



Patient Led Assessments of the Care Environment (PLACE) De-Brief 2018

What worked well?



Can track positive changes year on year

Compliments the Enter and View programme

Mixed teams are good



Being 'visible' is good - Healthwatch identity promotes and raises awareness

Photos where appropriate

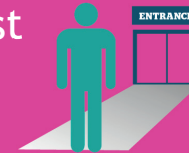
Some great examples of good practice



Feedback emails from volunteers

What were the challenges?

Sussex Community Foundation Trust (SCFT) parking



Need to confirm dates in good time

Need last years PLACE action plan

Assessment forms not always completed fully - missed bits

Need details of service facilities and client profile in advance

Trusts own volunteers often show leniency in assessments

Sometimes mislead - form filling (in corridor?!)

Sharing good practice? Can we do it better? Create a directory?



Policy for emergency/safeguarding reporting



Key Themes and Concerns across services

Cleaning

- Generally good but nurses equipment needs improvement. Assisted Daily Living kitchens also needs attention
- Equipment storage is an issue everywhere re - corridors and loos used
- Long stay patients have a lot of 'stuff' which affects cleaning
- Sharps bins not securly closed

Dementia and Disability

- Interpretation of assessment criteria varies
- Some examples of good standards but other services glossed over this bit



Maintenance

- Good standards of signage generally. East Surrey really good

Food

- Hand washing still an issue
- Food quality and presentation is good

Outdoor Space

- Low standards
- Sussex Community Foundation Trust (SCFT) and Sussex Partnership Foundation Trust (SPFT) particularly MITE. Where volunteers support standards are beter. Contractors are rubbish!