

**Public Board of Directors**  
**Item number: 11**  
**Date: 28 May 2025**

<b>Confidential / public paper:</b>	Public
<b>Report Title:</b>	<b>Patient Led Assessment of the Care Environment (PLACE) action plan</b>
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<b>Accountable Director:</b>	James Drury director of strategy
<b>Presented by:</b>	James Drury director of strategy
<b>Vision and values:</b>	<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, helping us to ensure <b>we are inclusive</b> by focusing on disability access.</p> <p>PLACE assessments help us ensure <b>we are improving</b> by ensuring that environments that are clean, well maintained and efficient.</p>
<b>Purpose:</b>	The aim of this report is to provide a high-level, outline of the action plan implemented as a result of the PLACE 2024 assessments undertaken.
<b>Executive summary:</b>	<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>Good environments matter. Every patient should be cared for with compassion and dignity in a clean, safe environment.</p> <p>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>This report includes an update on action plan that will address the findings from the assessments undertaken in October 2024.</p> <p>Appendix 1: PLACE 2024 Action Plan Summary</p>

<b>Which strategic objective does the item primarily contribute to:</b>					
Effective Use of Resources	Yes	X	No		
Deliver Outstanding Care	Yes	X	No		
Great Place to Work	Yes	X	No		
Reduce inequalities	Yes	X	No		

<b>What is the contribution to the delivery of standards, legal obligations and/or wider system and partnership working.</b>
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.

<b>BAF and corporate risk/s:</b>	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.
<b>Any background papers/ items previously considered:</b>	<ul style="list-style-type: none"> <li>• PLACE update report received by the Board in March 2025.</li> <li>• The action plan was received at EMT on 15 May 2025.</li> </ul>
<b>Recommendation:</b>	<p>The Board are asked to:</p> <ul style="list-style-type: none"> <li>• <b>Note</b> the content of the report.</li> </ul>



**Meeting Title:** Board of Directors

**Report title:** Patient Led Assessment of the Care Environment (PLACE) Action Plan

**1. Purpose of the report**

The aim of this report is to provide a high-level outline of the action plan that is being implemented to address the findings of the PLACE 2024 assessments.

**2. Background**

The Patient Led Assessment of the Care Environment (PLACE) is an annual assessment of the non-clinical aspects of the patient environment.

Good environments matter. Every patient should be cared for with compassion and dignity in a clean, safe environment.

PLACE assessments help provide motivation for improvement by providing a clear message, directly from patients, about how the environment or services might be enhanced.

PLACE assessments involve Patient Assessors as part of teams alongside staff. Patient assessors must make up at least 50% of the teams assessing how the environment supports the provision of clinical care, focusing on areas such as:

- Cleanliness.
- Food and Hydration.
- Privacy, Dignity and Wellbeing (how the environment supports the delivery of care with regards to the patient's 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).

PLACE aims to promote the principles established by the NHS Constitution that focus on areas that matter to patients, families and carers:

- Putting patients first;
- Active feedback from the public, patients and staff;
- Adhering to basics of quality care;
- Ensuring services are provided in a clean and safe environment that is fit for purpose.

**3. Action Plan**

The inspections were undertaken during October 2024 and therefore an action plan implemented to address the findings of the assessments.



The action plan is currently progressing whereby the capital team have identified schemes of work, a meeting is now required with Associate Director of Estates, Facilities and Capital Development, Head of Estates and Head of Facilities and Health & Safety to identify what areas of work can be undertaken and the costs of these work, this will be scheduled at the end of May 2025 to ensure that timely dates of completion can be identified.

#### **4. Risk Management**

It should be recognised that some buildings have specific challenges, such as the age, design and original purpose of the buildings, and this is likely to impact on the results of some elements of PLACE.

#### **5. Financial Performance**

There are several actions identified within the remit of estates and there is a need to identify if the works can be undertaken “in-house” or by a contractor, therefore requiring a costing analysis.

It is anticipated that as with 2024 the small schemes cost centre could be utilised to facilitate some of the works being completed.

#### **7. Recommendations**

The Board is asked to:

- **note** the content of this report.

#### **8. List of Appendices**

Appendix 1 PLACE 2024 Action Plan Summary

## Appendix 1 PLACE 2024 Action Plan Summary

Location	Area	Action Required	Action by whom	Date Action to be Completed
All	All	Ascertain what is required to ensure the menus identify dietary coding in line with the British Dietetic Association guidelines and if this is possible to implement	Elaine Harrison	30th June 2025
	All	Ascertain the cost of implementing a digital ordering system	Elaine Harrison	30th June 2025
	All	Explore the potential of offering three meals options within the special diets range and what are the challenges with implementing this	Elaine Harrison	30th June 2025
	All	Review the schedule for external window cleaning across all sites and monitor implementation	Melanie Dyche	30th June 2025
	All	Ascertain what is required in terms of a "Travel Plan" which includes accessibility and who the lead is	Melanie Dyche	30th June 2025
	All	Undertake a review of all car parks to identify and rectify where spaces and walkways are not clearly marked and not wide enough to facilitate ease of access / exit of vehicle	Andy Probert	31 <sup>st</sup> August 2025
	All	Access audit to be located and reviewed accordingly	Adele Sabin	30th April 2025
Birch Avenue	Communal Areas	Undertake a high level cleaning inspection of all communal areas in particular de-cobweb and light cleaning	Melanie Dyche	30th June 2025
	All areas	Review noticeboards to ensure items displayed are appropriate and have been laminated	Lisa Horan	30th June 2025
	All areas	Ascertain if SYA undertake a programme whereby decoration includes painting handrails a different colour to the wall, provide the timescale of completion	Lisa Horan	30th June 2025
	All areas	Ensure that all toilet seats are in a contrasting colour to the toilet system	Lisa Horan	30th June 2025
	Cottage 1	Ensure that SYH have a job to repair the light in room 5 as it is not working, confirm job number and timescale	Lisa Horan	30th June 2025
	Cottage 1	Ensure clocks are on display and clearly visible in all patient areas	Lisa Horan	30th June 2025
	Cottage 2	Ascertain if SYA undertake a programme whereby of redecoration includes door frames, provide the timescale of completion	Lisa Horan	30th June 2025
	Cottage 2	Confirm if the technical audit undertaken includes the checking of internal window cleaning to ensure paying particular attention to corners and edges, date of last audit and result	Melanie Dyche	30th June 2025

	Cottage 3	Remove the blue tak on ceiling in the dining room	Lisa Horan	30th June 2025
	Cottage 3	Ensure that SYH have a job to repair the tear in the floor in bedroom 29, confirm job number and timescale	Lisa Horan	30th June 2025
	Cottage 3	Ensure that SYH have a job to repair corridor light, confirm job number and timescale	Lisa Horan	30th June 2025
	Cottage 3	Inspect the Lounge and dining room vents, undertake cleaning and ensure recording in the cleaning schedule appropriately.	Lisa Horan	30th June 2025
	Cottage 4	Ascertain if SYA undertake a programme of repair the ceilings in corridor, room 38 and dining room as stained due to a leak, provide the timescale of completion	Lisa Horan	30th June 2025
	Cottage 4	Inspect the clinic room floor and deep clean flooring to acceptable standard.	Lisa Horan	30th June 2025
	Cottage 4	Ensure that SYH have a job to repair Paper towel dispenser broken in room 38, confirm job number and timescale	Lisa Horan	30th June 2025
Forest Close	External Areas	Review the car parking areas in regard of un-even slabs and lights require repair (1 x outside bungalow and 1 in the car park), ensuring action taken where required	Andy Probert	30th June 2025
	Ward 1A	B1A-06 ceiling plaster/paint peeling, organise repair	Andy Probert	30th June 2025
	Ward 2	Ensure the cleaning schedule includes the dusting of medical gas cylinder in clinic room, provide last date it was undertaken	Melanie Dyche	30th June 2025
Forest Lodge	Communal Areas	Organise repair to Atrium ceiling which has some damage	Andy Probert	Potentially begin in 26/27
	Rehabilitation	Ascertain if there is a programme of refurbishment in place as some carpets are tired and worn	Adele Sabin	Potentially begin in 26/27
	Rehabilitation	Ascertain if there is a programme of refurbishment in place as bed spaces and communal areas (lounges) require an upgrade and freshening.	Adele Sabin	Potentially begin in 26/27
	Rehabilitation	Ascertain if there is a programme of refurbishment in place as bathroom have rusty radiators, provide the timescale of completion	Andy Probert	Potentially begin in 26/27
	Rehabilitation	Ascertain if there is a programme of refurbishment to upgrade all rooms to include an en-suite	Andy Probert	In pipeline 30/31
Grenoside Grange	Communal Area	Ascertain if the heater adjuster in the communal area requires repair or replacement	Andy Probert	30th June 2025
	Main communal area	Ensure the cleaning schedule includes low level cleaning and this is regularly inspected	Melanie Dyche	30th June 2025

	Main communal area	Ensure a inspection is undertaken to ascertain all taps are clearly identifiable hot / cold and ensure implemented where missing	Melanie Dyche	30th June 2025
	G1A	Room G08A shower room has bare plaster, ensure painted	Andy Probert	TBC
	G1A	The corridor ceiling requires repainting	Andy Probert	TBC
	G1B	Ascertain of the log term staining on floors in toilet areas can be cleaned or flooring requires replacing	Adele Sabin	Flooring scheme to begin in 26/27
Longley Centre	Memory Service	Ascertain if there is a refurbishment programme including ceiling tile replacement, decoration of area and floor replacement, provide the timescale of completion	Andy Probert	TBC
	Memory Service	Undertake a cleaning inspection to include cleaning of dispensers, pipe work, bins, high and low level cleaning	Melanie Dyche	30th June 2025
	Memory Service	Undertake a review of the mirrors and organise replacement where significant damage is present	Melanie Dyche	30th June 2025
	Memory Service	Ensure the toilet areas are deep cleaned and marked on the cleaning schedule	Melanie Dyche	30th June 2025
	Memory Service	Ascertain how many bins will require replacing and discuss with the memory service manager and waste manager as to correct replacement	Melanie Dyche	30th June 2025
	LCC Communal Area	Ascertain if there is a refurbishment programme for the far end of the corridor to bring it to the same standard as the reception area, provide the timescale of completion	Adele Sabin	Plan to undertake as part of Maple programme 25/26
	LCC Communal Area	Undertake a cleaning inspection and ensure is clearly marked on the cleaning schedule to ensure high level and window ledges are regularly cleaned	Melanie Dyche	30th June 2025
	Decisions Unit	Undertake a review of the mirrors and organise replacement where significant damage is present	Melanie Dyche	30th June 2025
	Decisions Unit	Undertake a cleaning inspection of M39 ensure limescale removal and skirting boards are within the cleaning schedule and clearly documented	Melanie Dyche	30th June 2025
	Decisions Unit	Ensure there is a provision of hand gel available	Melanie Dyche	30th June 2025
Michael Carlisle Centre	External areas	Ascertain responsibility for cleaning the car park - cigarette butts present in several areas.	Melanie Dyche	30th June 2025
	Communal	Ensure the cleaning schedule has the first floor cleaning in place (dusty)	Melanie Dyche	30th June 2025
	Dovedale 1	Ascertain if there ceiling tiles that are stained have been reported for replacement	Andy Probert	TBC

	Dovedale 1	Ascertain the time frame for the replacement of the doors as gaps at the threshold in the floor, provide the timescale of completion	Andy Probert	TBC
	Dovedale 1	Locate the shower chair that had signs of wear and tear and liaise with clinical staff for replacement	Melanie Dyche	30th June 2025
	Dovedale 1	Undertake an inspection of vent cleaning in particular Room 302B	Melanie Dyche	30th June 2025
	Dovedale 1	Ascertain if there is a programme of refurbishment to upgrade all rooms to include an en-suite, provide the timescale of completion	Adele Sabin	TBC
	Dovedale 2	Ascertain if there is a programme of refurbishment to upgrade all rooms to include an en-suite, provide the timescale of completion	Adele Sabin	TBC
Woodland View	External Areas	Estates to undertake an inspection of the ground outside exits (particularly Oak) and ascertain the work required	Andy Probert	TBC
	External Areas	ensure paths are clear from slippery items such as moss	Andy Probert	TBC
	Communal Areas	The handrails require re-painting	Andy Probert	TBC
	Beech	Main corridor - water damage to tile has this been reported	Andy Probert	TBC
	Beech	Room B31 - door chipped has this been reported	Andy Probert	TBC
	Beech	Undertake a cleaning inspection to high and low level and vent cleaning	Melanie Dyche	30th June 2025
	Beech	Ascertain if there is an ongoing programme of redecoration that would update and refresh on a regular basis	Adele Sabin	Decoration programme to begin 25/26 – priority list required
	Oak	Undertake an inspection of commode cleaning and ensure is recorded	Melanie Dyche	30th June 2025
	Oak	Undertake a inspection to identify if the shared shower room floor requires replacing	Melanie Dyche	30th June 2025
	Oak	Undertake a inspection of the internal window cleaning schedule and ascertain if being undertaken on a regular basis	Melanie Dyche	30th June 2025
	Oak	Undertake a full cleaning inspection that includes lighting, weigh scales, shower chairs and high level cleaning implement action plan as required.	Melanie Dyche	30th June 2025
	Willow	Undertake a full cleaning inspection that includes the wet room, safety pod, communal areas and implement an action plan as required	Melanie Dyche	30th June 2025
	Woodland View	Ascertain if there is a refurbishment programme in place for radiators and bedroom areas	Andy Probert	TBC