

Subject:	PLACE Assessment Results for BSUH		
Date of Meeting:	26 November 2014		
Report of:	Assistant Chief Executive		
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Ward(s) affected:	All		

FOR GENERAL RELEASE**1. PURPOSE OF REPORT AND POLICY CONTEXT**

- 1.1 All NHS Hospital Trusts are required to carry out an annual audit of their hospital environments called PLACE (Patient Led Assessments of the Care Environment).
- 1.2 The assessments took place between March to June 2014; members of HWOSC were invited to take part as they had been in previous years. The report provides detail of BSUH's results across the Trust and how they compare with the national average.

2. RECOMMENDATIONS:

- 2.1 That HWOSC members note and comment on the results.

3. CONTEXT/ BACKGROUND INFORMATION

- 3.1 All NHS Hospital Trusts are required to carry out an annual audit of their hospital environments called PLACE (Patient Led Assessments of the Care Environment). The PLACE assessment falls into four broad categories:
 - How clean the hospital environment is;
 - Buildings and facilities - inside and outside of the building, fixtures and fittings, signage and car parking;
 - Food and Hydration, the quality and availability of food and drinks; (the meal service to patients is observed and the assessors have an opportunity to taste the food);
 - Privacy and Dignity, how well the environment supports this;
- 3.2 PLACE is not a patient survey although it is patient-led. PLACE assessors are required, as a team, to reach joint decisions based on what they see on the day of the assessment. In certain circumstances (for example checking whether an individual received the meal they ordered) they can speak to patients. Assessors gather information on their findings following a clearly defined checklist.

- 3.3 The results of the assessments are shared with the Care Quality Commission, who will use the information in their monitoring of provider compliance with the essential standards of quality and safety, and to inform inspection of relevant standards.
- 3.4 The patient assessors who conducted this year's assessments will be invited back to re-visit the areas that they assessed to see if they consider that improvements have been made.
- 3.5 During March to June 2014 the number of assessments nationally undertaken in Hospitals, Treatment Centres and Hospices was 1356 across 287 organisations compared to 1359 in 2013.

The scores for Brighton and Sussex University Hospitals Trust (BSUH) for the four sets of criteria with comparisons to 2013 and to the national average are as follows;

Site	Cleaning 2014	2013	Food/ Hydration 2014	2013	Privacy/ Dignity 2014	2013	Condition/ Appearance 2014	2013
Hurstwood Park	98.11%	99.82 %	97.81%	87.82%	83.62%	80.63 %	93.25%	94.31%
Royal Alexandra Children's Hospital	94.77%	95.52 %	96.85%	87.27%	87.98%	97.25 %	79.17%	92.51%
Princess Royal Hospital	96.25%	99.09 %	99.00%	87.93%	84.89%	91.03 %	85.52%	94.86%
Sussex Eye Hospital	87.46%	97.83 %	95.44%	89.09%	69.61%	80.12 %	71.22%	83.94%
Royal Sussex County Hospital	97.56%	95.44 %	96.04%	83.52%	83.99%	86.78 %	86.86%	80.81%
Sussex Orthopaedic Centre	95.41%	100%	97.62%	89.62%	96.75%	86.84 %	94.68%	92.17%
National Average 2014	97.25%		88.79%		87.73%		91.97%	

The scores for BSUH for 2014 showed mixed results. As a Trust they performed better than the national average for food and hydration (88.8%), with the highest score being 99%. The national average for cleanliness was 97.3% with the lowest score being 87.5%. The other two criteria Privacy, Dignity and Wellbeing and Condition, Appearance and Maintenance did not perform so well.

Long standing environmental issues which are impacting on the privacy and dignity scores in particular in the Barry Building and Sussex Eye Hospital at RSCH and at Hurstwood Park include issues such as spacing between beds, large enough reception areas in departments, sufficient space at reception desks so that conversations cannot be overheard, and also patients leaving consulting rooms without having to return through the general waiting area. In many instances, improvements are largely dependent on Trust's 3Ts redevelopment programme to achieve a permanent solution.

3 COMMUNITY ENGAGEMENT & CONSULTATION

- 4.1 Assessments are undertaken by patient assessors. The term patient assessor covers all people whose experience of the hospital is as a user rather than a provider. It encompasses relatives, carers, friends, patient advocates, and volunteers. The local Healthwatch and HWOSC members were also invited to participate; some members were able to take part.

5. FINANCIAL & OTHER IMPLICATIONS:

Financial Implications:

- 5.1 None to this cover report.

Legal Implications:

- 5.2 None to this cover report.

Equalities Implications:

- 5.3 None to this cover report.

Sustainability Implications:

- 5.4 None to this cover report.

Any Other Significant Implications:

- 5.5 None to this cover report.

SUPPORTING DOCUMENTATION

Appendices:

1. BSUH PLACE report 2014

