

## Rotherham Doncaster & South Humber NHS Foundation Trust

### Summary of the Patient Led Assessment of the Care Environment (PLACE) survey 2016

#### Background

The 2016 Patient Led Assessments of the Care Environment (PLACE) were undertaken between February and May 2016.

The PLACE assessments were led by trained 'Patient Assessors' and included Governors, Volunteers, in-patients and young people from the Princes Trust programme, and were facilitated by trained staff assessors from Facilities, Human Resources, Corporate Affairs, Voluntary Services (Hospice), and the Infection Prevention and Control Team.

The 2016 assessments focussed on six key themes:

- Cleanliness
- Food
- Privacy and Dignity
- Condition and Appearance
- Dementia
- Disability (new for 2016)

#### 2016 results

The results were nationally embargoed until the 10<sup>th</sup> August 2016 when the results for all service providers were published. In broad terms the Trust average results are above the national average for all areas with the exception of food and hydration which came just under the national average. Table 1 below refers.

Table 1: RDaSH average comparison with national average results- 2016

	Cleanliness	Food and Hydration	Privacy and Dignity	Condition / Appearance	Dementia	Disability
<b>RDaSH average 2016</b>	98.5%	86.7%	90.7%	96.2%	76.8%	80%
<b>National Average 2016</b>	98.1%	88.2%	84.2%	93.4%	75.3%	78.8%
<b>Variation</b>	+0.4%	-1.5%	+6.5%	+2.8%	+1.5%	+1.2%

The Trusts 2015 v 2016 results comparisons are shown in table 2 below.

Table 2: RDaSH comparison of average results 2015 –v- 2016

	Cleanliness	Food	Privacy and Dignity	Condition / Appearance	Dementia	Disability
<b>RDaSH average 2015</b>	94.7%	87.5%	92.2%	91.3%	76.1%	Not scored.
<b>RDaSH Average 2016</b>	98.5%	86.7%	90.7%	96.2%	76.8%	80%
<b>Variation</b>	+3.8%	-0.8%	-1.5%	+4.9%	+0.7%	n/a

A comparison of Trust results on a site by site basis of the 2015 and 2016 results is shown in table 3 below.

Table 3: RDaSH comparison of site results 2015 –v- 2016

	Cleanliness		Food & Hydration		Privacy & Dignity		Condition/Appearance		Dementia		Disability	
	2015	2016	2015	2016	2015	2016	2015	2016	2015	2016	2015	2016
Woodlands	96.45%	98.63%	81.89%	78.22%	91.35%	91.46%	91.39%	97.2%	78.32%	84.70%	n/a	84.10%
Emerald	85.86%	97.42%	0.00%	0.00%	88.41%	87.50%	84.29%	94.38%	68.00%	100%	n/a	87.5%
TRH (DCIS)	95.38%	98.43%	81.63%	87.63%	83.43%	90.31%	91.96%	95.67%	83.50%	75.70%	n/a	80.15%
St Caths	95.18%		90.77%		94.69%		89.96%		75.09%		n/a	
Great Oaks	95.38%	99.76%	88.98%	89.47%	100.0%	95.12%	96.77%	96.19%	80.88%	77.81%	n/a	82.79%
Swallownest	91.82%	98.16%	87.05%	87.03%	90.00%	89.29%	91.07%	97.60%	69.18%	71.39%	n/a	74.17%
Hospice	99.25%	98.71	90.77%	94.91%	100.0%	92.31%	98.84%	95.65%	76.77%	72.40%	n/a	77.58%

### PLACE action plan 2016/17

	Action	Responsibility	Target Date	Comments
1	Respond to patient feedback in relation to menu choices and the meal delivery service	Paul Barratt, Head of Estates and Facilities  Lisa Grandcourt, Head of Facilities	Immediately and on-going	Undertake monthly PLACE Lite Food Audits and provide feedback to patient groups on menu changes
2	Review the patient menu ordering system, to allow patients to make their choices at the point of service (not 12, 24 or 48 hours prior)	Paul Barratt, Head of Estates and Facilities  Lisa Grandcourt, Head of Facilities	December 2016	Currently patients select their meals 24 hours in advance. If selected at point of service, consideration would need to be given on how food waste can be controlled if still offering a wider choice of menu option.
3	Proactively manage and respond to the condition and appearance of the patient environment	Paul Barratt, Head of Estates and Facilities  Lisa Grandcourt, Head of Facilities	Immediately and on-going	Undertake monthly PLACE Lite audits  Performance monitor PFI contracts on proactive approach and responsiveness
4	Work towards compliance for the dementia criteria and disabled access	Directors of Services/Assistant Directors/Modern Matrons  Clinical Quality and Standards Committee	On-going	Consider client group and the dementia/disability criteria at planning/design stages of future developments

5	Food and Hydration Strategy	Nursing	On-going	Undertake MUST screen for all patients in line with the British Dietetic Association (BDA) guidelines, and for an organisational audit to be undertaken on the percentage of screenings undertaken each year.
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