



**Sheffield Health
and Social Care**
NHS Foundation Trust

QUALITY AND ASSURANCE COMMITTEE MEETING
26 November 2018



TITLE OF PAPER	PLACE (Patient Led Assessments of the Care Environment) Outcomes 2018
TO BE PRESENTED BY	Phillip Easthope, Executive Director of Finance
ACTION REQUIRED	Information

OUTCOME	Following receipt by Board, the Report and Action Plan will be published on the Trust Internet and Intranet as required by the HSCIC (NHS Health and Social Care Information Centre) procedures
TIMETABLE FOR DECISION	N/A
LINKS TO OTHER KEY REPORTS / DECISIONS	PLACE outcomes feed into Quality Risk Profiles issued by the CQC
LINKS TO OTHER RELEVANT FRAMEWORKS BAF, RISK, OUTCOMES ETC	None
IMPLICATIONS FOR SERVICE DELIVERY AND FINANCIAL IMPACT	Service delivery will be coordinated via the Facilities Directorate. There is an existing revenue budget managed by the Facilities Directorate dedicated to addressing issues related to PLACE outcomes.
CONSIDERATION OF LEGAL ISSUES	Not applicable

Author of Report	Stuart Turner
Designation	Head of Projects, Soft FM and Business Support
Date of Report	November 2018



SUMMARY REPORT

Report to: Quality and Assurance Committee

Date: 26 November 2018

Subject: PLACE (Patient Led Assessment of the Care Environment) Outcomes 2018

Authors: Stuart Turner, Head of Projects, Soft FM and Business Support
Janet Mason, Hotel Services Manager

1. Purpose

This briefing paper provides information and comment on the 2018 PLACE (Patient Led Assessment of the Care Environment) programme and the outcome information published by the NHS Health and Social Care Information Centre (HSCIC) during August 2018. The national outcome report is available in the public domain and shows the results for SHSC alongside PLACE outcome reports from other NHS Foundation Trusts and other organisations. These outcome reports may also be taken into consideration by the CQC when planning their inspection programme and assessing the Trust for compliance.

Thanks are due to Hotel Services Manager, Janet Mason, for her management and co-ordination of the PLACE assessments for the Trust and input to the report.

2. Summary

The following information table shows the outcome results from this year's assessment:

The table has been colour rated to indicate where SHSC is at or above the National average in its outcome scores (Green) or slightly below (Amber). Although we do have a number of Amber rated scores most are not statistically significant, and are commented upon in the body of the report, it is extremely pleasing to note we have **eight** scores of 100% (up from five in 2017) which are denoted in Blue. It should also be noted Grenoside Grange have now rated 100% for Cleanliness for 4, consecutive, years.

It is extremely pleasing to note that none of our scores, this year, fall below the National average and, indeed, many are significantly higher.

PLACE Results for the 2018 assessment published August 2018

Site	Cleanliness			Food Overall			Organisational Food			Ward Food			Privacy Dignity & Wellbeing			Condition, Appearance & Maintenance			Dementia			Disability		
	2017	2018	diff	2017	2018	diff	2017	2018	diff	2017	2018	diff	2017	2018	diff	2017	2018	diff	2017	2018	diff	2017	2018	diff
	%			%			%			%			%			%			%					
Firshill Rise (ISS)	98.64	100.00	1.36	92.53	97.22	4.69	86.95	94.82	7.87	98.99	100.00	1.01	93.75	93.55	-0.20	98.25	98.96	0.71				91.16	94.09	2.93
Forest Close	99.74	100.00	0.26	94.31	98.04	3.73	86.66	93.79	7.13	98.94	100.00	1.06	100.00	96.91	-3.09	99.79	100.00	0.21				92.67	98.10	5.43
Forest Lodge	99.52	100.00	0.48	91.04	95.73	4.69	87.35	92.93	5.58	96.27	98.38	2.11	100.00	97.67	-2.33	97.28	98.19	0.91				92.11	100.00	7.89
Grenoside Grange	100.00	100.00	0.00	91.70	96.58	4.88	94.16	94.31	0.15	88.85	99.05	10.20	100.00	98.15	-1.85	98.16	95.69	-2.47	97.36	96.70	-0.66	100.00	95.57	-4.43
Longley Centre	99.59	99.73	0.14	90.88	95.78	4.90	84.74	90.71	5.97	94.44	98.75	4.31	94.74	92.98	-1.76	96.75	98.27	1.52	92.37	90.50	-1.87	87.74	94.93	7.19
Michael Carlisle Centre	97.96	99.31	1.35	95.94	95.27	-0.67	91.31	92.59	1.28	97.50	96.16	-1.34	94.25	89.89	-4.36	97.27	97.00	-0.27	88.69	95.00	6.31	91.60	90.95	-0.65
SHSC Average	99.02	99.71	0.69	93.39	96.15	2.76	88.61	92.80	4.19	96.39	98.09	1.70	96.56	93.77	-2.79	97.79	97.87	0.08	91.09	94.03	2.94	91.83	94.76	2.93
National Average (all Trusts)	98.38	98.50	0.12	89.68	90.20	0.52	88.80	90.00	1.20	90.19	90.50	0.31	83.68	84.20	0.52	94.02	94.30	0.28	76.71	78.90	2.19	82.56	84.20	1.64
National Average (Mental Health & Learning Disabilities Trusts)		98.54			91.29			89.88			92.76			86.26			94.22			81.62			86.18	
National Average North of England Commissioning Region (all Trusts)	99.60	98.58	-1.02	89.60	91.25	1.65	88.30	89.85	1.55	90.40	92.71	2.31	84.90	86.33	1.43	94.90	94.20	-0.70	76.70	81.77	5.07	83.30	86.21	2.91

For statistical interest, also attached to this report is the formal **HSCIC PLACE report** published in August 2018 (**See first PDF attachment**). This provides the full range of statistical information related to all PLACE outcomes nationally for the 2018 round of assessments which took place between February and June.

No new Domains were added to PLACE for 2018.

1. Outcomes

The PLACE assessments consider 6 key areas (Domains):

- Cleanliness
- Condition, Appearance & Maintenance
- Privacy, Dignity & Wellbeing
- Food and Hydration – split into Food Overall; Organisational Food and Ward Food
- Dementia
- Disability

At the end of the process, each unit which has undertaken an assessment is given a result against these assessment areas.

Participating organisations and others who may use the data will be able to benchmark their performance or the performance of particular types of organisations. For the purposes of comparison, a national average of scores from all participating hospitals/units is calculated. This average is weighted to take account of the fact that hospitals vary in size and that in larger hospitals not all areas are assessed. The weighting factor used in this calculation is bed numbers. Bed numbers are used since they are common to all organisations, whereas some premises in which assessments are undertaken do not have wards e.g. certain mental health/learning disabilities units and Treatment Centres.

This is the sixth year PLACE assessments have been undertaken, so it is possible to use the outcomes as an historical measure of change.

Looking at the results across the Trust and against the National averages gives a snapshot indication for measuring against the individual domains. This should be used as an indication of where improvements and investments are needed. In particular, when we compare these outcomes to what we already know they become a useful measure and provide assurance, e.g. when the areas with a lower percentage score match up with the current planning and priority areas within the Trust. In addition where outcome results show a lower percentage score yet we currently do not have any plans for that area, there is an opportunity to review current assumptions to make sure we have not missed anything.

2. Domain Outcomes

Cleanliness

The standard of cleanliness was once again extremely good and general levels of cleanliness were relatively consistent.

As would be expected given the very good results for this domain, issues were minor in nature (please see attached notes

These items will be picked up at Senior Housekeepers meeting by the Hotel Services Manager.

We have recorded 4 scores of 100% in this domain in 2018 and Grenoside Grange, have now retained their performance at 100% for the last four years. *This is an excellent outcome and the housekeeping staff at these units are to be congratulated on their hard work.*

We should also note our scores in this domain are generally consistent, with the Michael Carlisle Centre improving over last year and surpassing the national average of 98.4%. These are all extremely good scores of which we should be proud.

Unit	2016 Score (%)	2017 Score (%)	2018 Score (%)	
Firshill Rise	98.67	98.64	100.00	↑
Forest Close (not scored in 2016 due to refurbishment works. In 2017 Bungalow 3 was not scored as it was stated by local managers not to be used for service users)	N/A	99.74	100.00	↑
Forest Lodge	100.00	99.52	100.00	↑
Grenoside Grange	100.00	100.00	100.00	↑
Longley Centre	99.56	99.59	99.73	↑
Michael Carlisle Centre	98.67	97.96	99.31	↑

We should also note these outcomes are due in no small measure to the work undertaken via the Senior Housekeepers Meeting, chaired by the Hotel Services Manager, which aims to improve standards and consistency of approach across the Trust. Our challenge once again is to maintain these very good scores while attending to the minor problems that have been identified.

It should be clarified that these are visual impression scores and not to be confused with the in-depth technical assessments carried out periodically by our Control of Infection staff or peer audits carried out by senior housekeepers.

Condition, Appearance and Maintenance

Our maintenance teams are largely responsible for this aspect of premises care so thanks are due to them for their hard work.

Overall scores have remained fairly constant, or improved slightly, but with a dip at Grenoside Grange.

A comparison table is provided below:

Unit	2016 Score (%)	2017 Score (%)	2018 Score (%)	
Firshill Rise	98.16	98.25	98.96	↑
Forest Close (not scored in 2016 due to refurbishment works. In 2017 Bungalow 3 was not scored as it was stated by local managers not to be used for service users)	N/A	99.79	100.00	↑
Forest Lodge	97.18	97.28	97.67	↑
Grenoside Grange	100.00	98.16	95.69	↓
Longley Centre	95.81	96.75	98.27	↑
Michael Carlisle Centre	95.27	97.27	97.00	↓

This year, areas highlighted in the PLACE assessment as requiring attention included, inter alia:

- Some internal decoration and worn/tired floors at the Michael Carlisle Centre site
- Some minor damage at Firshill Rise
- Several items at Grenoside Grange.
- Damaged paintwork and ‘tired’ flooring in some areas at Forest Lodge
- Some patient damage on Maple

Further detail can be found in the relevant attachment.

Where these issues relate to units where we expect to be in occupation for a reasonable period of time, consideration will be given to addressing via the **Trust’s existing PLACE revenue budget**. We should note that a number will be picked up as part of the Trust’s Longley Centre Phase 2 capital development and we should not be looking to “double spend” on minor issues that will be addressed by a major capital scheme within the next 2 – 3 years.

Privacy, Dignity & Wellbeing

All of these elements have scored lower than in 2017 and will remain high on our list of priorities but, we continue to have concerns that some questions in this domain remain biased towards acute care providers, despite representation annually from mental health Trusts (not just SHSC)

For example, the many of our units do not have the facilities to provide access to meals/snacks within the building at all times of the day and night – and neither would it be appropriate on the acute units for this to take place. However for this we generate a zero score out of a possible score of two.

NHSI have indicated that the PLACE questions are being reviewed and that this issue will be addressed next year (albeit that this will delay next year’s data collection exercise to Autumn)

Please note this domain is not linked to specific technical assessments such as EMSA.

A comparison table is provided below:

Unit	2016 Score (%)	2017 Score (%)	2018 Score (%)	
Firshill Rise	94.44	93.75	93.55	↓
Forest Close (not scored in 2016 due to refurbishment works. In 2017 Bungalow 3 was not scored as it was stated by local managers not to be used for service users)	N/A	100.00	96.91	↓
Forest Lodge	92.71	100.00	97.67	↓
Grenoside Grange	87.80	100.00	98.15	↓
Longley Centre	88.25	94.74	92.98	↓
Michael Carlisle Centre	84.98	97.27	89.89	↓

Food and Hydration

The PLACE assessment gives food its own section as well as asking wider organisational questions and puts a requirement on the assessment team to not only look at the food but to sample it as well.

Once again the outcome shows that while we have a diverse spread of inpatient environments, the quality of the food remains at a high standard across the whole Trust. This is reflected in the Trust score being above the national average across the all sites. The scores suggest the Trust's Nutritional Strategy approach has a positive impact on this aspect of the care environment.

The Trust now has a new Nutritional Strategy and a three year action plan intended to support its implementation. We anticipate this will continue to have an impact upon this area of PLACE, however some aspects of the work e.g. procurement processes/strategies, which will impact upon our Organisational Food scores, are planned for completion in Year 3 (2019/20) so have not yet had an effect overall. (N.B. – In this respect the new Food Category Tower [procurement] is now in place and discussions are in place.)

This Domain is split into 3 separate scoring elements with "Food Overall" being a composite derived from the Organisational and Ward Food scores; it is a statistical score which is generated by the HSCIC and the methodology for arriving at the % mark is not known.

Comparison tables are provided below:

Unit	2016 Score (%)	2017 Score (%)	2018 Score (%)	
Firshill Rise	91.14	92.53	97.22	↑
Forest Close (not scored in 2016 due to refurbishment works. In 2017 Bungalow 3 was not scored as it was stated by local managers not to be used for service users)	N/A	94.31	98.04	↑
Forest Lodge	89.01	91.04	95.73	↑
Grenoside Grange	89.27	91.70	96.58	↑
Longley Centre	89.69	90.88	95.78	↑
Michael Carlisle Centre	89.27	95.94	95.27	↓

Organisational Food

Unit	2016 Score (%)	2017 Score (%)	2018 Score (%)	
Firshill Rise	83.33	86.95	94.82	↑
Forest Close (not scored in 2016 due to refurbishment works. In 2017 Bungalow 3 was not scored as it was stated by local managers not to be used for service users)	83.08	87.35	93.79	↑
Forest Lodge	85.39	94.16	92.93	↓
Grenoside Grange	81.93	84.74	94.31	↑
Longley Centre	83.08	87.35	90.71	↑
Michael Carlisle Centre	85.39	91.31	92.59	↑

Ward Food

Unit	2016 Score (%)	2017 Score (%)	2018 Score (%)	
Firshill Rise	99.52	98.99	100.00	↑
Forest Close (not scored in 2016 due to refurbishment works. In 2017 Bungalow 3 was not scored as it was stated by local managers not to be used for service users)	N/A	98.94	100.00	↑
Forest Lodge	96.94	96.27	98.38	↑
Grenoside Grange	94.56	88.85	99.05	↑
Longley Centre	94.60	94.44	98.75	↑
Michael Carlisle Centre	99.33	97.50	96.16	↓

These very good scores reflect the on-going work of the Trust's Dietician and associated team members who engage with staff at all our sites where food is provided for service users, with the aim of ensuring a high quality, nutritionally balanced and healthy diet is available. The Hotel Services Manager and Dietician also work closely with the Senior Housekeepers on planning and delivery of the menus.

The scores are broadly consistent with, or improved from, 2017, and it must be emphasised that Ward Food in particular is a very subjective scoring mechanism based as it is on the actual sampling/tasting of menu items on offer on one particular day (usually the lunch time meal choices).

It is pleasing to note the significant increase at Grenoside Grange in respect of this Domain.

Please note that a wider scoping exercise to assess the potential qualitative benefits of bringing this type of service back under the line management of the Facilities Directorate rather than it being managed in a disparate way via various clinical service directorates, is now underway.

In respect of **Organisational Food**, in the main we have built on our 2017 scores which were, in turn, improved over 2016 and, despite a slight dip at Forest Lodge, all scores are, now, all in excess of the 89.9% national average.

We are continuing working on assessment of food procurement and catering practices against relevant Government Buying Standards, and assessment of compliance with the British Dietetic Association's Nutrition and Hydration Digest. We are actively working towards compliance on both these, but a lot of the work is scheduled to be completed in Year 3 (2019/20) of the Nutritional Strategy Action Plan.

It has also been identified that compliance with the % of patients MUST screened on admission (within an agreed timeframe) has reduced generally, and the Nutritional Strategy Action Plan has identified steps that will be taken to improve this position.

Dementia

This is now an established domain. It does not apply to units that will never knowingly admit a service user with dementia. Thus the only sites to which it applies in the Trust are Michael Carlisle Centre (in respect of Dovedale Ward – although this is not a dementia care ward primarily); Grenoside Grange (G1 Ward) and more recently Longley Centre due to the possibility that the Memory Clinic *could* have a service user with dementia admitted (even if this is unlikely).

Our outcome scores are:

Unit	2016 Score (%)	2017 Score (%)	2018 Score (%)	
Grenoside Grange	96.96	97.36	96.70	↓
Michael Carlisle Centre	92.76	88.69	95.00	↑
Longley Centre	Not scored	92.37	90.50	↓

Scores have dropped, slightly at Grenoside grange and the Longley Centre but improved, significantly at the Michael Carlisle Centre

It forms part of the Ward assessment criteria. Questions are asked relating to the nature of the floor covering; toilets and toilet signage and general signage. Some additional questions are asked about avoidance of strong patterns in e.g. furnishings or curtains; marking of exit doors but 'disguising' of staff only areas by painting schemes, and covering or removal of mirrors. The criteria are based on best practice as advised by The Kings Funds and Stirling University.

We still need to take a view about the cost/necessity of addressing this as an absolute mechanism to improve a score, versus the plans to move Dovedale Ward to the reconfigured Longley Centre where all appropriate standards will be picked up on through the planning and commissioning process for the new wards.

Disabilities

This was a new Domain in 2016. It is not intended to be a comprehensive assessment of provision for service users with disabilities, but rather concentrates upon on how premises are equipped to meet the needs to people with disabilities based on a limited range of aspects with strong environmental or buildings components

Our outcome scores are:

Unit	2016 Score (%)	2017 Score (%)	2018 Score (%)	
Firshill Rise	90.47	91.16	94.09	↑
Forest Close (not scored in 2016 due to refurbishment works. In 2017 Bungalow 3 was not scored as it was stated by local managers not to be used for service users)	N/A	92.67	98.10	↑
Forest Lodge	86.71	92.11	100.00	↑
Grenoside Grange	97.04	100.00	95.57	↓
Longley Centre	71.40	87.74	94.93	↑
Michael Carlisle Centre	82.18	91.60	90.95	↓

Scores have moved, both up and down, since 2017 but all are above the national average and we have achieved an excellent outcome at Forest Lodge.

As mentioned last year, outstanding issues at Longley Centre will be picked up on as part of the major capital refurbishment scheme which, hopefully, will commence, later, this year, and will need to include standards such as having a sufficiently mixed type of seating in reception or ward social areas (it is recommended to include a mix of different heights; with and without arms; and some bariatric); having lift control buttons including braille, and installing a hearing loop at reception.

5. Conclusion

This is the sixth year the PLACE assessment programme has run nationally, and it gives us a good benchmark for future years. It is beneficial to compare the percentage scores across the Trust, and with the national average.

We have continued to carry out the assessments with smaller teams which are less intrusive for the service users. Each team had a ratio of 50% patient assessors and 50% staff which was deemed more effective for the patient assessors who in the post-assessment evaluation meeting stated they felt they were more involved and the assessment was thorough.

We are pleased to report the continuing involvement of Sheffield Healthwatch and service user Governors who have participated in the assessments.

The scores this year have mainly continued to improve overall and all staff involved in delivery of services which contribute to these scores are deserving of thanks for their efforts.

We should continue to challenge ourselves to maintain or improve on these scores where possible.

3. Next Steps

The Trust's PLACE outcomes have been published in the public domain by the NHS Health and Social Care Information Centre alongside the outcome percentages for all other NHS organisations.

Copies of the outcome results will be made available for each area electronically and the synopsis (temperature chart) reports shared with ward and service managers. It is now much easier (following feedback to the HSCIC) to provide ward level feedback and this will be co-ordinated via the Hotel Services Manager.

We will also be providing relevant information to Directorates (including senior management teams) as part of changes to our governance processes, particularly related to care standards.

In addition to the publication of the National Outcome reports there is a requirement for each Trust to make available for publication an Action Plan that outlines actions to address issues raised within the PLACE assessment. This can be a brief stand-alone document or as a documented part of a wider Trust plan that is itself available within the public domain.

A proposed high level action plan is attached for consideration/ratification (having been

previously endorsed by EDG at its meeting on 01 November 2018).

Following ratification the Head of Projects, Soft FM and Business Support will co-ordinate implementation of the plan.

4. Required Actions

The Committee is asked to receive this report for assurance and note the comments contained within.

The Committee is requested to consider and approve the Action Plan for publication in the public domain (via the Trust's website)

5. Monitoring Arrangements

Via the Executive Director of Finance

6. Contact Details

For further information, please contact:
Stuart Turner, Head of Projects, Soft FM and
Business Support
Email: stuart.turner@shsc.nhs.uk
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Attachments

- 1 HSCIC PLACE Report 2018
- 2 2018 Site Reports – Firshill Rise
- 3 2018 Site Reports – Forest Close
- 4 2018 Site Reports – Forest Lodge
- 5 2018 Site Reports – Grenoside Grange
- 6 2018 Site Reports – Longley Centre
- 7 2018 Site Reports – Michael Carlisle Centre