

Patient-Led Assessments of the Care Environment (PLACE)

**PLACE provides a clear message about how the
environment or services might be enhanced.**

**For more information, or to get involved
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PLACE

Good environments matter. Every NHS patient should be cared for with compassion and dignity in a clean, safe environment. Where standards fall short, they should be able to draw it to the attention of managers and hold the service to account. PLACE assessments will provide motivation for improvement by providing a clear message, directly from patient representatives about how the environment or services might be enhanced.

April 2013 saw the introduction of PLACE, which is the system for assessing the quality of the patient environment, replacing the old Patient Environment Action Team (PEAT) inspections.

Assessment Process

The assessments involve local people (known as Patient Assessors) going into hospitals as part of teams to assess how the environment supports the provision of clinical care, assessing such things as privacy and dignity, food, cleanliness and general building maintenance and, more recently, the extent to which the environment is able to support the care of those with dementia.

It should be noted however that the assessment focuses exclusively on the environment in which care is delivered and does not cover clinical care provision or how well staff are doing their job.

Can you help us by being a patient assessor?

The assessments give patients and the public a voice that can be used in the drive to give people more influence over the way their local health and care services are run.

Assessment teams are a collaboration between staff and patient assessors, with Patient Assessors making up at least 50% of the assessment team. Anyone who uses the service can be a Patient Assessor, including current patients, their family and visitors, carers, patient advocates or patient council members. NHS Foundation Trust Governors can also be Patient Assessors.

Our Assessors will receive all the training they require to carry out the job. Travel and parking expenses will be refunded back to you and you will also be provided with refreshments throughout the day and lunch where available.

Your help is invaluable as the assessments take place every year and results are published to help drive improvements in the care environment. The results show how hospitals are performing both nationally and in relation to other hospitals providing similar services.

For further information, or to join our Assessment team, please see the contact details on the back of this leaflet.