.78%
R1F	ISLE OF WIGHT NHS TRUST	NHS	SOUTH OF ENGLAND COMMISSIONING REGION	97.01%	84.57%	88.67%	91.43%	75.77%
RHM	UNIVERSITY HOSPITAL SOUTHAMPTON NHS FOUNDATION	NHS	SOUTH OF ENGLAND COMMISSIONING REGION	96.15%	85.98%	78.13%	88.55%	69.42%
RXH	BRIGHTON AND SUSSEX UNIVERSITY HOSPITALS NHS	NHS	SOUTH OF ENGLAND COMMISSIONING REGION	99.57%	96.89%	84.06%	82.94%	62.89%
RN5	HAMPSHIRE HOSPITALS NHS FOUNDATION TRUST	NHS	SOUTH OF ENGLAND COMMISSIONING REGION	97.09%	86.74%	79.90%	87.26%	61.15%

Table 3: Benchmark of local organisations

6.0 Ongoing Actions

Following the completion of the PLACE assessments the following actions were undertaken:

- Immediate notification to Head of Nursing and Ward Sister for areas with professional practice issues.
- Confirmation from ward manager that actions have been implemented.
- Interim report was developed for the Director of Nursing
- Upload of all data and questionnaires to the health and social care center (deadline met)

7.0 Overview

The Trust has shown improved PLACE results on all the domains from the previous year, with the most improved relating to 'Food'.

This year a new domain 'Dementia' was included, and whilst the Trust was rated above average, some environmental issues were highlighted. These were relating to contrasting colour paintwork and flooring. These will be managed as part of the ongoing estates working programme.

8.0 Conclusion

The results reflect a positive picture and the success of the previous year's commitment. There is a working group in progress to ensure that achievements are both sustained and improved, which reports to the Patient Environment Partnership Group and hospital food groups.

9.0 Recommendations

The Board is asked to note the contents of the report.