

**Patient-Led Assessments of the Care Environment (PLACE)**  
**PLACE results; 2022**

**Public Board**  
**25 May 2023**

<b>Presented for:</b>	Information
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<b>Previous Committees:</b>	July 2022 – Board Committee

<b>Our Annual Commitments for 2023/24 are:</b>	
Effectively develop and deploy new assets (buildings, equipment, IT)	✓
Reduce healthcare associated infections	✓
Improve staff retention	
Deliver the financial plan	
Reduce average length of stay by 0.5 days per patient	
Achieve the Access Targets for Patients	
Support a culture of research	

<b>Risk Appetite Framework</b>				
<b>Level 1 Risk</b>	<b>(✓)</b>	<b>Level 2 Risks</b>	<b>(Risk Appetite Scale)</b>	<b>Impact</b>
Workforce Risk		Choose an item.	Choose an item	Choose an item.
Operational Risk		Choose an item.	Choose an item	Choose an item.
Clinical Risk		Patient Experience Risk - We will comply with or exceed minimum patient experience targets.	Minimal	Moving Towards
Financial Risk		Choose an item.	Choose an item	Choose an item.
External Risk		Partnership Working Risk - We will maintain well-established stakeholder partnerships which will mitigate the threats to the achievement of the organisation's strategic goals.	Open	Moving Towards

<b>Key points</b> Briefing on the Patient-Led Assessments of the Care Environment (PLACE) process	
1. Update regarding the Trust's published results, following the annual PLACE inspection	For Information

## 1. Summary

The aim of the Patient-Led Assessment of the Care Environment (PLACE) Programme is to provide a snapshot of how an organisation is performing against a range of non-clinical activities, all of which impact on the patient experience.

A formal PLACE assessment was conducted in October 2022. These are led by trained 'Patient assessors' and supported by colleagues in Facilities, nursing and Estates.

The results for LTHT are favourable when compared to other similar organisations, both regionally and nationally.

Unfortunately, due to the restricted access on clinical areas 'during Covid' and a number of changes made to the inspection criteria over recent years it's difficult to draw comparisons on our past results. The criteria in 2019 is the most comparable.

NHS England have placed on record their recognition of the effort from both staff and patient assessors, as this year's assessment has been difficult, with many ongoing pressures on the health service, however the enthusiasm and willingness to undertake the annual PLACE assessment demonstrates that patients remain at the heart of what the NHS does.

## 2. Background

The aim of the PLACE programme is to provide a snapshot of how an organisation is performing against a range of non-clinical activities, all of which impact on the patient experience including (*but not limited to*); standards of cleanliness; the condition, appearance and maintenance of healthcare premises; the extent to which the environment supports the delivery of care with privacy and dignity; the quality and availability of food and drink. Along with access, disability, and dementia.

The assessments undertaken in 2022, continue to be led by trained patient assessors. The Criteria included within PLACE assessments are not regarded as formal standards, but they do represent both those aspects of care which patients and the public have identified as important and good practice, as identified by professional organisations whose members are responsible for the delivery of these services, e.g.; the Healthcare Estates and Facilities Managers Association (HeFMA), the Association of Healthcare Cleaning Professionals (AHCP) and the Hospital Caterers Association (HCA).

The Trust has just completed this year's round of PLACE inspections, which were conducted in line with National Guidance, led by a team of patient representatives and supported by, Estates and Facilities management, Matrons, and Infection Prevention & Control colleagues.

For large organisations, a minimum of 25% of wards or ten, whichever is the greater, should be assessed. The focus of this inspection is primarily inpatient areas and/ or A&E [Inc. minor injury units].

### 3. Assessment & Outcomes

During October 2022, LTHT undertook four PLACE assessments across four sites, which exceeded the 25% target of clinical estate to be inspected. Patient assessors lead the inspections, with support and guidance from Estates & Facilities colleagues and clinical assessors, in small, focused teams. Table 1 shows the PLACE results for the LGI, St James's, Chapel Allerton and Wharfedale sites in 2022.

These results form part of NHS official national statistics, via NHS Digital, and are to be used to drive local improvement, and progress the internal PLACE action plan. In addition, the data is interconnected with the NHS's Premises Assurance Model, (NHS PAM compliance- *section P-Patient Experience*,) with reporting data evidence required for submission to demonstrate compliance and underline that there is a continuous service improvement strategy at LTHT using the PLACE results.

The overall results published by NHSE show our organisation as;

- above average position when compared to the; National baseline
- favourable against other Trusts within the region (*Tables 2 & 3*)
- favourable when compared to our peer group (Acute Teaching Trusts outside of London), *Table 4*.

There was also a notable improvement in the Trusts results, when compared to the most comparable inspection back in 2019.

The outcomes for 2023 have outperformed the National Average in all areas and we have continued to maintain exacting standards in cleanliness and food against the national baseline.

Our organisation was also recognised in the national press for our Patient food provision, rated as within the 'top ten nationally' across the NHS.

The team were also commended recently by the audit committee, following a recent internal audit conducted by PWC. This was in relation to the implementation of the revised National standards of healthcare cleaning standards. Overall, a very positive report and further reinforces the great work the Facilities team carry out keeping our hospitals clean / safe for patients. This further echoed in PLACE results which put LTHT in a strong position both regionally and nationally for hospital cleanliness.

### 4. Financial Implications

N/A.

### 5. Risk

N/A.

### 6. Communication and Involvement

N/A.

### 7. Equality Analysis

N/A.

**8. Publication Under Freedom of Information Act**

This paper has been made available under the Freedom of Information Act 2000

**9. Recommendation**

The Board is asked to note the formal outcome of the PLACE process for 2022.

**10. Supporting Information**

See benchmarking data attached, in table's 1, 2, 3 & 4

**Table: 1 Comparison between 2022 results and 2019.**

**By site and against national average**

Site	LGI - 2022	LGI - 2019	SJUH - 2022	SJUH - 2019	Chapel Allerton - 2022	Chapel Allerton - 2019	Wharfedale - 2022	Wharfedale - 2019	National average 2022	Trust average 2022	National average 2019
Cleanliness	99.64%	99.90%	99.83%	99.80%	99.81%	99.90%	99.87%	100%	98.00%	99.77%	98.60%
Food	98.26%	97.60%	97.75%	96.69%	97.65%	96.70%	96.26%	98.70%	90.20%	97.87%	92.20%
Privacy, Dignity & Wellbeing	94.14%	89.30%	90.48%	90.07%	93.03%	91.70%	97.96%	91.80%	86.10%	92.03%	86.10%
Condition, Appearance & Maintenance	98.75%	97.30%	99.59%	99.37%	100%	97.50%	100%	99.50%	95.80%	99.35%	96.40%
Dementia	80.14%	75.50%	94.24%	84.51%	93.71%	91.40%	94.19%	95.30%	80.60%	89.59%	80.70%
Disability	84.38%	79.00%	93.17%	84.17%	94.57%	90.70%	92.89%	92.60%	82.50%	90.38%	82.50%

**Table: 2: Regional comparison, by category.**

Regional Comparison	Cleanliness	National Average	Food	National Average	Privacy, Dignity & Wellbeing	National Average	Condition Appearance & Maintenance	National Average	Dementia	National Average	Disability	National Average
LEEDS TEACHING HOSPITALS NHS TRUST	99.77%	98.00%	97.87%	90.20%	92.03%	86.10%	99.35%	95.80%	89.59%	80.60%	90.38%	82.50%
BRADFORD TEACHING HOSPITALS NHS FOUNDATION TRUST	95.45%	98.00%	89.58%	90.20%	86.13%	86.10%	93.59%	95.80%	80.42%	80.60%	80.78%	82.50%
BARNSELY HOSPITAL NHS FOUNDATION TRUST	99.37%	98.00%	84.42%	90.20%	81.98%	86.10%	97.65%	95.80%	84.99%	80.60%	88.93%	82.50%
Mid Yorks - Did not Complete a PLACE Audit for 2022	N/A	98.00%	N/A	90.20%	N/A	86.10%	N/A	95.80%	N/A	80.60%	N/A	82.50%
HULL UNIVERSITY TEACHING HOSPITALS NHS TRUST	99.38%	98.00%	94.80%	90.20%	88.63%	86.10%	98.91%	95.80%	77.48%	80.60%	80.68%	82.50%
THE ROTHERHAM NHS FOUNDATION TRUST	99.32%	98.00%	94.73%	90.20%	81.33%	86.10%	96.24%	95.80%	75.81%	80.60%	80.41%	82.50%
YORK AND SCARBOROUGH TEACHING HOSPITALS NHS FOUNDATION TRUST	96.04%	98.00%	73.85%	90.20%	72.56%	86.10%	94.57%	95.80%	65.97%	80.60%	66.04%	82.50%
SHEFFIELD TEACHING HOSPITALS NHS FOUNDATION TRUST	99.23%	98.00%	88.99%	90.20%	81.90%	86.10%	99.29%	95.80%	74.85%	80.60%	74.65%	82.50%
HARROGATE AND DISTRICT NHS FOUNDATION TRUST	99.49%	98.00%	71.67%	90.20%	80.58%	86.10%	97.77%	95.80%	72.61%	80.60%	73.62%	82.50%

Formal PLACE inspection 2022.

**Table: 3 WYAAT.****By category.**

WYATT Comparison	Cleanliness	National Average	Food	National Average	Privacy, Dignity & Wellbeing	National Average	Condition Appearance & Maintenance	National Average	Dementia	National Average	Disability	National Average
LEEDS TEACHING HOSPITALS NHS TRUST	99.77%	98.00%	97.87%	90.20%	92.03%	86.10%	99.35%	95.80%	89.59%	80.60%	90.38%	82.50%
BRADFORD TEACHING HOSPITALS NHS FOUNDATION TRUST	95.45%	98.00%	89.58%	90.20%	86.13%	86.10%	93.59%	95.80%	80.42%	80.60%	80.78%	82.50%
Mid Yorks - Did not Complete a PLACE Audit for 2022	N/A	98.00%	N/A	90.20%	N/A	86.10%	N/A	95.80%	N/A	80.60%	N/A	82.50%
Airedale - Audit undertaken data not submitted - Not recorded on PLACE database	63.33%	98.00%	91.11%	90.20%	76.92%	86.10%	68.06%	95.80%	69.15%	80.60%	68.66%	82.50%
CALDERDALE AND HUDDERSFIELD NHS FOUNDATION TRUST	99.36%	98.00%	94.73%	90.20%	93.96%	86.10%	97.10%	95.80%	82.52%	80.60%	80.65%	82.50%
HARROGATE AND DISTRICT NHS FOUNDATION TRUST	99.49%	98.00%	71.67%	90.20%	80.58%	86.10%	97.77%	95.80%	72.61%	80.60%	73.62%	82.50%

**Table: 4 Peer group [Acute Teaching outside of London.****By category.**

Acute Hospitals Outside of London	Cleanliness	National Average	Food	National Average	Privacy, Dignity & Wellbeing	National Average	Condition Appearance & Maintenance	National Average	Dementia	National Average	Disability	National Average
LEEDS TEACHING HOSPITALS NHS TRUST	99.77%	98.00%	97.87%	90.20%	92.03%	86.10%	99.35%	95.80%	89.59%	80.60%	90.38%	82.50%
NOTTINGHAM UNIVERSITY HOSPITALS NHS TRUST	97.30%	98.00%	95.02%	90.20%	81.30%	86.10%	89.40%	95.80%	67.92%	80.60%	74.44%	82.50%
UNIVERSITY HOSPITALS OF LEICESTER NHS TRUST	98.37%	98.00%	89.18%	90.20%	88.21%	86.10%	94.11%	95.80%	78.57%	80.60%	78.98%	82.50%
SHEFFIELD TEACHING HOSPITALS NHS FOUNDATION TRUST	99.23%	98.00%	88.99%	90.20%	81.90%	86.10%	99.29%	95.80%	74.85%	80.60%	74.65%	82.50%
MANCHESTER UNIVERSITY NHS FOUNDATION TRUST	98.72%	98.00%	86.71%	90.20%	86.87%	86.10%	98.15%	95.80%	85.58%	80.60%	86.39%	82.50%
THE NEWCASTLE UPON TYNE HOSPITALS NHS FOUNDATION TRUST	97.09%	98.00%	83.33%	90.20%	87.09%	86.10%	95.44%	95.80%	71.21%	80.60%	73.43%	82.50%
OXFORD UNIVERSITY HOSPITALS NHS FOUNDATION TRUST	98.28%	98.00%	88.93%	90.20%	86.26%	86.10%	94.60%	95.80%	71.50%	80.60%	71.72%	82.50%
NORTHERN CARE ALLIANCE NHS FOUNDATION TRUST (Salford)	98.00%	98.00%	90.42%	90.20%	85.96%	86.10%	97.08%	95.80%	82.53%	80.60%	82.73%	82.50%