

Brighton & Hove HOSC report

PLACE 2014.

Introduction

Patient-Led Assessments of the Care Environment (PLACE) are annual patient led audits to provide a snapshot of how a healthcare provider is performing against a range of non-clinical activities which impact on the patient experience of care. The criteria assessed are – Cleanliness; the Condition, Appearance and Maintenance of healthcare premises; the extent to which the environment supports the delivery of care with Privacy and Dignity; and the quality and availability of food and drink.

The programme aims to promote the following principles and values;

- > ***A commitment to ensure that services are provided in a clean and safe environment that is fit for purpose.***
- > ***Striving to get the basics of quality of care right.***
- > ***Encouraging feedback from the public, patients and staff to help improve services***
- > ***Putting patients first.***

The assessments focus on the areas which our patients say matter, and by encouraging and facilitating the involvement of patients, the public and other bodies with an interest in healthcare (e.g. Local Healthwatch) in assessing providers in equal partnership with NHS staff to both identify how they are currently performing against a range of criteria and to identify how services may be improved for the future.

Assessments

19 patient assessors took part in the BSUH PLACE audits in 2014 (11 at RSCH and 8 at PRH).

The week in which assessments are to be undertaken is determined by the Health and Social Care Information Centre (HSCIC) and individual organisations are given 6 weeks notice of the date by which assessments should be completed.

Final decisions on the wards or areas of the hospital which are to be assessed are not made until the day of the assessment. The areas chosen are a joint decision by the assessment team, although the hospital staff also have an important role to play in ensuring that the wards or areas chosen are reflective of the range of services and, where appropriate, the individual buildings that make up the hospital.

In each year, different areas should be selected (with the exception of A&E) so that over a period of time all areas of the hospital are assessed.

Results

At the end of the process, each individual site which has undertaken an assessment is provided with a result against the four set criteria which are: Cleanliness; Food and Hydration; Privacy, Dignity and Wellbeing; Condition, Appearance and Maintenance. The results are calculated by reference to the score (points) achieved; these are expressed as a percentage.

The scores are agreed by each team as they assess each chosen area. Final scores should be agreed at the conclusion of the assessment of that ward/department before moving on to the next. Once the selected areas on site have been audited, the patient assessors (Trust staff are not included) meet to complete a final summary sheet which should accurately reflect the hospital as a whole.

The results of the assessments are shared with the Care Quality Commission, who use the information in their monitoring of provider compliance with the essential standards of quality and safety, and to inform inspection of relevant standards. Other organisations such as the NHS Commissioning Board and the National Institute for Health and Clinical Excellence may also use the data in support of their own objectives.

The results also enable us as a Trust to identify what we are doing right and improve on things that we are not. Participating organisations and others who may use this data will be able to benchmark their performance or the performance of particular types of organisations.

Key Findings in 2014.

During March to June 2014 the number of assessments nationally undertaken in Hospitals, Treatment Centres, Hospices) was 1'356 across 287 organisations compared to 1'359 in 2013.

The national average scores compared to BSUH for the four sets of criteria with comparisons to 2013 are as follows;

Site	Cleaning 2014	Cleaning 2013	Food/ Hydration 2014	Food/ Hydration 2013	Privacy/ Dignity 2014	Privacy /Dignity 2013	Condition / Appearance 2014	Condition /Appearance 2013
HWPNC	98.11%	99.82%	97.81%	87.82%	83.62%	80.63%	93.25%	94.31%
RACH	94.77%	95.52%	96.85%	87.27%	87.98%	97.25%	79.17%	92.51%
PRH	96.25%	99.09%	99.00%	87.93%	84.89%	91.03%	85.52%	94.86%
S.E.H	87.46%	97.83%	95.44%	89.09%	69.61%	80.12%	71.22%	83.94%
RSCH	97.56%	95.44%	96.04%	83.52%	83.99%	86.78%	86.86%	80.81%
SOTC	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%	

Key-

HWPNC – Hurstwood Park Neurological centre

RACH - Royal Alexandra Children's Hospital
PRH – Princess Royal Hospital
S.E.H – Sussex Eye Hospital
RSCH – Royall Sussex County hospital
SOTC – Sussex Orthopaedic Treatment centre

The scores for BSUH for 2014 showed mixed results. As a Trust we performed better than the national average for food and hydration (88.8%), with our highest score being 99%. The national average for cleanliness was 97.3% with our lowest score being 87.5%. The other two criteria Privacy, Dignity and Wellbeing and Condition, Appearance and Maintenance we 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.

Actions

All of the issues identified by the assessors were used to formulate an action plan for each of the six audit sites. The Estates department have rectified the majority of defects identified. This work started immediately after the PLACE assessments concluded.

All issues in relation to cleaning were raised with the Trust's soft FM provider, Sodexo. An action plan was put in place and the issues were rectified immediately.

Following the assessments, the reports were sent to divisional Matrons with regard ward items that needed replacement due to wear and tear i.e. torn chairs, broken bins, etc. These items have now been discarded and replaced.

A meeting has also been arranged for the beginning of October between the Facilities Compliance Manager and the Deputy Chief Nurse to discuss progress to date.

The patient assessors who conducted this year's assessments were invited back during September to review progress against the PLACE action plans. These meetings went very well and Healthwatch Brighton and Hove have agreed to a further follow up visit in early December.

During these meetings both Mid Sussex and Brighton and Hove Healthwatch were pleased with the fact that immediate attention had been given with regard the results of the visits. Plans for next year's PLACE audits have already been discussed and training dates have been arranged for new volunteers who are keen to participate in the 2015 assessments.

Below are the assessment summary's in relation to the six sites within BSUH that were audited.

Royal Alex Children's Hospital

- >A modern building with good cleanliness, but some wards need better cleaning (level 8).
- >Very pleased with the décor and treatment rooms, the size of the rooms are brilliant and great lighting.
- >Some of the general seating needs replacement.
- >Some of the linen was substandard with holes in the sheets.
- >Better signage needed.
- >Some Health and Safety issues with regard electrical sockets and cleaning equipment.
- >The patients are treated with dignity and respect by brilliant staff. The staff are so wonderful and the care given is fantastic.
- >Food was well above expectation.

Sussex Eye Hospital

- >Security in some areas was poor where patients have access (keys left in clinical cupboards in Pre Assessment)
- >Signage in the building needs to be improved and more defined
- >There needs to be a professional review of the space in OPD and A/E with a view of utilising space better for patients and staff, some of the patients were having Eye tests in the corridor. Patients were also being seen in treatment rooms with the door open, this was due to the fact that the heating in this building is far too hot, (this has been reported).
- >This building is difficult to keep clean because of its age and general poor maintenance which needs to be addressed urgently.
- >Old metal windows are in a dangerous and unsafe condition throughout the building.
- >The condition of much of the furniture was very old, some of the dilapidated chairs need a thorough review and replacement.
- >Many old pieces of furniture which are inappropriate for a clinical environment (desks).
- >Equipment in Orthoptics needs to be reviewed with a view to modern testing facilities.
- >All window curtains need replacing in Orthoptics dept.
- >Children's toys in the waiting room in Orthoptics need replacing, (they can apply through the Rockinghorse Appeal charitable funds).
- >All remaining carpet needs replacement with Lino.
- >Lots of the doors were scuffed including the Main Front doors.
- >Overall Food good.

Royal Sussex County

- >There are some modern buildings which are excellent and provide adequate privacy and dignity for all patients.
- >We were extremely impressed with TMBU and the Post Natal ward. The staff were very welcoming and both units were beautifully clean and had a calm feel about them.
- >Similar observations were made with the Renal unit and the Haematology/Oncology suite, the staff here were also very welcoming.
- >Baily and Chichester ward were almost chaotically overcrowded and the nurses work station was unsuitably placed causing further chaos.
- >Some of the elderly wards are very overcrowded and it would be very difficult to have any private conversations.

>There was a mixed response when patients were asked about the food, hot desserts are served at the same time as the hot meal.
>In the Sussex Cancer Centre the atmosphere was pleasant and welcoming, the building was spotlessly clean and very tidy. There were some minor issues with confusing signage but generally it was a place that patients should feel very comfortable in.

Princess Royal

>A modern building with varying standards of cleanliness.
>Issue with general storage on wards.
>We were very impressed with the upgrade to the entrance and the car park which is much improved.
>Poynings ward is not at all well signposted and therefore finding this ward is very difficult.
>The patient care on all the wards/departments visited seemed to be excellent.
>Patients are treated with dignity and respect.
>The food service is very good.

Sussex Orthopaedic Treatment Centre

>A modern building with standards close to a centre of excellence, and well maintained.
>The staff were happy and caring and the patients are treated with dignity and respect.
>Food service was generally very good with a massive range of both hot and cold, excellent.
>There were a few areas which need attention with regard to cleanliness. All of the sink waste outlets were dirty and the flooring was generally dull looking.
>We felt that the high back chairs in the waiting area should be reserved for patients that need them (children sitting on them at the time of the assessment).
>Throughout the building there was no evidence of a curtain changing schedule in place, nurses were not aware of when they were last changed.
>Externally the pathway leading from the car park to the SOTC is inaccessible for wheelchair users with no drop kerb, the pathway was also uneven.
>Signage was poor both leading to the building and on the actual frontage of the building itself.

Hurstwood Park

>This is a very old building and does require some external maintenance which includes, painting of the patio areas at the back of the building and general maintenance to the windows.
>Good standards of cleanliness
>Good patient care is supported and well led.
>Food on offer to patients is very good.

PLACE 2015

When received, the dates of next year's audits will be sent to Healthwatch, HOSC, patient user groups and other local groups that wish to join us for the assessments.

The Trust's PLACE lead is Karon Goodman, Facilities Compliance Manager.

