

**Patient-Led Assessments of the Care Environment (PLACE)
PLACE results - 2025.**

Public Board Meeting

Presented for:	Information & Assurance
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Previous Committees:	

Link to Strategic Objective	Focus on care quality, effectiveness and patient experience
Link to Provider Capability Assessment	Quality of care
Link to CQC Well-led Statement	Learning, Improvement and Innovation
Regulatory Impact	N/A

Key points	Purpose
Update regarding the Trust's published results, following the annual PLACE inspection (2025)	For Information

<u>Risk Appetite Framework</u>			
Level 1 Risk	Level 2 Risks	(Risk Appetite Scale)	Impact
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.	Cautious	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

1. Summary

The aim of the Patient-Led Assessment of the Care Environment (PLACE) programme is to provide an annual appraisal of how an organisation is performing against a range of non-clinical activities, which impact on the patient experience. Formal PLACE assessments were conducted in October 2025. 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.

PLACE assessments provide a framework for assessing common guidelines and standards in order to quantify the Trusts cleanliness, food and hydration provision, including the extent to which the provision of care with privacy and dignity is supported. In 2025, A total of 1,080 PLACE assessments were successfully completed Nationally. Of these, 860 (79.63%) were NHS and 220 (20.37%) were other, i.e., voluntary, independent, or private healthcare providers. Assessment teams visited and assessed: 4,034 wards, 1,906 outpatient departments, 324 emergency departments and minor injuries units. Nationally, a total of 6188 Patient Assessors took part in the 2025 PLACE programme. Of these, 45.14% were patients, 25.65% were patient advocates, 8.31% were people from other organisations in the NHS and 20.91% were members of the public etc. A total of 3,930 Staff Assessors took part in the 2025 programme.

2. Update

PLACE provides a motivation for improvement, with a clear message directly from patients, about how the environment or non-clinical services might be enhanced. All 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 domains focussed on access, disability, and dementia. The assessments undertaken in 2025, 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 PLACE inspections were conducted in line with National Guidance, led by a team of patient representatives and supported by, Estates and Facilities Management teams, Matrons, and Infection Prevention & Control colleagues. For large sites/organisations, a minimum of 25% of all wards, or ten wards, whichever is the greater, should be assessed. Based on this requirement, at LTHT a minimum of 30 Wards must be assessed during the inspections. The focus of the PLACE inspection is primarily inpatient areas and/ or A&E (Inc. minor injury units).

3. Quality and Performance Implications

During October 2025, LTHT undertook PLACE assessments across four sites, which exceeded the 25% target of clinical estate to be inspected (a total of 71 areas). This included 36 Wards, 32 Departments and the St James and LGI Emergency Departments. Patient Assessors lead the inspections, with support and guidance from Estates & Facilities colleagues and trained Clinical colleagues supporting as Assessors, in small, focused teams.

Table 1 shows the PLACE results for the LGI, St James, Chapel Allerton and Wharfedale sites in 2025.

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), when compared to organisations with similar capacity.
- Favourable when compared to our peer group (Acute Teaching Trusts outside of London), Table 4.
- Food scores for Wharfedale are contained in the PLACE report for Leeds Community Health, who have responsibility for the main ward areas.

The Trust maintained its high standards, against the most comparable inspection in 2024 and the outcomes for 2025 have outperformed the National Average. The Trust have continued to maintain high standards in cleanliness and food against the national baseline. There has been a slight reduction in the overall 2025 Trust scores (< 1%) in comparison with the scores achieved in 2024, for both Cleanliness and Privacy, Dignity & Wellbeing (PD&W). However, the Trust still performs well both Locally and Regionally, outperforming the PLACE National average.

Any cleaning actions identified were resolved on the days of the PLACE inspections. The PD&W score has been affected by a range of factors, across 2 hospital sites, Chapel Allerton and the LGI. Actions identified include, however are not limited to, patients having access to free entertainment on clinical areas, access to a ward social space and areas having a separate treatment room. The 2025 PLACE scores for Food, Dementia & Disability, have consistently improved in comparison to the 2024 PLACE scores across all hospital sites. The Condition, Appearance and Maintenance score, overall improved in comparison to the 2024 PLACE results, however there was a minor decline noted in this domain at St James and Wharfedale (< 1%), largely relating to the different areas that were inspected in 2025, compared to 2024. All actions identified have been listed for action under the Trusts formal PLACE Action plan. Furthermore, a newly established PLACE working group, involving key internal and external stakeholders will work collaboratively throughout 2026 to review actions and resolve / improve where viable.

Overall, a positive report and further reinforces the great collaboration and work undertaken by the Estates and Facilities teams, ensuring our hospitals are clean and safe for patients. This presents LTHT in a strong position both Regionally and Nationally for hospital cleanliness and Condition, Appearance and Maintenance.

4. Financial Implications

N/A

5. Risk

The Facilities team, use several internal audits and assessments throughout the year, which provide weekly monthly evidence that services affecting the patient journey, such as hospital cleanliness and catering, provide the Trust with satisfactory assurance levels. In total, around 3,800 structured cleanliness audits and 320 efficacy cleanliness audits for patient facing functional area and over 52,000 patient catering surveys are conducted each year. Underpinning these Trust activities, Food Safety and Cleaning governance groups also provide additional assurance, which have representation from stakeholders from across the Trust.

In addition, the Estates & Facilities team have dedicated staff proactively visiting around 3 areas monthly to carry out minor improvements and repairs including touch up painting etc, maintaining the visual condition & appearance for patients. There is an annual series of events linked to PLACE initiatives, such 'Dump Your Junk' allowing wards to dispose and repurpose any unwanted items and de-clutter. In line with the guidance for PLACE, the Facilities team also conduct a PLACE 'lite' audit annually, usually around May / June to ensure that Patient Assessor engagement is maintained and to provide updates from the more extensive PLACE audit. PLACE 'lite' also allows patient assessors to conduct physical audits of the clinical space and assess progress against the Trusts formal PLACE Action plan. All feedback registered from the PLACE assessment, is added to the Trusts PLACE Action plan, and fed back to patients, regarding viability.

The Estates & Facilities governance groups provide assurance oversight of the Trust's most significant risks, which cover the Level 1 risk categories (see summary on front sheet). Following the publication of the PLACE 2025 outcomes the risk appetite statements related to the Level 2 clinical risk categories is considered as cautious, relating to patient experience and the Trust continues to operate within the risk appetite for the Level 1 risk categories set by the Board.

6. Communication and Involvement

The information covering PLACE 2025 outcomes is published nationally by NHSE and therefore freely accessible. The overall summary of the Trust's PLACE outcomes (2025) can be shared internally to provide feedback on the challenging work the Estate & Facilities teams carry out maintaining the physical environment which supports our Patients.

7. Improving Health Equity

In preparation for the 2025 PLACE Inspections, the LTHT PLACE team continued to work with both internal and external stakeholders to both increase the number of Patient Assessors involved in the inspections and broaden the diversity of the PLACE assessors, as by doing so provides a wider view of the patient's experience / environment at Leeds. PLACE guidance to organisations on recruitment and preparation of patient assessor's states "Patient assessors should, as far as possible, reflect the Patient population". There were 28 Patient Assessors in total who led the 2025 inspections. 15 were existing Assessors who had supported previous PLACE inspections and 13 were newly recruited. The newly recruited Patient Assessors were recruited in 2025, in collaboration with both internal and external LTHT approved Volunteering services and LTHT's BME Network. The group of Patient Assessors were from a broader range of generations, including Gen Z, millennials, and Gen Y, i.e. born between 1977 and 2010. The Patient Assessor recruitment approach, which was first undertaken in 2024, appeared to be a continued success for the PLACE teams, widening the diversity of the assessment team. Additionally positive key working stakeholder relationships have continued to be demonstrated and develop in this area, sharing the importance and commitment LTHT has regarding PLACE and its purpose.

8. Publication Under Freedom of Information Act

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

9. Recommendation

The publication of PLACE data remains an essential resource in understanding the lived experience of patients across LTHT. Our collective efforts see that, for another consecutive year running, Patients are telling us that their experience of the environment in which they receive care is improving, with progress made against many of the categories of criteria. The Board is asked to note the formal outcome of the PLACE process for 2025 for information. This is continued improvement and only made possible by the immense efforts that have gone into delivering these improvements amidst the significant financial and staffing pressures of the last year. The formal PLACE Action plan will continue to progress and all viable actions to be completed.

10. Supporting Information

- Benchmarking data, enclosed in table's 1,2,3 & 4.
- Summary of National Results - [Microsoft Power BI](#)

Table: 1 Comparison between 2025 results and 2024 (By site & against national average)

Site	LGI - 2025	LGI - 2024	SJUH - 2025	SJUH - 2024	Chapel Allerton - 2025	Chapel Allerton - 2024	Wharfedale - 2025	Wharfedale - 2024	National average 2025	Trust average 2025	National average 2024	Trust average 2024
Cleanliness	98.99%	99.49%	98.87%	99.64%	99.72%	99.94%	98.75%	100%	98.55%	98.95%	98.31%	99.61%
Food	96.92%	95.45%	95.86%	93.26%	96.09%	93.28%	-	-	92.13%	96.23%	91.32%	94.01%
Privacy, Dignity & Wellbeing	91.31%	94.46%	94.89%	93.51%	89.04%	94.08%	76.87%	73.89%	89.37%	93.39%	88.22%	93.86%
Condition, Appearance & Maintenance	97.40%	95.76%	97.86%	97.98%	98.78%	97.73%	97.43%	98.24%	97.00%	97.75%	86.36%	97.21%
Dementia	86.43%	85.25%	92.35%	91.52%	85.77%	79.58%	76.19%	69.17%	85.68%	90.01%	83.66%	88.81%
Disability	87.67%	82.87%	92.82%	89.80%	86.92%	81.39%	74.26%	70.19%	87.12%	90.78%	85.20%	87.02%

Table: 2 - Regional comparison, by category:

Organisation Name	Commissioning Region	Cleanliness	Food	Privacy, Dignity and Wellbeing	Condition Appearance and Maintenance	Dementia	Disability
LEEDS TEACHING HOSPITALS NHS TRUST	NORTHEAST AND YORKSHIRE COMMISSIONING REGION	98.95%	96.23%	93.39%	97.75%	90.01%	90.78%
BRADFORD TEACHING HOSPITALS NHS FOUNDATION TRUST	NORTHEAST AND YORKSHIRE COMMISSIONING REGION	96.51%	84.30%	88.75%	96.18%	81.32%	80.78%
YORK AND SCARBOROUGH TEACHING HOSPITALS NHS FOUNDATION TRUST	NORTHEAST AND YORKSHIRE COMMISSIONING REGION	98.58%	87.98%	82.95%	95.94%	73.18%	72.27%
SHEFFIELD TEACHING HOSPITALS NHS FOUNDATION TRUST	NORTHEAST AND YORKSHIRE COMMISSIONING REGION	98.29%	94.79%	86.76%	95.28%	88.82%	89.69%
DONCASTER AND BASSETLAW TEACHING HOSPITALS NHS FOUNDATION TRUST	NORTHEAST AND YORKSHIRE COMMISSIONING REGION	98.44%	92.66%	87.94%	97.25%	84.39%	83.15%
SOUTH TEES HOSPITALS NHS FOUNDATION TRUST	NORTHEAST AND YORKSHIRE COMMISSIONING REGION	99.82%	98.20%	93.23%	99.80%	97.91%	98.54%
HULL UNIVERSITY TEACHING HOSPITALS NHS TRUST	NORTHEAST AND YORKSHIRE COMMISSIONING REGION	96.53%	94.42%	86.04%	93.61%	79.93%	80.52%
MID YORKSHIRE TEACHING NHS TRUST	NORTHEAST AND YORKSHIRE COMMISSIONING REGION	99.05%	91.90%	93.37%	99.14%	92.62%	94.51%

Table: 3 – WYAAT comparison by category:

Organisation Name	Commissioning Region	Cleanliness	Food	Privacy, Dignity and Wellbeing	Condition Appearance and Maintenance	Dementia	Disability
LEEDS TEACHING HOSPITALS NHS TRUST	NORTHEAST AND YORKSHIRE COMMISSIONING REGION	98.95%	96.23%	93.39%	97.75%	90.01%	90.78%
BRADFORD TEACHING HOSPITALS NHS FOUNDATION TRUST	NORTHEAST AND YORKSHIRE COMMISSIONING REGION	96.51%	84.30%	88.75%	96.18%	81.32%	80.78%
HARROGATE AND DISTRICT NHS FOUNDATION TRUST	NORTHEAST AND YORKSHIRE COMMISSIONING REGION	99.30%	94.90%	91.55%	97.23%	91.47%	91.04%
CALDERDALE AND HUDDERSFIELD NHS FOUNDATION TRUST	NORTHEAST AND YORKSHIRE COMMISSIONING REGION	99.54%	96.34%	92.07%	99.00%	88.22%	86.33%
MID YORKSHIRE TEACHING NHS TRUST	NORTHEAST AND YORKSHIRE COMMISSIONING REGION	99.05%	91.90%	93.37%	99.14%	92.62%	94.51%
AIREDALE NHS FOUNDATION TRUST	NORTHEAST AND YORKSHIRE COMMISSIONING REGION	Did not submit PLACE 2025 Results, confirmed with NHS Digital					

Table: 4 - Peer group comparison (Acute Teaching Hospitals, outside of London) by category:

Organisation Name	Commissioning Region	Cleanliness	Food	Privacy, Dignity and Wellbeing	Condition Appearance and Maintenance	Dementia	Disability
LEEDS TEACHING HOSPITALS NHS TRUST	NORTHEAST AND YORKSHIRE COMMISSIONING REGION	98.95%	96.23%	93.39%	97.75%	90.01%	90.78%
MANCHESTER UNIVERSITY NHS FOUNDATION TRUST	NORTHWEST COMMISSIONING REGION	93.30%	85.37%	79.45%	93.91%	71.29%	74.40%
SHEFFIELD TEACHING HOSPITALS NHS FOUNDATION TRUST	NORTHEAST AND YORKSHIRE COMMISSIONING REGION	98.29%	94.79%	86.76%	95.28%	88.82%	89.69%
NORTHERN CARE ALLIANCE NHS FOUNDATION TRUST	NORTHWEST COMMISSIONING REGION	98.21%	92.29%	88.41%	96.71%	88.10%	89.17%
UNIVERSITY HOSPITALS OF LEICESTER NHS TRUST	MIDLANDS COMMISSIONING REGION	97.54%	90.26%	86.40%	93.87%	79.74%	83.57%
NOTTINGHAM UNIVERSITY HOSPITALS NHS TRUST	MIDLANDS COMMISSIONING REGION	99.45%	96.87%	88.35%	91.69%	76.03%	79.00%
OXFORD UNIVERSITY HOSPITALS NHS FOUNDATION TRUST	SOUTHEAST COMMISSIONING REGION	99.56%	89.08%	92.65%	99.53%	85.21%	88.30%