

Driving Improvement within the Hospice. Impact of the Patient Led Assessment of the Care Environment (PLACE)

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Background

PLACE is an NHS Improvement Initiative which was introduced in 2013. It assesses the quality of an organisation's environment, putting patient's views at the forefront to assess how the environment supports the provision of care.

PLACE assesses privacy and dignity, food and hydration, cleanliness and building maintenance.

It looks at the extent to which the environment can support the provision of care for those with dementia or those with a disability.

Aim

The aim of undertaking PLACE is to provide a snap shot of how Saint Francis Hospice (SFH) is performing in relation to a variety of non-clinical activities which impact on the person's experience of their care.

Methods

A Steering Group was established in 2015 to provide leadership and oversee annual implementation of PLACE. Patient assessors are recruited in consultation with clinical teams. NHS Digital (2018)¹ stipulates that "the number of staff should not exceed the number of patient assessors". Training for the assessors is provided. PLACE is undertaken using specified criteria. Scorecards are completed and agreed by the assessors. Data collected is inputted into a central NHS Digital database. On receipt of results, the Steering Group agree and own an action plan. The outcome of the PLACE assessment is communicated to the organisation. Progress of the action plan is monitored by the Steering Group and reported accordingly.

Results

By making relevant changes, results have improved year on year 2018:

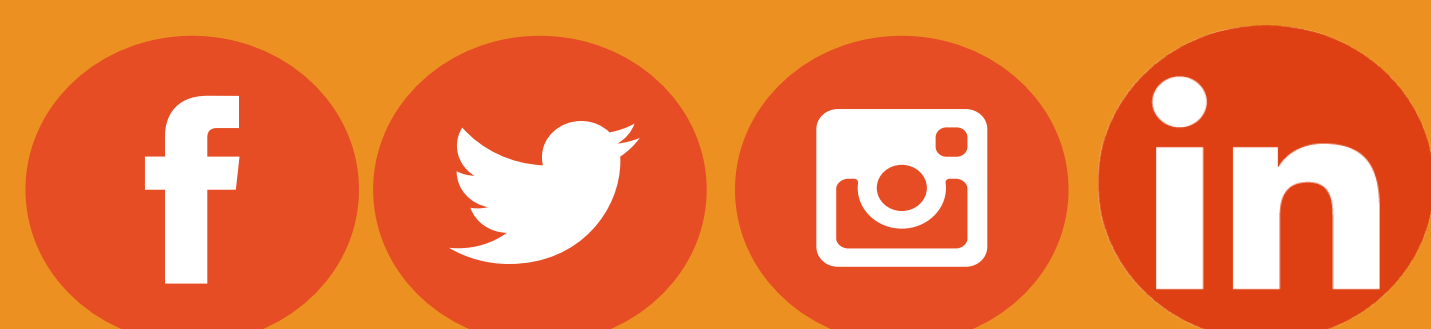
Organisation Code	Cleanliness Score	Food Score	Organisation Food Score	Ward Food Score	Privacy, Dignity and Wellbeing Score	Condition, Appearance and Maintenance	Dementia Score	Disability Score
2018 RESULTS	100%	95.98%	93.29%	98.59%	100%	99.68%	98.24%	97.12%
2017 RESULTS	99.60%	95.89%	92.41%	98.77%	97.67%	98.26%	93.85%	92.81%
2016 RESULTS	99.78%	95.70%	92.01%	98.75%	92.01%	96.81%	91.89%	90.71%
2015 RESULTS	98.82%	OVERALL FOOD SCORE		81.60%	97.30%	87.86%	88.54%	NOT INCLUDED

NHS Digital publish all results to demonstrate how hospices are performing in relation to each other.

Conclusion

All people using a service should be cared for with dignity and respect in a safe and clean environment. Striving to maintain and improve our standards via PLACE will continue to enhance the quality of our service being provided.

NHS Digital (2018)¹



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