

# Making it a better PLACE...



Sarah Brennan, Patient Insight and  
Involvement Manager

Marion Thatcher, Patient Insight and  
Involvement Co-ordinator



# What is PLACE?

PLACE stands for Patient Led Assessment of the Care Environment.

PLACE allows patients and the public to have a much stronger voice to identify what is important.

PLACE focuses on improvement with hospitals required to report publicly and say how they plan to improve where necessary.

PLACE is not a patient survey so respect the patient's privacy and take care to not interfere with the work of the hospital.

## Why is PLACE important?

PLACE assesses a number of non-clinical aspects of the healthcare premises identified as important by patients and the public, known as domains:

- Cleanliness
- Food and hydration
- Privacy, dignity and wellbeing (It is not an assessment of staff practice)
- Condition, appearance and maintenance
- Dementia: how well the needs of patients with dementia are met
- Disability: how well the needs of patients with a disability are met

## What makes UHCW different when undertaking PLACE?

- PLACE assessments are usually led by the Estates Team, but here at UHCW NHS Trust they are led by the Patient Insight and Involvement Team alongside the Estates Team.
- Unique approach really has improved how these assessments are run and actioned and ensures the patient voice is central in the assessments.
- More members of the public from many walks of life take part in the assessments as assessors.
- A dedicated PLACE Delivery Group has also been set up.

## Making it a better PLACE for our patients...

- Adaptive cutlery
- Stocked beverage trolleys
- Patient/family rooms are now dedicated to that use following the change of use during the Covid-19 Pandemic
- Carers Charter, with a supporting Carers Support Pack
- Improved seating in all waiting areas
- Wheelchairs are now available to book at each reception
- Hearing loop systems
- Dementia friendly clocks
- To help our patients with dementia, all toilet seats are blue

## What makes UHCW stand out?

- Leading the way with a different approach.
- Pushes the public and patient agenda more and more meaningful change is made to the care environments.
- Follow up from Assessments is a lot more robust.
- Triangulated with other patient feedback sources so change is so much more than fixing a broken tile on the ceiling.

**For more information, please  
email us at:**

**[insightandinvolve@uhcw.nhs.uk](mailto:insightandinvolve@uhcw.nhs.uk)**