

Patient Led Audits of the Care Environment

A Healthwatch report of the scores achieved
by local Trusts in 2019



**Brighton and Sussex
University Hospitals**
NHS Trust



Sussex Partnership
NHS Foundation Trust

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Report author: Alan Boyd

alan@hwbh.co.uk

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1. About us

Healthwatch Brighton and Hove is the independent champion for people who use health and social care services in Brighton and Hove.

Our job is to make sure that those who run local health and care services understand and act on what really matters to people. We listen to what people like about services and what could be improved. We share what people tell us with those with the power to make change happen. We encourage services to involve people in decisions that affect them. We also help people find the information they need about services in their area.

2. Acknowledgements

Healthwatch Brighton and Hove would like to thank the following staff and volunteers who have supported this project:

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Report author: Alan Boyd

3. Executive summary

Healthwatch involvement in PLACE

Welcome to our second report which examines the outcomes from the annual Patient-Led Assessments of the Care Environment programme, or [PLACE](#) (see below for more information). Since 2014, Healthwatch Brighton and Hove has supported two of our local Trusts to complete their annual PLACE assessments:

- the Brighton Sussex Universities Hospital Trust (BSUH) and
- the Sussex Partnership Foundation Trust (SPFT).

Our third local Trust, Sussex Community Foundation Trust (SCFT), also participates in PLACE but Healthwatch Brighton and Hove does not assist with these visits as the Trust do not provide wards in our city: we have not therefore included their results in any detail within this report.

PLACE encourages the involvement of the public and assessment teams include hospital staff and lay ‘patient assessors’, and last year eleven Healthwatch volunteers and staff undertook this role. We welcomed the opportunity to take part in the 2019 visits and our volunteers once again provided invaluable support, undertaking 8 separate visits across healthcare settings in Brighton and Hove. This year, SPFT approached us to provide addition support to them during their PLACE visit to the Chalkhill facility, which is part of Child and Mental Health Services ([CAHMS](#)) based in Haywards Heath. We would like to thank all our volunteers and staff for their help; and the staff at both Trusts for their ongoing support and engagement.

Following the [publication](#) of the 2019 PLACE scores Healthwatch undertook some analysis of the data to gain a better picture of what these revealed about our local hospitals (NB Healthwatch does not produce the raw PLACE data). We describe the outcomes below in detail, and Healthwatch hopes that this analysis and commentary will be useful to both BSUH and SPFT and support them in their ongoing programme of work to improve our local hospitals, and wider facilities.

Highlights from our involvement in 2019 include



Healthwatch visited 4 hospitals; 19 wards; 9 departments and 3 specialist mental health services



11 Healthwatch staff and volunteers took part, contributing over 75 hours. BSUH and SPFT staff supported us.



Our volunteers carried out 5 separate hospital food tastings, recording their findings on quality, texture and more.

What are PLACE audits, and why do they matter?

The [Patient Led Audit of the Care Environment](#) (PLACE) programme is a voluntary scheme that was introduced by the NHS in April 2013, and is operated by [NHS Digital](#). PLACE provides an annual appraisal of the non-clinical aspects of NHS healthcare settings using six standards. The areas covered by PLACE are elements which contribute to the overall patient experience of their time spent in, or visiting hospital and other healthcare settings:

(1) CLEANLINESS	(4) CONDITION, APPEARANCE & MAINTENANCE
(2) FOOD and HYDRATION	(5) DEMENTIA How well the needs of patients with dementia are met
(3) PRIVACY, DIGNITY AND WELLBEING	(6) DISABILITY How well the needs of patients with a disability are met

The context of PLACE results

PLACE and its scores and findings provide a useful snapshot of what our healthcare settings are like. As PLACE happens only once a year over a series of weeks, with results published several months later, then they do not always reflect what things might 'look like today'. It is also not possible to compare the scores achieved by different Trusts, as our Acute, Mental health and Community Trusts all provide very different services and healthcare settings.

In 2019, NHS Digital reviewed the PLACE programme to ensure it remained fit for purpose. The review had two main impacts: it delayed the timing of PLACE visits which were eventually carried out in October 2019, rather than in the spring, and the changes made means that the 2019 results cannot be compared to those from previous years, although they do provide a baseline for future years.

Through our analysis and commentary (see below), we have identified where our Trusts are strong performers; as well as areas where there appears to be room for further improvement. Where possible, we highlight in this report the steps being taken by our Trusts to continually drive up standards. Lastly, national scores for Dementia and Disability standards were lower than the remaining four standards, which indicates that far-reaching improvements are needed.

Results from PLACE 2019

In 2019, PLACE scores at the national level (across England) revealed that Cleanliness was the best scoring standard with an average of 98.5%, which is a fantastic achievement.

National scores for the Dementia and Disability standards both had far wider ranges, suggesting that patients may be getting very different experiences.

At local level, scores for Cleanliness were also excellent across both Trusts.

The overall scores achieved by both Trusts were generally good for most of the six standards. Mirroring the national trend, scores for Dementia and Disability were sometimes lower than might be hoped.



The headline 2019 PLACE results for BSUH, SPFT and SCFT are shown below in Table 1, which also includes the national averages. Additional data for BSUH and SPFT is given in Table 2.

Table 1. 2019 PLACE SCORES FOR OUR 3 LOCAL TRUSTS, AND NATIONALLY

Organisation Name	Cleanliness	Food	Organisation Food	Ward Food	Privacy, Dignity and Wellbeing	Condition Appearance and Maintenance	Dementia	Disability
Sussex Partnership Foundation Trust (SPFT)	97%	95%	95.5%	95%	93%	97%	92%	90%
Brighton and Sussex University Hospitals Trust (BSUH)	98.5%	87%	90%	86%	70.5%	90%	63%	71%
Sussex Community Foundation Trust (SCFT)	99%	95.5%	94%	97%	85%	95%	81%	82%
National average	98.5%	92%	92%	93%	86%	96.5%	81%	82.5%

% rounded to nearest 0.5

Table 2. 2019 PLACE RESULTS FOR BSUH and SPFT.

	
<p>Overall scores achieved by the BSUH Trust in 2019 were <u>lower</u> than the national averages across five of the six standards. The Trust equalled the 98.5% national average score for Cleanliness. In two standards, the BSUH scores were close the national averages and still considered to be very good.</p> <p>Individual site scores varied. Some sites posted excellent results that equalled or exceeded national averages including some 100% scores for two standards: (1) Cleanliness, and (2) Condition, Appearance & Maintenance standards.</p> <p>In summary:</p> <ul style="list-style-type: none"> - Cleanliness is the Trust’s top score at 98%. - Food scores show an average high of 91% - Privacy, Dignity and Wellbeing is low at 70.5%. - Condition/Appearance score is the Trust’s second highest score at 90%. - Dementia score is low at 63%. - Disability score is low at 71%. 	<p>Overall scores achieved by the SPFT Trust in 2019 were all <u>higher</u> than the national averages across five standards. Only their overall score for the Cleanliness standard was marginally lower, although their score of 97% is still considered to be excellent.</p> <p>Individual site scores were all excellent, often matching or exceeding national averages. Only three individual site scores were lower, but in all cases the differences were no larger than 2.5%.</p> <p>In summary:</p> <ul style="list-style-type: none"> - Cleanliness is the Trust’s joint top score at 97%. - Food scores show an average high of 94%. - Privacy, Dignity and Wellbeing is high at 93%. - Condition/Appearance score is the Trust’s other joint top score at 97%. - Dementia score is high at 92% - Disability score is high at 90%.

We discuss these results in more detail below, where we also discuss some of the activities that are being undertaken by our Trusts to further improve their performances across the six PLACE standards. Annexes A and B show the scores revealed by two Trust’s individual sites.

4. Partner comments



Sussex Partnership
NHS Foundation Trust

Overall, I am pleased with the PLACE scores achieved by the Trust, which demonstrate we have improved in a number of areas. A well-maintained environment has a positive effect on patient experience, and we are grateful to Healthwatch for their continued help and support with the PLACE process.

Gavin Ford, Head of Facilities

We also approached BSUH for their comments, but their understandable focus on the coronavirus prevented them from being able to do so this year.

5. Healthwatch commentary on BSUH PLACE results

Six separate sites were involved in PLACE 2019, and Healthwatch Brighton and Hove volunteers helped deliver visits to five: the Royal Sussex County Hospital; the Sussex Eye Hospital; the Royal Alexandra Children's Hospital; Newhaven Polyclinic and Sussex Orthopaedic Centre. Healthwatch West Sussex supported the visit to the Princess Royal Hospital.

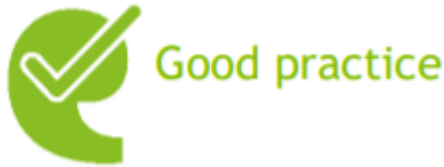
In 2019, BSUH PLACE results varied across these six sites. Overall, good results were achieved across three of the six standards assessed, namely: (1) Cleanliness, (2) Food and (3) Condition, Appearance & Maintenance. Healthwatch congratulates the Trust on its performance in these areas. In the remaining three standards, both the overall and individual site scores were lower than might have been expected. Annex A shows the scores achieved by individual sites.

Healthwatch shares the BSUH senior team's disappointment in the scores for the (4) Dementia, (5) Disability and (6) Privacy, Dignity and Wellbeing standards. Apart from a few exceptions, most of the BSUH sites performed below the national averages in these areas (see Annex A). We agree that the scores do not reflect the hard work that routinely goes in to improving these six sites.

Healthwatch has also directly seen for itself how the Trust has taken steps to improve the physical environments of our local hospitals over the last year through our programme of monthly ward audits.

Healthwatch is confident that the Trust is working hard to deliver improved results which we hope will be reflected in future scores (a date for the next PLACE programme has yet to be announced and is dependent on the ongoing coronavirus pandemic).

5. Healthwatch commentary on BSUH PLACE results



BSUH's successes in the (1) Cleanliness, (2) Food and (3) Condition, Appearance and Maintenance standards are to be applauded.

Table 3A. 2019 PLACE RESULTS FOR BSUH

<p style="text-align: center;"><u>CLEANLINESS</u> (national average 98.5%)</p> <ul style="list-style-type: none"> The Sussex Orthopaedic Centre, Sussex Eye Hospital and Newhaven Polyclinic achieved 100% for cleanliness. Well done! All six BSUH sites achieved 96% or higher for this standard, which are excellent results. 	<p style="text-align: center;"><u>CONDITION, APPEARANCE & MAINTENANCE</u> (national average 96.5%)</p> <ul style="list-style-type: none"> Newhaven Polyclinic achieved 100%. Well done! The Sussex Orthopaedic Centre achieved an excellent score of 99%, and the Princess Royal hospital an impressive 96%. The Royal Sussex County Hospital achieved a good score of 85% despite the extensive buildings works that are taking place.
<p><u>FOOD</u> (national average 92%)</p> <ul style="list-style-type: none"> The overall average food score across all six sites was very good at 90%, and just 2% below the national average. 	

5. Healthwatch commentary on BSUH PLACE results

Food standard. The food standard score includes an assessment of BSUH’s organisational catering service e.g. choice of food, 24-hour availability, mealtimes and access to menus. It also includes an assessment of food served at ward level including the taste, texture and appropriateness of serving temperature. The overall average food score across all six sites was very good at 90% and reflects well on the Trust’s new food supplier, [Apetitio](#), who started work in spring 2019. Although previous PLACE scores cannot be directly compared, it is hard not to note that in 2018, BSUH scored only 83.5% in this standard. Clear improvements in the quality of food have been achieved.

Healthwatch can independently support the food PLACE outcomes. During PLACE we undertook several food tasting sessions where we were able to sample the wide range of meals on offer, as well as seeing this being plated-up; and we had the chance to ask a number of patients and catering staff what they thought. Overall the Healthwatch feedback was largely positive.



Good practice

During one visit over ten dishes were sampled: all were warm/hot; the variety was good, and even the puree food looked as appetising as it could. Patients’ views varied from neutral to good. Catering staff felt that the food quality had greatly improved.



Areas of focus

On occasion it was felt that the vegetables were over-cooked. We did not observe any nursing staff being involved in serving patients or preparing tables for the food service, even though the Trust has made this a priority area.



Healthwatch actions

In December 2019, as part of our programme of monthly ward audits, Healthwatch volunteers began conducting monthly food tastings on different wards across the Royal Sussex County Hospital. This has allowed us to routinely check the quality of the food on offer. On each occasion to date the feedback has been very good.

Healthwatch also sits on the Trust’s monthly Food Improvement Group (which was created in 2017). The group oversees from a strategic perspective all aspects of the food and nutrition services provided to patients and staff throughout BSUH.

5. Healthwatch commentary on BSUH PLACE results



Areas of focus

BSUH's scores for the (4) Dementia, (5) Disability and (6) Privacy, Dignity and Wellbeing standards were lower than expected, but BSUH is already implementing changes to improve areas.

Table 3B. 2019 PLACE RESULTS FOR BSUH

<p style="text-align: center;"><u>DEMENTIA</u> (national average 81%)</p> <ul style="list-style-type: none"> The Sussex Orthopaedic centre achieved a good score of 77%, which is close to the national average of 81%. Remaining site scores were poor ranging from 58% at the Princess Royal Hospital, to 68% at the Sussex Eye Hospital. 	<p style="text-align: center;"><u>DISABILITY</u> (national average 82.5%)</p> <ul style="list-style-type: none"> The Royal Alexandra Children's Hospital achieved an excellent scored of 91%; 8.5% higher than the national average. Well done! The Sussex Orthopaedic centre scored 79%, just 3.5% lower than the national average. Remaining site scores were poor ranging from 60.5% at the Princess Royal Hospital, to 75% at Newhaven Polyclinic.
<p style="text-align: center;"><u>PRIVACY, DIGNITY AND WELLBEING</u> (national average 86%)</p> <ul style="list-style-type: none"> The Royal Alexandra Children's Hospital scored highly with 85%; just 1% below the national average. Remaining site scores were poor ranging from 69% to 77%. 	

Below we describe some of the action Healthwatch has taken to address these scores.



Healthwatch action

Healthwatch has discussed these scores with senior staff at BSUH through our attendance at the Trust's monthly Patient Engagement and Experience Group.



Healthwatch action

Healthwatch & BSUH work in partnership to deliver monthly "mini-PLACE" audits. Many of our recommendations from this work are implemented, delivering numerous improvements to the environments of our local hospitals (you can read more in our report "Environmental audits of the Brighton and Sussex University Hospitals Trust: April 2019-March 2020" which is available on our website).

Dementia standard. Prior to PLACE 2019, the Trust launched its new Dementia Strategy. This strategy has been developed following consultation with a wide range of stakeholders including carers and nurses. The strategy sets out pledges that will be reviewed on a regular basis and which contribute to the Trust's wider 3-year plan for dementia. The strategy will provide a consistent standard of support for people living with dementia, their families / carers with an individualised person-centred care approach delivered by an educated and confident work force that recognises that dementia is as individualised as the person that has it.



Good practice

The strategy is already delivering improved learning and practice throughout the Trust and Healthwatch is confident that this hard work this will be reflected in next years' PLACE results. Examples of excellence:

- The introduction of finger food on wards which look after dementia patients. This is much better for patients, whilst also avoiding waste.
- In 2020, the Trust will launch John's campaign which encourages collaboration between dementia patients and those connected with them so as to maintain their health and their well-being.
- The Trust is delivering discharge for dementia patients training for staff.
- Over 20 staff are trained dementia Champions, with a target of 100.
- The Trust has worked closely with local Care homes who are now routinely calling up before dementia residents attend the Emergency Department.



Healthwatch action

The Trust have approached Healthwatch to support them deliver their new strategy and we look forward to starting this work

5. Healthwatch commentary on BSUH PLACE results

Disability standard. Individual site scores ranged considerably but clearly demonstrate that excellent practice is in place across the BSUH estate, notably at the Royal Alexandra Children’s Hospital and Sussex Orthopaedic centre.



Good practice

The Royal Alexandra Children’s Hospital performed very strongly in this standard, achieving a score of 91%, 8.5% higher than the national average.



Areas of focus

There are clear opportunities for BSUH to look at what works well in high-performing areas and to apply best practice more widely. Improvement is required at the Princess Royal Hospital which only scored 60.5%.

Privacy, Dignity and Wellbeing standard. Once again, individual site scores ranged considerably but clearly demonstrate that excellent practice is in place across the BSUH estate, notably at the Newhaven Polyclinic and Royal Alexandra Children’s Hospital.



Good practice

The Royal Alexandra Children’s Hospital performed strongly in this standard, achieving a score of 85%, whilst Newhaven Polyclinic also did well with a score of 82%; both just shy of the national average score.



Areas of focus

There are clear opportunities for BSUH to look at what works well in high-performing areas and to apply best practice more widely. Improvement is required at the Royal Sussex County Hospital which only scored 65%, and the Sussex Eye Hospital which scored 69%.

6. Healthwatch commentary on SPFT PLACE results

19 separate sites were involved in PLACE 2019, and Healthwatch Brighton and Hove volunteers helped deliver visits to three of these: Mill View Hospital, Rutland Gardens and Chalkhill.

In 2019, SPFT achieved excellent results across these three sites. Healthwatch congratulate the Trust on its performance.

Overall, SPFT equalled or exceeded the national averages in five of the six standards assessed. Their score in the sixth standard for Cleanliness was only 1.5% lower, but still excellent at 97%. Annex B shows the scores achieved by three individual sites



Good practice

The Trust's successes in all six standards are to be applauded. Only the Cleanliness standard fell marginally short of the national average. Mill View Hospital exceeded all six national average scores.

Table 4. 2019 PLACE RESULTS FOR SPFT.

<u>CLEANLINESS</u> (national average 98.5%)	<u>CONDITION, APPEARANCE & MAINTENANCE</u> (national average 96.5%)
<ul style="list-style-type: none"> • Mill View Hospital and Rutland Gardens (Hove) both scored over 98.5%. • Chalkhill (Haywards Heath) scored 97%, just short of the national average. • Of the remaining 16 SPFT sites seven scored 100%. Well done! • Of the remaining 16 sites, only five scored less than the national average. And only one site, Meadowfield Hospital (Worthing), scored poorly, at 86%. 	<ul style="list-style-type: none"> • Rutland Gardens (Hove) achieved 100%. Well done! • Mill View Hospital (Hove) achieved an excellent score of 99%. • Chalkhill (Haywards Heath) achieved a very good score of 94%, only marginally lower than the national average • Of the remaining 16 SPFT sites, only six scored less than the national average. And only Connolly House (Chichester) scored just below 90%

6. Healthwatch commentary on SPFT PLACE results

Table 4 continued. 2019 PLACE RESULTS FOR SPFT.

<p style="text-align: center;"><u>FOOD</u> (national average 92%)</p> <ul style="list-style-type: none"> • Mill View Hospital scored an impressive average of 96%. • Chalkhill scored a very high average of 93.5%. Their Ward food score was only marginally under the national average at 90%. • Of the remaining 16 SPFT sites, five scored 100% for Ward food. Well done! (Rutland Gardens does not provide food and was not assessed). Only four SPFT sites scored below the national average for Ward food only. 	<p style="text-align: center;"><u>DISABILITY</u> (national average 82.5%)</p> <ul style="list-style-type: none"> • Mill View Hospital scored an impressive 98.5%, 16% higher than the national average. Well done! • Chalkhill scored 92%, 10% higher than the national average. Well done! • Rutland Gardens scored a very good 88%. • Of the remaining 16 SPFT sites, only three scored less than the national average, but two of these scores were 7-8% lower.
<p style="text-align: center;"><u>PRIVACY, DIGNITY AND WELLBEING</u> (national average 86%)</p> <ul style="list-style-type: none"> • All three sites visited by Healthwatch exceeded the national average score. • Of the remaining 16 SPFT sites, only four scored less than the national average, but by just 4% or less. 	<p style="text-align: center;"><u>DEMENTIA</u> (national average 81%)</p> <ul style="list-style-type: none"> • Mill View Hospital was the only site we visited that was assessed under this standard. The Hospital scored an impressive 99%, 18% higher than the national average. Well done! • Of the remaining six SPFT sites assessed under this standard, all six exceeded the national average.



Areas of focus

SPFT may wish to examine why Meadow field was the only site which scored poorly for Cleanliness. It may also want to explore the low scores achieved at Woodlands under the Disability standard

Annex A



BSUH PLACE results by site, 2019

TABLE 5: Individual 2019 PLACE scores achieved by the six BSUH sites

Organisation Name	Cleanliness	The overall food & nutrition standard includes the following elements:			Privacy, Dignity and Wellbeing	Condition Appearance and Maintenance	Dementia	Disability
		Food	Organisation Food	Ward Food				
BRIGHTON AND SUSSEX UNIVERSITY HOSPITALS NHS TRUST average scores	98.5%	87%	90%	86%	70.5%	90%	63%	71%
Royal Sussex County Hospital	98%	83%	87.5%	82%	65%	85%	65%	74%
Royal Alexandra Children's Hospital site scores	96.5%	89%	87.5%	90%	85%	94.5%		90.5%
Eye Hospital site scores	100%	91.5%	87.5%	95.5%	69%	94%	68%	72%
Newhaven Polyclinic site scores	100%	85%	87.5%	82%	82%	100%		75%
Princess Royal Hospital site scores	99%	93.5%	94%	93%	77%	96%	58%	60.5%
Sussex Orthopaedic site scores	100%	95.5%	98.5%	92%	75%	99%	77%	79%
National average	98.5%	92%	92%	92.5%	86%	96.5%	81%	82.5%

Key used



Equal to, or above the national average score

Any score which is 90% or above; or within 5% of the national average

Any score >5% below the national average, and which is not a score over 90%

How scores were calculated

The scores awarded to the BSUH Trust were the averages of those achieved across the six hospital sites. A total score as a percentage is produced for each domain at site and at organisation level. As can be seen in the table the scores across the six BSUH Trust sites varied which has affected the overall BSUH averages.

Annex B



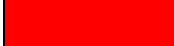


SPFT PLACE results by site, 2019

TABLE 6: Individual 2019 PLACE scores achieved by the three SPFT sites visited by Healthwatch Brighton and Hove

Rounded to the nearest 0.5%

Organisation Name	Cleanliness	The overall food & nutrition standard includes the following elements:			Privacy, Dignity and Wellbeing	Condition Appearance and Maintenance	Dementia	Disability
		Food	Organisation Food	Ward Food				
SUSSEX PARTNERSHIP NHS FOUNDATION TRUST average scores	97%	95%	95.50%	95%	93%	97%	92%	90%
Mill View site scores	99%	96%	96.50%	95%	97.50%	99%	97%	99%
Rutland Gardens site scores	99%				91%	100%		88%
Chalkhill site scores	97%	94%	96.50%	90%	92%	94.50%		92%
National average	98.5%	92%	92%	92.50%	86%	96.50%	81%	82.50%

Key used		Equal to, or above the national average score
		Any score which is 90% or above; or within 5% of the national average
		Any score >5% below the national average, and which is not a score over 90%

How scores were calculated

The scores awarded to the SPFT Trust were the averages of those achieved across 19 sites. A total score as a percentage is produced for each domain at site and at organisation level. As can be seen we have only included the scores from the sites that Healthwatch Brighton and Hove participated in. Full scores are available on the [NHS Digital website](#).

Annex C Locations visited during PLACE 2019



Sussex Partnership
NHS Foundation Trust

TABLE 7: SPFT HEALTHWATCH VISITS

Date	Sites visited	No of volunteers/ staff
Wednesday 30 October 2019	Mill View Hospital, Hove	4
Thursday 31 October 2019	Rutland Gardens, Hove	2
Thursday 14 November	Chalkhill, Haywards Heath	1 (plus one from Healthwatch West Sussex)



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TABLE 8: BSUH HEALTHWATCH VISITS

Date	Sites visited	No of volunteers/ staff
Tuesday 15 October	Newhaven Polyclinic	2
Monday 21 and Tuesday 22 October 2019	Royal Sussex County Hospital: <ul style="list-style-type: none"> - Level 11 West, orthopaedics ward (Thomas Kemp) - Renal dialysis ward (Sussex Kidney Unit) - Level 11 gynae inpatients ward (Thomas Kemp) - Bristol Ward (Barry building) - Sussex House: Ante natal dept, Elton John dept, Nursery dept and Audiology dept - ITU (intensive care, Thomas Kemp) - HDU (high dependency unit) - Overton ward (elderly, respiratory, Barry building) - Emerald ward (elderly, Barry building) - A&E dept - Main Outpatients Dept - Level 8A East (Millennium, trauma and orthopaedic) - Level 10 Albion/Lewes (vascular, Thomas Kemp) 	4 4
Friday 25 October	Sussex Eye Hospital, Brighton <ul style="list-style-type: none"> • Outpatients • A&E • Pickford Ward (ophthalmology) • Pre-Assessment • Orthoptics 	3
Monday 28 October 2019	Royal Alexandra Children's Hospital <ul style="list-style-type: none"> • Level 8, surgical • Level 7, • High dependency unit • A&E • Oncology • Level 9, Medical 	3

Annex D Healthwatch feedback from PLACE

Table 9. 2019 PLACE FINDINGS FOR BSUH

	Comments
Sussex House, Royal Sussex County Hospital	We visited four individual departments, and all were judged to be in very good condition (antenatal, nursery, audiology and the Elton John unit). Only minor issues were observed and reported back to the Trust. However, the main entrance lobby area was described as ‘filthy’. We were told that the Trust rents this building and the lease expires in a few years meaning they are reluctant to spend a lot of money on renovations / or major repairs.
Sussex Kidney Unit Royal Sussex County Hospital	The renal dialysis department was judged to need a complete overhaul as it is currently very shabby; unwelcoming and cluttered. Thought should be given to reconfiguring the unit, offering the potential to free up much needed storage space. Quite a few repairs/actions were observed and reported back to the Trust. The main lift lobby to Sussex Kidney Unit also needs work: it is gloomy, cluttered and uninviting. Of note was the large queue of traffic attempting to get into the BSUH car park which stretched outside of the main building perimeter.
Barry building, Royal Sussex County Hospital	We visited Bristol, Overton and Emerald wards. We have conducted several environmental audits of Bristol Ward over the last few years and many of our earlier recommendations have been actioned by the Trust. Whilst the ward is old, and structural limitations prevent major refurbishment, the ward has greatly improved since we initially raised severe concerns in July 2018. This time, we raised concerns about the condition of Emerald ward (elderly). We are pleased to say that the Trust has already implemented an action plan and shared this with us.
Thomas Kemp, Royal Sussex County Hospital	We visited Level 11 Gynaecology inpatients ward; Level 11 West orthopaedics ward; Level 10 Albion/Lewes (vascular); ITU (intensive care) and HDU (high dependency unit).

	<p>Of note was the recently renovated orthopaedics ward, which was excellent, being bright, colourful, tidy, clean and welcoming. In contrast, the gynae ward just next door had been partly renovated only a few years ago and looked drab and uninviting, with poorer storage and showers. We reported various findings back to the Trust.</p>
<p>A&E, Royal Sussex County Hospital</p>	<p>At the time we visited (early morning) the waiting room was quiet. Our main observations were that there were no non-movable seats and not much space for wheelchairs.</p>
<p>Millennium, Royal Sussex County Hospital</p>	<p>We visited Level 8A East, trauma and orthopaedics which was general fine with only minor issues reported back.</p>
<p>Newhaven Polyclinic, BSUH</p>	<p>The ward continues to be regarded as a ‘star performer’. The unit is exceptionally clean, welcoming and is clearly very well-managed. Our only concerns relate to how well the Trust is planning for the unit’s extension from 16 to 32 beds and it is felt that improved signage and parking are both needed to support this work.</p>
<p>Royal Alexandra Children’s hospital, BSUH</p>	<p>The hospital opened in June 2007 and is provides a modern, specialist environment. Almost all the wards we visited were in excellent condition and any issues largely related to the inability to control individual ward temperatures, the poor condition of flooring, and patient TVs not working. The A&E dept however seemed to be the poor relation and needs an overhaul. However, it did have excellent patient leaflets which had been designed by staff.</p>
<p>Sussex Eye Hospital, BSUH</p>	<p>Healthwatch conducted an environmental audit in August 2019 and reported several concerns to the Trust, notably that the Outpatients department needed a complete overhaul and the Main Entrance from Eastern Road needed a complete upgrade and refurbishment. The PLACE visit provided an opportunity to see the work already undertaken by the Trust and several improvements were evident; however, more work is needed to improve the environment of Outpatients.</p>

Food and hydration

During our visits we were provided with variety of meals to choose from. Overall the temperature of the food was fine; however, some meals were warmer than others. The texture and the taste of the food were generally good. Options for vegetarians and vegans were more limited and (to some extent) blander but overall, acceptable. We were told that if any of the patients had special dietary requirements, they could make requests when admitted to the hospital.

Table 10. 2019 PLACE FINDINGS FOR SPFT

	Comments
Mill View hospital	<p>Overall, Healthwatch was impressed with the way in which Mill View Hospital was being maintained and refurbished. Several issues raised during PLACE 2018 had been actioned by the Trust. Relatively minor issues were observed and reported back this time.</p> <ul style="list-style-type: none"> • The provision of an intensive five bed 24-hour acute assessment unit (Haven Ward) was innovative and provided a safe, attractive environment place for patients. • The general hospital environment was very welcoming, open, bright, and clean. • The wards we visited offered a wide range of good facilities, information, and activities. • Healthwatch was impressed with the provision of notice boards. • It was very good to see ‘You Said/We Did’ boards that were up to date. • Modern art was present in the corridors and information was posted to help patients who were elderly and suffering from dementia to locate their rooms. • Healthwatch was also impressed with the provision of Friends and Family type boxes and other kinds of suggestion boxes for relatives and visitors to make comments. • Finally, it was good to see up-to-date cleaning schedules posted in the main corridor and kept recent.
Rutland Gardens	<p>This is 10 bed Male Residential Rehabilitation Home, where residents cook for themselves. Once again, several issues identified during PLACE 2018 had been actioned by the Trust e.g. the lounge and kitchen have been upgraded and redecorated and the extractor fan has been installed in ground floor shower room.</p>

	<p>Overall, Healthwatch had a good impression of the home. The activities board showed extensive activities throughout the week; artwork was homely, and the 'You said/We did board was in use and up-to-date. There was a good range of mental health information on a board.</p> <p>As part of our visit we investigated why some of the 2018 PLACE scores for Rutland had dropped by 30% (scores for 'privacy, dignity & wellbeing' and 'disability') and this is something that we raised directly with SPFT who promised to investigate. Rutland is not a "ward" as such and last year the ward form was not completed. However, it is apparently classified as a ward and this may have resulted in the low score. We are confident that Rutland Gardens does not have any issues with maintaining patient privacy, dignity and wellbeing or their provision for residents with a disability.</p>
Chalkhill	<p>Chalkhill is a relatively new, modern, clean, tidy mental health Unit for adolescents and young people aged 12-18.</p> <ul style="list-style-type: none"> • The reception area is bright, open, and stocked with a wide range of mental health information. • There is a notice board displaying the names, roles and photographs of all the Unit's staff • Healthwatch was impressed with the wide range of facilities offered by the Unit. The education centre is excellent. • There are several garden areas which are well-maintained. • The Unit has one bed for a disabled young person and a special, well equipped disabled bathroom. • Signage to the Unit and the provision of a paved path to the Unit should be attended to. • The windows to the resident's bedrooms need cleaning/maintaining better. The Trust recognises the problem but lacks the financial resources to put the issue right. • Improved seating is required, and some flooring could be replaced.

Annex E NHS Digital Review

Following PLACE 2018, NHS Digital announced they would be reviewing the PLACE programme to ensure it remained fit for purpose. A Steering Group with membership from key stakeholders was established to lead the review, including several trusts. The review concluded in July 2019. The review pushed back the timing of PLACE 2019 from the standard spring timeframe to late autumn. Much of the review work focussed on standardising and refining definitions and guidance. There is no longer any weighting applied to the food questions allowing the scoring to be more transparent and the number of questions with 'not applicable' answer options has been minimised. NHS Digital advised that as the changes have been extensive, the results of the 2019 assessments (expected spring 2020) cannot be comparable to earlier collections.

Contact information

Healthwatch Brighton and Hove:

Healthwatch Brighton and Hove
Community Base
113 Queens Road,
Brighton
BN1 3XG



Share your experiences of health and social care services with us:



office@healthwatchbrightonandhove.co.uk



01273 234040



@healthwatchbrightonandhove



@HealthwatchBH



healthwatchbh

Website: www.healthwatchbrightonandhove.co.uk