



PLACE 2023 results

CoG April 2024

The PLACE scheme

- The NHS Patient Led Assessment of the Care Environment scheme is an annual assessment of the non-clinical aspects of the patient environment, how it supports patients' privacy and dignity, and its suitability for patients with specific needs e.g. disability or dementia.
- It follows a standard process to enable comparison year on year and against other organisations. Assessments are undertaken by volunteers drawn from amongst our staff, service users and other regular visitors to our sites.
- The categories for assessment are:
 - Cleanliness
 - Food (combined score, plus 'organisation' and 'ward' elements)
 - Privacy Dignity and Wellbeing
 - Condition Appearance and Maintenance
 - Dementia
 - Disability
- In 2023 the assessment period was between September and December, during which time staff from each organisation submitted data to NHS England. The results were published in late February 2024.

SHSC 2023 compared to national average and to 2022 scores

- In 2023 SHSC scored below national average in most categories. The exceptions being 'organisational food' and 'dementia'

	CLN Score %	Combined Food Score %	Org Food Score %	Ward Food Score %	PDW Score %	CAM Score %	DEM Score %	DIS Score %
national average	98.10%	90.90%	91.20%	91.00%	87.50%	95.90%	82.50%	84.30%
SHSC	87.61%	85.63%	91.22%	80.48%	83.98%	83.98%	84.12%	76.30%

- In 2023 SHSC's scores were generally worse than they were in 2022. The exception being 'organisational food' which showed an improvement.

Year	Organisation	Cleanliness	Combined Food	Organisation Food	Ward Food	Privacy, Dignity and Wellbeing	Condition Appearance and Maintenance	Dementia	Disability
2023	SHSC	87.61%	85.63%	91.22%	80.48%	83.98%	83.98%	84.12%	76.30%
2022	SHSC	96.33%	94.10%	88.95%	97.11%	94.35%	97.18%	89.78%	88.71%

SHSC site specific comparisons

Site name	Cleanliness	Combined Food	Organisation Food	Ward Food	Privacy, Dignity and Wellbeing	Condition Appearance and Maintenance	Dementia	Disability
FOREST LODGE	93.51%	84.39%	90.65%	76.32%	85.00%	78.05%	-	71.43%
67 BIRCH AVENUE	66.92%	80.56%	90.97%	66.67%	68.42%	69.51%	78.72%	65.00%
LONGLEY CENTRE	92.15%	89.51%	90.65%	88.73%	84.88%	90.51%	88.14%	85.33%
MICHAEL CARLISLE CENTRE	89.58%	82.18%	91.16%	78.18%	89.53%	89.71%	81.85%	75.65%
WOODLAND VIEW	96.10%	91.02%	91.49%	90.74%	89.33%	86.63%	85.31%	80.38%
GRENOSIDE GRANGE	95.88%	88.32%	93.20%	85.26%	91.38%	93.60%	92.93%	85.33%
national average score	98.10%	90.90%	91.20%	91.00%	87.50%	95.90%	82.50%	84.30%

- Pink and green shading indicates +/- national average. Bold red type indicates the lowest scoring SHSC site in each category
- Birch Avenue is the highest priority site for action, being the lowest scoring SHSC site in almost every category. Given the focus on dementia and frailty at Birch Avenue the low scores in the dementia and disability categories are of particular concern, as are the exceptionally low scores in Cleanliness and Condition, Appearance and Maintenance.

Response

- 1. An action plan has been created, led by our Estates and Facilities team.** This will address most of the issues identified at each of the sites, utilising the PLACE budget which the Trust makes available for this purpose. Where major refurbishment schemes are required, they will be addressed as funding becomes available in future years.
- 2. The PLACE results are taken into account when setting priorities for the capital and planned maintenance programmes.** Particularly relevant for the Condition Appearance and Maintenance category, and elements of the Dementia and Disability categories.
- 3. The 2023 PLACE results have influenced our 2024/25 operational plan** and have informed workforce development plans in Facilities Management, and ongoing service line viability reviews.
- 4. The process of recruiting and training PLACE assessors for 2024** programme of reviews is about to begin. Volunteers are wanted. Training is provided. For further details speak to Samantha.Crosby@shsc.nhs.uk