

**Patient-Led Assessments of the Care Environment (PLACE)  
PLACE results - 2023**

**Public Board  
Thursday 30<sup>th</sup> May 2024**

<b>Presented for:</b>	Information & Assurance
<b>Presented by:</b>	Craige Richardson – Executive Director; Estate & Facilities
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<b>Previous Committees:</b>	Public Board – 25 <sup>th</sup> May 2023 – Annual Report

<b>Our Annual Commitments for 2024/25 are:</b>	
Reduce wait for patients	
Reduce Healthcare Acquired Infections by 15%	✓
Reduce our carbon footprint through greener care	
Use our existing digital systems to their full potential	
Strengthen participation and growth in research and innovation	
Deliver the financial plan	
Be in the top 25% performing Trusts for staff retention	

<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>	
1. Update regarding the Trust's published results, following the annual PLACE inspection (2023)	For Information Assurance

2. LTHT has the highest PLACE ranking for 5 of 6 metrics for peer sized large teaching hospitals (Acute Hospitals outside of London). Also ranked highly against regional peers and WYAAT organisations.	
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## 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, which impact on the patient experience. A formal PLACE assessment was conducted in October 2023. These are led by trained 'Patient assessors,' who are external to the Trust and supported by colleagues in Estates & Facilities, nursing. Training for the patient assessors is undertaken using NHS England guidance. The Patient assessors must make up 50% of the PLACE audit team and can come from a variety of backgrounds in the area local to the hospital. This could include (not exhaustive of) current patients, their family, visitors, carers, or patient advocates. In addition, colleagues from NHS England also were part of the assessment team and NHS colleagues from the James Cook University Hospital (NHS Foundation Trust), also took part in the PLACE audit process.

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

A total of 1,069 assessments were successfully completed by 240 organisations nationally. Of these, 190 (79.2%) were NHS Trusts, and 50 (20.8%) were voluntary, independent, or private healthcare providers. Assessment teams visited and assessed: 3,958 wards, 1,918 outpatient departments, 330 emergency departments and minor injuries units. Nationally, a total of 7,900 patient assessors took part in the 2023 PLACE programme. Of these, 59.4% were patients, 19.5% were patient advocates, 6.1% were people from other organisations in the NHS and 15% were members of the public etc. A total of 4,019 staff assessors took part in the 2023 programme.

## 2. Background

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 access, disability, and dementia.

The assessments undertaken in 2023, 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, 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. Proposal

During October 2023, LTHT undertook PLACE assessments across four sites, which exceeded the 25% target of clinical estate to be inspected (a total of 90 areas). 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 2023.

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*.

The Trust has maintained its exacting standards, against the most comparable inspection in 2022 and the outcomes for 2023 have outperformed the National Average. We have continued to maintain high standards in cleanliness and food against the national baseline.

There is further understanding of the details behind the reduction in scores for Chapel Allerton and Wharfedale. This is compared to their previous higher scores in 2022 and also when compared to the 2023 National & Trust baselines in some categories. The action plans for Chapel Allerton & Wharfedale will be reviewed specifically and will be monitored closely to review the areas that have reduced outcomes from the most recent assessment. The local Facilities teams are arranging to meet with the Head of Nursing for Chapel Allerton & Wharfedale, so that this work can commence.

Overall, though, a positive report and further reinforces the great work the Estates and Facilities team carry out keeping our hospitals clean / safe for patients, which puts LTHT in a strong position both regionally and nationally for hospital cleanliness.

### 4. Financial Implications

N/A

### 5. Risk

The Facilities team, use several audits and assessments throughout the year that 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 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 Facilities team have dedicated staff proactively visiting around 3 areas monthly to carry out minor repairs and 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 of unwanted items and de-clutter. In line with the guidance for PLACE (2019), the Facilities team also conduct a PLACE 'lite' audit annually, to ensure that patient assessor engagement is maintained and to provide updates from the more extensive PLACE audit. PLACE 'lite' also allows patient assessor 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 provides 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 2023 outcomes there were no material changes to the risk appetite statements related to the Level 2 risk categories 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 2023 outcomes were published nationally by NHSE in February 2024, and therefore freely accessible. The overall summary of the Trust's PLACE outcomes (2023) will be shared internally to provide feedback on the challenging work the E&F teams carry out maintaining the physical environment which supports our patients.

## **7. Equality Analysis**

Whilst this does not generally apply to this document, the external team overseeing the PLACE assessment at the Trust is aware of the constant need to ensure that there is a sufficient supply of patient representatives to take part and the diversity of issues to support all patients across our environment. Actions raised from the audit with reference to dementia friendly clocks for example will be addressed and followed up with the Trust's dementia lead.

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

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

## **9. Recommendation**

The Board is asked to note the formal outcome of the PLACE process for 2023 for information, which also provides an independent assurance of the patient's physical environment.

Further assurance is provided by benchmarking of LTHT which has the highest PLACE ranking for 5 of 6 metrics for peer sized large teaching hospitals (Acute Hospitals outside of London) and is also ranked highly against regional peers and WYAAT organisations.

PLACE 2023 outcomes represent a continued high level of performance from Estates & Facilities teams in regard to the physical environment our patients experience whilst in our care. This has been achieved against the backdrop of growing backlog maintenance and constant disruption in food chain supply. The formal Place action plan will continue to progress and all viable actions to be completed.

**10. Supporting Information** – See benchmarking data attached, in table's 1,2,3 & 4.

Chris Ayres  
**Associate Director of Facilities**  
April 2024

**Table: 1 LTHT Data - Comparison between 2023 results and 2022 (By site & against national average)**

Site	LGI - 2023	LGI - 2022	SJUH - 2023	SJUH - 2022	Chapel Allerton - 2023	Chapel Allerton - 2022	Wharfedale - 2023	Wharfedale - 2022	National average 2023	Trust average 2023	National average 2022	Trust average 2022
Cleanliness	<b>98.95%</b>	99.64%	<b>99.71%</b>	99.83%	<b>97.45%</b>	99.81%	<b>98.71%</b>	99.87%	98.1%	99.34%	98.00%	99.77%
Food	<b>96.34%</b>	98.26%	<b>96.92%</b>	97.75%	<b>95.10%</b>	97.65%	-	96.26%	90.9%	96.63%	90.20%	97.87%
Privacy, Dignity & Wellbeing	<b>91.38%</b>	94.14%	<b>91.36%</b>	90.48%	<b>86.39%</b>	93.03%	<b>74.27%</b>	97.96%	87.5%	91.13%	86.10%	92.03%
Condition, Appearance & Maintenance	<b>98.07%</b>	98.75%	<b>99.55%</b>	99.59%	<b>98.71%</b>	100%	<b>100%</b>	100%	95.9%	99.00%	95.80%	99.35%
Dementia	<b>89.48%</b>	80.14%	<b>94.65%</b>	94.24%	<b>77.51%</b>	93.71%	<b>90.85%</b>	94.19%	82.5%	92.07%	80.60%	89.59%
Disability	<b>87.79%</b>	84.38%	<b>93.37%</b>	93.17%	<b>75.21%</b>	94.57%	<b>86.49%</b>	92.89%	84.3%	90.60%	82.50%	90.38%

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

Commissioning Region	Cleanliness	Food	Privacy, Dignity and Wellbeing	Condition Appearance and Maintenance	Dementia	Disability
<b>LEEDS TEACHING HOSPITALS NHS TRUST 2023</b>	<b>99.34%</b>	<b>96.63%</b>	<b>91.13%</b>	<b>99.00%</b>	<b>92.07%</b>	<b>90.60%</b>
BRADFORD TEACHING HOSPITALS NHS FOUNDATION TRUST	96.85%	82.74%	82.05%	96.84%	81.19%	83.02%
YORK AND SCARBOROUGH TEACHING HOSPITALS NHS FOUNDATION TRUST	98.14%	89.04%	77.71%	97.31%	70.62%	70.65%
HARROGATE AND DISTRICT NHS FOUNDATION TRUST	99.49%	92.29%	87.46%	98.23%	78.20%	82.31%
BARNSELY HOSPITAL NHS FOUNDATION TRUST	98.62%	95.16%	85.27%	94.80%	86.44%	89.51%
SHEFFIELD TEACHING HOSPITALS NHS FOUNDATION TRUST	99.83%	90.42%	88.51%	97.97%	85.90%	84.53%
HULL UNIVERSITY TEACHING HOSPITALS NHS TRUST	97.64%	94.84%	85.79%	93.61%	77.04%	80.40%
MID YORKSHIRE TEACHING NHS TRUST	98.95%	94.09%	98.47%	99.29%	92.47%	91.13%
THE ROTHERHAM NHS NHS FOUNDATION TRUST	99.20%	90.48%	89.42%	97.62%	84.12%	86.31%

**Table: 3 - WYAAT.**

**By category.**

Organisation Name	Cleanliness	Food	Privacy, Dignity and Wellbeing	Condition Appearance and Maintenance	Dementia	Disability
LEEDS TEACHING HOSPITALS NHS TRUST 2023	99.34%	96.63%	91.13%	99.00%	92.07%	90.60%
BRADFORD TEACHING HOSPITALS NHS FOUNDATION TRUST	96.85%	82.74%	82.05%	96.84%	81.19%	83.02%
HARROGATE AND DISTRICT NHS FOUNDATION TRUST	99.49%	92.29%	87.46%	98.23%	78.20%	82.31%
AIREDALE NHS FOUNDATION TRUST	88.55%	75.38%	76.04%	83.17%	70.36%	67.34%
CALDERDALE AND HUDDERSFIELD NHS FOUNDATION TRUST	99.38%	96.93%	92.67%	98.47%	84.39%	87.40%
MID YORKSHIRE TEACHING NHS TRUST	98.95%	94.09%	98.47%	99.29%	92.47%	91.13%

**Table: 4 - Peer group (Acute Teaching Hospitals, outside of London).**

**By category.**

Organisation Name	Cleanliness	Food	Privacy, Dignity and Wellbeing	Condition Appearance and Maintenance	Dementia	Disability
LEEDS TEACHING HOSPITALS NHS TRUST 2023	99.34%	96.63%	91.13%	99.00%	92.07%	90.60%
MANCHESTER UNIVERSITY NHS FOUNDATION TRUST	96.90%	86.09%	85.05%	95.97%	79.25%	80.54%
SHEFFIELD TEACHING HOSPITALS NHS FOUNDATION TRUST	99.83%	90.42%	88.51%	97.97%	85.90%	84.53%
OXFORD UNIVERSITY HOSPITALS NHS FOUNDATION TRUST	97.98%	85.55%	81.78%	95.77%	68.61%	70.84%
UNIVERSITY HOSPITALS OF LEICESTER NHS TRUST	90.68%	79.89%	81.35%	83.09%	70.18%	73.93%
NOTTINGHAM UNIVERSITY HOSPITALS NHS TRUST	98.42%	93.26%	84.47%	90.24%	74.28%	77.02%
NORTHERN CARE ALLIANCE NHS FOUNDATION TRUST (Salford)	96.45%	88.75%	84.30%	93.96%	81.30%	82.68%