

**Front sheet: Patient Led Assessment of the Care
Environment (PLACE)
Item number: 17
Date: 26 March 2025**

Private/ public paper:	public
Report Title:	PLACE (patient led assessment of the care environment)
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Presented by:	James Drury – director of strategy
Vision and values:	This paper particularly emphasises our shared value of Commitment to quality
Purpose and key actions:	<p>This paper seeks to provide;</p> <ul style="list-style-type: none"> • a summary for the Board of the outcome of the 2024 PLACE (patient led assessment of the care environment) process, and to • assurance that improvements have been made compared with the 2023 performance. • Clarity of the areas of improvement that will be targeted in 2025.
Executive summary:	<p>The Patient Led Assessment of the Care Environment (PLACE) is an annual assessment of the non-clinical aspects of the patient environment.</p> <p>PLACE assessments involve patient assessors working alongside trust staff assessing how the environment supports the provision of clinical care. It focuses on:</p> <ul style="list-style-type: none"> • Cleanliness. • Food and Hydration. • Privacy, Dignity and Wellbeing. • Condition, Appearance and Maintenance of healthcare premises. • Dementia (whether the premises are equipped to meet the needs of people with dementia against a specified range of criteria). • Disability (the extent to which premises are able to meet the needs of people with disability against a specified range of criteria). <p>In 2023 our results were significantly below the national average (circa 10% below). Our 2024 results show that we are close (1%) away from reaching national average this year demonstrating the progress made.</p> <p>A site by site view of our results shows that we improved upon last years performance on 38 measures, remained consistent on 1 measure and deteriorated on 3. The three measures where the results deteriorated were:</p> <ul style="list-style-type: none"> • Longley Centre – Ward Food • Longley Centre - Disability • Woodland View – Cleanliness <p>A thematic analysis shows that the areas where we perform worst compared to other similar trusts in our region are:</p> <ul style="list-style-type: none"> • Food • Disability <p>These will be areas of focus in 2025.</p> <p>Overall, it is clear that while there is still much room for improvement, the improvements made in 2024 are demonstrating impact on our results, which is positive for our service users and staff. The team working on PLACE has made a difference.</p>

	<p>Improvements in processes in 2024 which will be consolidated and repeated in 2025 include:</p> <ul style="list-style-type: none"> • Approach to recruitment and training of assessors • Systematic action planning of improvements to estates and facilities directed towards addressing the specific findings of PLACE reviewers <p>In addition in 2025 we will strengthen:</p> <ul style="list-style-type: none"> • Approach to the provision of good quality food in all in-patient environments. • Oversight of/ support for the maintenance of cleaning standards. • Ensure the schemes we undertake through our capital plan address PLACE findings including in relation to disability and dementia. <p>A more detailed analysis of the results is attached at Appendix A</p>
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Which strategic objective does the item primarily contribute to:				
Effective Use of Resources	Yes		<i>No</i>	
Deliver Outstanding Care	Yes		<i>No</i>	
Great Place to Work	Yes		<i>No</i>	
Ensuring our services are inclusive	Yes		<i>No</i>	

What is the contribution to the delivery of standards, legal obligations and/or wider system and partnership working.	
PLACE is a recognised nationally benchmarked set of standards which are published annually. It also represents an insight into some of the factors that impact on the quality of care that our service users experience.	
BAF and corporate risk/s:	BAF 0032 There is a risk that our estate does not enable the delivery of our strategic priorities and meet the quality and safety needs of our service users and appropriate working environment for our staff caused by failure to effectively reflect requirements resulting in suboptimal effectiveness, efficiency, experience and quality of care.
Any background papers/ items previously considered:	The 2024 PLACE results were previously considered at EMT. The 2023 results were considered by Board in March 2024
Recommendation: assurance,	The Board of Directors is recommended to receive the 2024 PLACE results for assurance and is invited to recognise the improvement made, and to endorse of focus for further improvement in 2025.



Appendix 1 PLACE 2024 Results Summary

National Average Comparison

Cleanliness %		Combined Food %		Organisation Food %		Ward Food %		Privacy, Dignity and Wellbeing %		Condition, Appearance and Maintenance %		Dementia %		Disability %	
National Average	SHSC	National Average	SHSC	National Average	SHSC	National Average	SHSC	National Average	SHSC	National Average	SHSC	National Average	SHSC	National Average	SHSC
98.31	97.94	91.32	90.47	92.17	88.20	91.28	91.47	88.22	92.52	96.36	95.53	83.66	89.85	85.20	85.01

Our 2024 results demonstrate an improvement compared to 2023 and we have closed the gap to the national average (all trusts). But there remains clear opportunity for improvement.

2023 comparison to 2024, individual sites

	Cleanliness %		Ward Food %		Privacy, Dignity and wellbeing %		Condition, Appearance and Maintenance %		Dementia %		Disability %	
	2023	2024	2023	2024	2023	2024	2023	2024	2023	2024	2023	2024
Birch Avenue	66.92	99.35	66.67	98.61	68.42	91.30	69.51	95.95	78.72	87.92	65	82
Forest Close	96.61	100	70	95.71	94.59	90.94	89.2	97.56	N/A	N/A	81.82	81.98
Forest Lodge	93.51	99.48	76.32	91.43	85	88.10	78.05	91	N/A	N/A	71.43	77.42
Grenoside Grange	95.88	99.70	85.26	94.44	91.38	94.83	96.67	96.67	93.75	95.74	85.33	88.41
Longley Centre	92.15	92.65	88.73	60	84.88	91.04	90.51	94.00	88.14	90.69	85.33	85.17
Michael Carlisle Centre	89.58	99.35	78.18	94.08	89.53	95.00	89.71	97.28	81.85	91.27	75.65	90.70
Woodland View	96.1	94.10	90.74	92.67	89.33	90.54	86.63	93.87	85.31	86.87	80.38	84.62

This tables shows the improvements made in each domain across all sites, except for three areas – Longley Centre, Ward Food and Disability and Woodland View, cleanliness.



Comparison with MHLDA Trusts in the NEY region

SHSC has improved its ranking amongst MHLDA providers in the North East and Yorkshire Region compared to last year. Amongst this comparator group we remain bottom in relation to one category; 'ward food'.

Organisation Name	CLN Score %	Combined Food Score %	Org Food Score %	Ward Food %	PDW Score %	CAM Score %	DEM Score %	DIS Score %
LEEDS AND YORK PARTNERSHIP NHS FOUNDATION TRUST	92.46%	87.42%	78.11%	97.05%	89.99%	93.63%	85.71%	84.99%
TEES, ESK AND WEAR VALLEYS NHS FOUNDATION TRUST	97.37%	93.55%	88.54%	95.35%	97.11%	97.20%	92.84%	88.56%
CUMBRIA, NORTHUMBERLAND, TYNE AND WEAR NHS FOUNDATION TRUST	98.96%	92.11%	88.16%	95.20%	95.23%	98.18%	94.36%	92.28%
ROTHERHAM DONCASTER AND SOUTH HUMBER NHS FOUNDATION TRUST	98.00%	94.56%	91.54%	96.85%	97.71%	98.77%	87.92%	89.72%
SOUTH WEST YORKSHIRE PARTNERSHIP NHS FOUNDATION TRUST	99.81%	95.28%	92.48%	97.69%	98.92%	99.31%	97.64%	92.85%
BRADFORD DISTRICT CARE NHS FOUNDATION TRUST	98.77%	96.07%	94.27%	97.59%	98.60%	99.00%	91.19%	89.79%
SHEFFIELD HEALTH AND SOCIAL CARE NHS FOUNDATION TRUST	97.94%	90.47%	88.20%	91.47%	92.52%	95.53%	89.85%	85.01%