

Front sheet: Council of Governors
Item number: 11
Date: 24 April 2025

Private/ public paper:	public
Report Title:	PLACE (Patient led assessment of the care environment)
Author(s) Accountable Director:	James Drury, director of strategy
Presented by:	James Drury, director of strategy
Vision and values:	<p>The environment in which we provide care is important for the experience people receive and can also have an impact of the effectiveness of treatment provided, so it contributes to our strategic aim to Deliver Outstanding Care. The working environment also plays a significant role in helping our colleagues feel valued and making SHSC A Great Place to Work. Environments that are clean, well maintained and efficient to operate play a part in Ensuring Best Use of Resources. PLACE also contributes to Ensuring Our Services are Inclusive because it includes a focus on disability access</p>
Purpose and key actions:	<p>The purpose of this report is to update the Council of Governors on the results of the 2024 PLACE (patient led assessment of the care environment) programme, which is a nationally benchmarked, annual process that all NHS Trusts participate in.</p> <p>The report includes:</p> <ul style="list-style-type: none"> • Our 2024 results and relevant comparisons • Our progress from 2023 including the changes made during 2024 • Our plans for 2025 <p>The Council of Governors is invited to receive the update.</p>
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>Discussion of PLACE at Trust Board has also led to additional work being commissioned from the Estates and Facilities Team in 2025 which is to research and select a method for assessing the suitability of our environments for people who are neuro-diverse and to begin a process of assessing our environments against the standard selected. This will not be part of PLACE, but will be reported alongside the PLACE results next year.</p>
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Which strategic objective does the item primarily contribute to:					
Effective Use of Resources	Yes		No		
Deliver Outstanding Care	Yes		No		
Great Place to Work	Yes		No		
Ensuring our services are inclusive	Yes		No		

What is the contribution to the delivery of standards, legal obligations and/or wider system and
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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 32 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.
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Any background papers/ items previously considered:	N/A
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Recommendation:	<p>The Council of Governors is invited to receive the report.</p> <p>Individuals may wish to consider volunteering to become a PLACE assessor in Autumn 2025.</p>
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PLACE 2024

CoG April 2025

The PLACE scheme

- The NHS Patient Led Assessment of the Care Environment scheme is an annual assessment of the non-clinical aspects of the patient environment, how it supports patients' privacy and dignity, and its suitability for patients with specific needs e.g. disability or dementia.
- It follows a standard process to enable comparison year on year and against other organisations. Assessments are undertaken by volunteers drawn from amongst our staff, service users and other regular visitors to our sites.
- The categories for assessment are:
 - Cleanliness
 - Food (combined score, plus 'organisation' and 'ward' elements)
 - Privacy Dignity and Wellbeing
 - Condition Appearance and Maintenance
 - Dementia
 - Disability

Where we have focused in 2024

In the last year we have:

- ✓ Used our 'small schemes improvement' budget to address some of the 'Condition, Appearance and Maintenance' findings from 2023. e.g. at Woodland View
- ✓ Used the Capital Plan to address some of the bigger issues with the built environment. E.g. Maple Ward
- ✓ Site specific help provided at Birch Avenue – which has led to significant improvement
- ✓ Worked with housekeeping teams to improve standards of cleanliness.
- ✓ Encouraged more people to volunteer as PLACE assessors and improved the co-ordination of the assessment process.

Comparison with National Averages

2024

Cleanliness %		Combined Food %		Organisation Food %		Ward Food %		Privacy, Dignity and Wellbeing %		Condition, Appearance and Maintenance %		Dementia %		Disability %	
Nat Ave	SHSC	Nat Ave	SHSC	Nat Ave	SHSC	Nat Ave	SHSC	Nat Ave	SHSC	Nat Ave	SHSC	Nat Ave	SHSC	Nat Ave	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

- In 2024 SHSC is above average on three categories: ward food, privacy, dignity and wellbeing, and dementia. We have improved on our 2023 scores in every category except 'organisation food'.
- The gap has also closed – we have improved so our scores are closer to the average in 2024 than last year.

2023

	CLN Score %	Combined Food Score %	Org Food Score %	Ward Food Score %	PDW Score %	CAM Score %	DEM Score %	DIS Score %
national average	98.10%	90.90%	91.20%	91.00%	87.50%	95.90%	82.50%	84.30%
SHSC	87.61%	85.63%	91.22%	80.48%	83.98%	83.98%	84.12%	76.30%

SHSC site comparisons 2024 vs 2023

	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

- Most sites have improved in most categories compared with last year
- 'Ward Food' at Longley Centre is the main anomaly

Comparison with similar Trusts 2024

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%

- We have improved our ranking amongst Mental Health, Learning Disability and Autism 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'.

Where we will focus in 2025

In the next year we will:

- ✓ Continue with the improvements we have introduced – e.g.
 - ✓ oversight of assessment process
 - ✓ well managed action plan
 - ✓ Focused use of ‘small schemes’ budget and capital plan
- ✓ Review our arrangements for the provision of good food at all sites
- ✓ Implement improvements to housekeeping arrangements
- ✓ Expand our focus on disability access to include Neurodiversity
- ✓ Encourage people to volunteer as PLACE assessors. For further details speak to Samantha.Crosby@shsc.nhs.uk