PLACE Report 2025

0. Reference Information

Author:	Sian Langford	Paper date:	22/01/2026
Executive Sponsor:	Sarah Needham	Paper Category:	Performance
Paper Reviewed by:	Patient Experience Meeting	Paper Ref:	
Forum submitted to:	Quality & Safety Committee	Paper FOIA Status:	Full

1. Purpose of Paper

1.1. Why is this paper going to the Quality and Safety Committee and what input is required?

This paper provides an overview of the outcome of the 2025 PLACE assessment (Patient Led Assessment of the Care Environment), for noting and challenge.

2. Executive Summary

2.1. Context

PLACE assessments are conducted annually, providing a patient's perspective on the patient environment.

PLACE captures responses to questions on cleanliness; food; privacy, dignity, and wellbeing; condition, appearance, and maintenance; dementia and disability. Each year questions are updated/added to reflect what is deemed as best practice – questions have remained by large consistent since 2022.

The Trust predominantly uses the outcome of PLACE less as a benchmarking tool, more as a tool to actively drive improvement of the patient experience, this has been called out as part of the Exemplar Trust recognition as one of the strengths of the Trust.

2.2. Summary

The feeling of the teams on the day was positive, and all groups noted where recent refurbishments have improved the overall environment in specific clinical areas. Scoring was negatively impacted by questions which bridged multiple criteria, particularly actions relating to Dementia & Disability.

Domain	2022 Score	2023 Score	2024 Score	2025 Score
Cleanliness	99.91%	98.84%	100%	99.93%
Food	93.85%	88.60%	94.82%	93.22%
Privacy, Dignity & Wellbeing	92.38%	91.84%	87.97%	87.85%
Condition, Appearance & Maintenance	99.04%	95.75%	98.71%	96.67%
Dementia	83.11%	79.40%	76.76%	87.98%
Disability	83.21%	80.42%	78.35%	88.35%

Over thousands of questions asked there were 86 resulting actions, alongside some general thematic commentary, further detailed in the body of this report. All actions will be monitored through Patient Experience Meeting.

2.3. Conclusion

The group is asked to note the outcome of the national PLACE process for 2025 and to pass on our sincere thanks to volunteers, who took the time to support our annual PLACE inspection this year.

3. The Main Report

3.1. Introduction

Patient-Led Assessments of the Care Environment (PLACE) are a self-assessment of a range of non-clinical services which contribute to the environment in which healthcare is delivered in the both the NHS and independent/private healthcare sector in England.

3.2. The Aim of PLACE

The aim of PLACE assessments is to provide a snapshot of how an organisation is performing against a range of non-clinical activities which impact on the patient experience of care – Cleanliness; the Condition, Appearance and Maintenance of healthcare premises; the extent to which the environment supports the delivery of care with Privacy and Dignity; the quality and availability of food and drink; and the extent to which the environment supports patients with Dementia and Disabilities.

3.3. The PLACE Assessment Teams

PLACE is specifically patient led, as such assessment teams are required to have at least as many patient assessors (PA's) as staff assessors. All assessors are briefed prior to the assessment day, meaning the PLACE results provide highly valid feedback, as such results are being used as a national benchmarking tool, an example of which is the NHS Choices – Hospital Food Standards page.

The Trust aims to recruit assessors to reflect the patient population we serve. This year, this included Healthwatch, volunteer representatives and peers from Shropshire Community Health Trust.

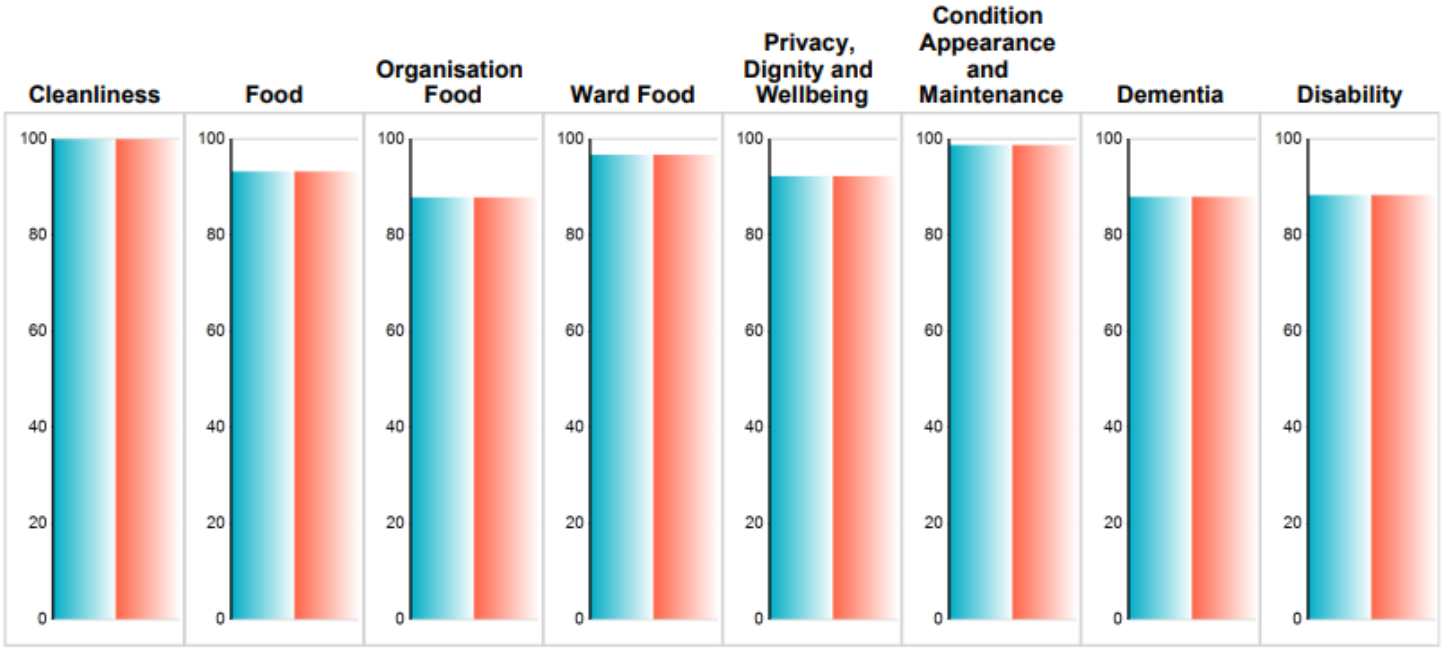
3.4. PLACE 2025 at RJAH

The 2025 PLACE assessment was carried out at the Trust on the 16th October 2025. All findings were recorded and approved by the patient assessors before committing to the National database.

PLACE Report 2025

4. The Trust achieved the below scores – (individual area scores appear in Appendix 2):

ROBERT JONES & AGNES HUNT ORTHOPAEDIC HOSPITAL- Collection: 2025



	Cleanliness	Food	Organisation Food	Ward Food	Privacy, Dignity and Wellbeing	Condition Appearance and Maintenance	Dementia	Disability
Achieved Score (Actual)	2702.0000	229.3333	84.3333	145.0000	466.6667	1195.0000	776.0000	569.0000
Available Score (Actual)	2704.0000	246.0000	96.0000	150.0000	506.0000	1210.0000	882.0000	644.0000
Site Score	99.93%	93.22%	87.85%	96.67%	92.23%	98.76%	87.98%	88.35%
Organisation Average	99.93%	93.22%	87.85%	96.67%	92.23%	98.76%	87.98%	88.35%

5. Detailed Analysis of Score

5.1. Cleanliness – 99.93%

Cleanliness maintained its high standard, consistent with previous years and the internal reporting through Infection Control & Cleanliness Working Group and Meeting. The 2 actions impacting cleanliness scores related to holes in walls where items had been removed – actioned through the condition & appearance domain, and a stained light pull. Comments through out individual ward and department assessment, as well as through patient assessor free text, noted the extremely high level of cleanliness maintained within the hospital.

5.2. Food – 93.22%/87.85%/96.67% *(Overall/Organisational Food/Ward Food Taste)*

Overall, there was very positive feedback on the food provided, consistent with feedback received in 2024.

Patient assessors called out the quality of all the food provided, in particular the texture modified meals sampled, alongside the quality and choice of the patient menu.

Under organisational questions, the Trust scores poorly for provision of 24-hour services. Whilst the Trust has snacks available at ward level, to achieve a full score, hot food would need to be provided at request throughout the night, requiring significant investment in staffing which does not appear to be productive given the positive feedback about food services in general provided consistently through CQC inpatient survey.

In line with the National Standards for Healthcare Food and Drink (published in November 2022) PLACE also requires Trusts to use a digital menu ordering system – RJAH currently uses paper menus. Utilising electronic menus would also support two further metrics in this category where the Trust has scored poorly: provision of menu options at all times, and the timeliness of patients choosing their meals – currently up to 24 hours ahead (this fails separately for breakfast, lunch and dinner)

5.3. Privacy, Dignity and Wellbeing – 92.23%

This domain covers subjects that include access to televisions, telephones and internet, single sex facilities and space around patient beds.

At ward/department level, the Trust continues to record multiple fails where day rooms – either where there is not a room on the ward, or where the rooms are not decorated to encourage use. In several outpatient areas, low scores were achieved in regard to the layout and decoration of waiting rooms – both to ensure privacy at reception areas, but further to support and welcome patients whilst they are waiting.

The Trust continues to score poorly for some organisation level questions: not providing cover for payment machines, and utilising ‘day rate’ car parking charges, rather than pay on exit, as well as having public information available to indicate participation in enhanced carer access (John’s Campaign/Carers Passports).

5.4. Condition, Appearance and Maintenance – 98.76%

Ongoing programmes of refurbishment have seen this domain maintain a high score from 2024. 13 actions were recorded in this area, 2 related to painting requiring completing where works to rectify damage had already taken place, 4 related to areas feeling ‘dated’ in comparison to other, modernised areas.

5.5. Dementia – 87.98%

This domain includes criteria covering flooring, toilets, signage, lighting and visual prompters that can assist those with dementia. Scores in this domain have significantly improved in comparison to the 2024 assessment – many of these improvements can be attributed to the

ownership ward managers took in regard to actions such as purchasing appropriate clocks, arranging artwork installation, and ensuring appropriate signage is in place in their area.

Further improvements related to the installation of consistent, appropriate signage across all toilets and bathrooms in the Trust completed following the 2024 assessment.

53 of the actions identified through the 2025 assessment impact the dementia domain, with any of the actions also impacting other domains- including privacy, dignity & wellbeing and disability.

PLACE criteria reinforce the need for clinical areas, whilst remaining safe, to feel less alienating or unfamiliar for patients, further noting this can improve experience for both those with dementia and without. This includes effective use of colour and use of artwork, beyond refurbishments already completed to meet IPC requirements. 5 actions relate to these soring criteria across a number of wards and departments.

5.6. Disability – 88.35%

Disability does not form a specific criterion, instead it picks up elements of all the above domains. As such, the Trust has also reported an improvement in score for this domain in 202 – 35 actions impacting this domain, many of which duplicate those highlighted through the dementia domain.

There is certainly some opportunity to apply the improvements made within wards to outpatient areas, where a significant number of the actions were recorded, for example, a review of signage, standardisation of large clocks with day & date displays.

Organisationally, procuring an accessibility audit & review of reasonable adjustments, (Accessable) completed by or in conjunction with a representative disability group, has not only improved our score in this domain, but will provide detail beyond that of PLACE assessment in identifying where further adjustments could improve patient experience for those with enhanced access needs.

6. Patient Assessor Summary

At the end of the assessment the PA's were asked to provide statements, providing an overview of their findings; their statements were:

In relation to the building, the way in which patients are treated with privacy and dignity and the food and drinks available:

*"*Building - we appreciated the use of colour throughout the hospital. The colour enhanced the atmosphere. The use of coloured directional signs on ceiling or flooring might be helpful. Building had a bright and airy feel, nice temperature, no offensive smells. Doors and curtains all appropriate. Areas were all visibly clean.

Food, snacks and menu all great, lots of options available and obvious opportunities for drinking water.

Communal/Social areas could be used more - more/better furnished day rooms on wards to aid rehabilitation and help with socialisation. Outdoor spaces are exceptionally well maintained. Staff are incredibly friendly."

General comments not included elsewhere in the assessment:

*"*Volunteer feedback - better system for identifying veterans would be helpful.

Staff throughout day were incredibly friendly and helpful. It's so clean!
Feels like this is a very much loved and cherished hospital, staff seem to take pride in their areas of work, Hospital seems very accessible and inclusive of all.

PLACE Report 2025

The PLACE audit was completed in a very open, honest and transparent way.

Other Trusts and services have a lot to learn from RJAH in terms of excellence!"

7. Peer Analysis

PLACE results are published publicly, enabling the Trust to benchmark not only against the National average for that year, but also against relevant peers and ICS partners. This domain specific benchmarking allows us to identify where learning could be gained, and best practiced mirrored with a view to delivering the highest quality patient environment.

National results to support this analysis are expected to be published in Early 2026.

8. Conclusion

Appendix 3 details all improvement opportunities recorded as part of the 2025 assessment. The patient experience meeting will shape the action plan based on prioritisation of these details and associated commentary.

PLACE Report 2025

Appendix 1: Acronyms

PLACE	Patient Led Assessment of the Care Environment
PA	Patient Assessor
CQC	Care Quality Commission
ICS	Integrated Care System
IPC	Infection Prevention and Control

Appendix 2: Area Scores

Assessment+B1:J16Type: Out-Patient Areas								
Ward Name	**Cleanliness**	**Privacy**	**Condition, Appearance & Maintenance**	**Dementia**	**Disability**	**First Impression**	**Final Impression**	**Comments**
Baschurch	100.00%	100.00%	96.55%	91.30%	88.24%	Confident	Very Confident	Use of warm toned wood helps area feel less clinical. Overall colour scheme welcoming and calming - off white floor rather than bright white, colour flashes. Pods and beds laid out with gowns and hats immediately give hospitality style welcome - like being in a hotel!
Children's OPD	100.00%	100.00%	100.00%		100.00%	Very Confident	Very Confident	Consider use of artwork within the clinic rooms Very clean and tidy, lovely environment, tactile toy in waiting area
MCSI OPD	100.00%	100.00%	100.00%	95.24%	93.33%	Very Confident	Very Confident	Display boards are relevant and informative Good "feel" in department - welcoming Some out of order equipment left in area
Montgomery	100.00%	85.71%	100.00%	100.00%	100.00%	Very Confident	Very Confident	
Occupational Therapy	100.00%	100.00%	100.00%	66.67%	73.33%	Not Very Confident	Confident	Reception area not clear - better signage? Location 38 signage not clear Pull up signs - did look as

								if they were aimed at visitors, assessors assumed they were for staff
Orthotics	100.00%	66.67%	100.00%	61.54%	54.55%	Very Confident	Very Confident	Privacy at reception could be improved Very clean, good access to daylight Area is calming, pleasing on the eye Some internal decoration needed finishing - painting around a new dispenser, not felt impacting score
Outpatients	100.00%	100.00%	100.00%	86.96%	88.24%	Not Very Confident	Not Very Confident	Area, in particular waiting area A, does not appear to provide a comforting patient experience. Assessors witnessed multiple patients confused when accessing area - not sure where or who to check in with. Poster overload in the area adds to confusion - those giving directions are lost amongst others providing generic information. Design of seating in area (theatre style) does not make most of space nor offer a comfortable experience. Use of colour might improve decor and assist patient flow.

Physiotherapy	100.00%	100.00%	98.28%	86.96%	82.35%	Very Confident	Very Confident	Modern, area looks as if it has all equipment, you will need but not intimidating
PreOp/MSST	100.00%	100.00%	100.00%	80.95%	73.33%	Confident	Confident	
Radiology	100.00%	90.48%	100.00%	91.67%	94.44%	Confident	Confident	Staff very welcoming and involved with patients The area proudly displays information about improvements driven by patients "you said we did" - makes patients feel valued The department could benefit from having more of an identify - maybe by using colour, to make clear each department
Veterans Centre	100.00%	100.00%	100.00%	100.00%	100.00%	Very Confident	Very Confident	Amazing facility!
Assessment Type: Inpatient Areas								
Ward Name	**Cleanliness**	**Privacy**	**Condition, Appearance & Maintenance**	**Dementia**	**Disability**	**First Impression**	**Final Impression**	**Comments**
Alice	99.34%	95.00%	98.44%		100.00%	Very Confident	Very Confident	Garden is very nice, accessible and suitable for children
Clwyd	100.00%	88.24%	100.00%	88.00%	93.33%	Confident	Very Confident	Ward is clean and bright - busy but working busy. Has a warm feel. Patient feedback at time: "very happy, great food, staff can't do enough, I am very comfortable" Room 1/Bay 1 - considerably darker than others.

Kenyon	99.34%	85.00%	100.00%	80.77%	93.33%	Confident	Confident	There are nice views out of bay windows into Horatio's Garden. Glass doors look modern, but without other decor in the area can appear very clinical - as if patients behind them are contaminated. Some non-clinical artwork in the bay might help with this. The nurses station is very large for the area and much of is completely unused, it is quite overpowering when accompanied by the dark green paintwork. The ladies shower area was freezing cold, no radiators found were turned on. The same was found in a patient side room - radiators off, very cold. Would want assurance these are turned on before a patient uses these areas? The ward corridor was quite cluttered with equipment, would consider if this all needed to be here?
Ludlow	100.00%	92.86%	100.00%	95.45%	100.00%	Confident	Confident	The graphics (leaves) along corridor walls look professional, welcoming

								and modern. Further use of colour could help the area feel warmer. All blinds along the corridor were closed during day - but when opened appeared to be hiding views of bins and areas needing TLC. Surprised there is no communal area, particularly for a private ward? Information boars on the ward are fantastic - neat, tidy and professional whilst still being homemade - makes you feel staff on the ward really take pride in their work. Whole ward is immaculate.
MCSI	100.00%	100.00%	100.00%	88.46%	86.67%	Confident	Very Confident	The ward is a bit of a 'rabbit warren' as you have to walk to find the Nurses stations quite a way, but the signage directing you around is clear and helps with this Murals and artwork is lovely Very homely ward despite level of clinical activity
Oswald	100.00%	88.24%	100.00%	88.46%	93.33%	Confident	Very Confident	Some of the displays along the corridor could

								be improved - posters are haphazard put up with blue tack, in contrast with the dedicated, maintained display boards seen elsewhere. At the bottom end of the ward, there were multiple items of equipment, soe of which appeared out of place - does it all need to be kept on the ward, or could it be stored elsewhere? Some of these items were blocking the fire exit. Ward is spotlessly clean, warm, welcoming and calm.
Powys	100.00%	94.12%	93.75%	83.33%	85.71%	Confident	Very Confident	
Sheldon	100.00%	100.00%	100.00%	88.89%	86.67%	Very Confident	Very Confident	Feedback from inpatient at time of audit: "Very happy, staff can't do enough for you, food doesn't feel like hospital food. I'm happy to be here" Ward is calm and inviting in general. Some information boards very busy/wordy. Ward is very clean.

PLACE Report 2025

Appendix 3: Summary of Improvement Opportunities

Ref	Section/Location	Criteria	Domain	Notes
1	**Organisation - Food**	Are you currently using a digital menu ordering system	Food	Best Practice: *Digital Meal Ordering System in place*
2	**Organisation - Food**	Patients are provided with a menu on a daily basis that sets out the meals including beverages available for that day only	Food | Disability	Best practice: *Patients are provided and all are appropriately supported with a menu at all times, setting out the meals and services including beverages available for that week (or longer)*
3	**Organisation - Food**	Patients choose their breakfast at the point of service or one meal ahead	Food	No - Patients choose minimum for 2 meals ahead
4	**Organisation - Food**	Hot options for dinner: non-special diet patients	Food	3 - Best practice 4 or more
5	**Organisation - Food**	Hot options for lunch: non-special diet patients	Food	3 - Best practice 4 or more
6	**Organisation - Food**	Patients choose their dinner at the point of service or one meal ahead	Food	No - Patients choose minimum for 2 meals ahead
4	**Organisation - Food**	Patients choose their lunch at the point of service or one meal ahead	Food	No - Patients choose minimum for 2 meals ahead
8	**Organisation - Food**	24-hour services: Patients have access to snacks at least twice a day	Food	Best practice: *Patients have access to hot meals 24/7*
9	**Organisation – Facilities**	Does the organisation have a travel plan in place which includes accessibility and is the plan reviewed regularly	Privacy, Dignity and Wellbeing | Disability	
10	**Organisation – Facilities**	Is payment by Pay on Exit (i.e. only the actual parking time used is paid for)	Privacy, Dignity and Wellbeing	Best practice: *Pay on exit i.e. by the hour rate*
11	**Organisation – Facilities**	Where pay machines are located outside, are they covered and well-lit	Condition Appearance and Maintenance | Privacy, Dignity and Wellbeing	

PLACE Report 2025

12	Organisation – Facilities	Are there area(s)/room(s) designated exclusively for use as family/visiting	Privacy, Dignity and Wellbeing	
13	Organisation – Facilities	Is information available to indicate participation in a scheme which allows people with identified or registered carers to visit at any time, including at mealtimes (e.g. John's Campaign or Carer's passports)	Privacy, Dignity and Wellbeing | Dementia	
14	External Areas	Grounds - appearance and tidiness	Condition Appearance and Maintenance	Bins have cigarette stubs across top and not all very clean.
15	External Areas	Grounds - maintenance	Condition Appearance and Maintenance	Some road markings are not clear
16	External Areas	Do the signs help you find your way around the building grounds, and do they clearly identify all important/regular used parts of the organisation, e.g. main entrances, main departments such as emergency departments and outpatients areas	Privacy, Dignity and Wellbeing	Better signage to main entrance from top end of car park
17	Communal Areas	Communal and other areas (including reception and waiting areas, social areas, corridors, lifts and stairwells, bereavement rooms, chapels and therapy rooms) - Condition and Appearance	Condition Appearance and Maintenance	Broken flooring in main entrance around check in desk plugs
18	Communal Areas	Are there handrails in corridors where appropriate	Dementia | Disability	
19	Communal Areas	Where main entrance doors are glass, are there high-contrast markings so the glass can easily be seen	Dementia | Disability	Main entrance doors - plain glass, no markings
20	Communal Areas	Do all lift control buttons include braille and tactile or raised surface buttons	Condition Appearance and Maintenance |	Main entrance lift – used for Joint School

			Dementia | Disability	
21	Oswald	Are all staff specific signs (e.g. sluice / treatment room) out of general eyesight level	Dementia | Disability	Sluice etc. at same height as all other signs
22	Oswald	Ward Social Spaces: Are any chairs arranged in such a way that is appropriate for patient use	Privacy, Dignity and Wellbeing | Dementia	Bench style seats are hard, no armrests, not comfortable. Sofa style would be better.
23	Oswald	Ward Social Spaces: Is it furnished and decorated so as to provide an appropriate environment and to encourage its use	Privacy, Dignity and Wellbeing | Dementia	Day room has been re utilised as staff room whilst the staff room is being refurbished - consider how this has impacted patients? Looking beyond this, the room itself is light, if a little too bright and busy, it could be furnished better to promote a cosy , welcoming atmosphere.
24	Kenyon	Walls, Bed space (wards, bays, bedrooms (excluding en-suites), side rooms, clinic rooms and treatment areas) - Cleanliness	Cleanliness	Items have been removed from the walls in all bedspaces and with screws left in or holes where they have been pulled out, dust build up in holes.
25	Kenyon	Are toilet seats, flush handles and rails in a colour that contrasts with the toilet/bathroom walls and floor	Dementia	Ladies shower area - white toilet seats
26	Kenyon	When you walk on the floor does it create minimal noise	Dementia	Corridor floor is quite loud - echoes when you walk. This could be distracting for patients particularly at night.
27	Kenyon	Ward Social Spaces: Are any chairs arranged in such a way that is appropriate for patient use	Privacy, Dignity and Wellbeing | Dementia	Looks like a board room - staff using area at the time to work on laptop
28	Kenyon	Ward Social Spaces: Does seating provide for the range of patient needs	Privacy, Dignity and Wellbeing | Dementia | Disability	Consider some softer furniture - sofas, chairs etc.
29	Kenyon	Ward Social Spaces: Is it furnished and decorated so as to provide an appropriate environment and to encourage its use	Privacy, Dignity and Wellbeing | Dementia	Feels forgotten, not welcoming, no entertainment, no visual stimulation, needs signage to indicate it is even there.

PLACE Report 2025

30	**Ludlow**	Ward Social Space: Is there a day room, social/communal area on the ward?	Privacy, Dignity and Wellbeing | Dementia	
31	**Powys**	Ceilings/ceiling tiles: Bed space (wards, bays, bedrooms (excluding en-suites), side rooms, clinic rooms and treatment areas) - Condition / Appearance	Condition Appearance and Maintenance	Tiles damaged, old fashioned, make area feel dated
32	**Powys**	Ceilings/ceiling tiles: Communal and other areas (including reception and waiting areas, social areas, corridors, lifts and stairwells, bereavement rooms, chapels and therapy rooms) - Condition / Appearance	Condition Appearance and Maintenance	Tiles damaged, old fashioned, make area feel dated
33	**Powys**	Internal Decoration: Bed space (wards, bays, bedrooms (excluding en-suites), side rooms, clinic rooms and treatment areas) - Condition / Appearance	Condition Appearance and Maintenance	Decor feels dated
34	**Powys**	Internal Decoration: Communal and other areas (including reception and waiting areas, social areas, corridors, lifts and stairwells, bereavement rooms, chapels and therapy rooms) - Condition / Appearance	Condition Appearance and Maintenance	Decor feels dated
35	**Powys**	Are all staff specific signs (e.g. sluice / treatment room) out of general eyesight level	Dementia | Disability	
36	**Powys**	Are pictures and text fixed to the toilet / bathroom / shower room doors	Dementia | Disability	Text only
37	**Powys**	Can signs to the toilet be seen from all patient areas and are they clearly identifiable	Dementia	"Bus Stop" style signage needed
38	**Powys**	Ward Social Space: Is there a day room, social/communal area on the ward?	Privacy, Dignity and Wellbeing | Dementia	

PLACE Report 2025

39	**MCSI**	Are toilet seats, flush handles and rails in a colour that contrasts with the toilet/bathroom walls and floor	Dementia	Some white seats
40	**MCSI**	Is the correct day and date displayed and clearly visible in all patient areas	Dementia | Disability	
42	**MCSI**	Is there a large, accurate and silent (approx. 18 inch/45cm diameter) clock clearly visible in all patient areas	Dementia | Disability	
42	**Alice**	Internal Fixtures and Fittings: Bathrooms, toilets, shower rooms and en-suites - Condition / Appearance	Condition Appearance and Maintenance	Some rust on plug holes
43	**Alice**	Lighting: Bathrooms, toilets, shower rooms and en-suites - Condition / Appearance	Cleanliness	Light pull is stained/rusty
44	**Alice**	Do all patients have a place where they can lock away their personal belongings	Privacy, Dignity and Wellbeing	Able to store, but this is not lockable
45	**Sheldon**	Where there are handrails are they in a colour that contrasts with the walls	Dementia | Disability	
46	**Sheldon**	Are toilet seats, flush handles and rails in a colour that contrasts with the toilet/bathroom walls and floor	Dementia	1 x toilet, by entrance, white seat.
47	**Sheldon**	Is the correct day and date displayed and clearly visible in all patient areas	Dementia | Disability	No date in bays, date in poppy lounge displayed but incorrect at time of auditing
48	**Clwyd**	Are all toilet / bathroom / shower room doors in a single distinctive colour	Dementia	
49	**Clwyd**	Has colour been used effectively to enhance patients orientation / co-ordination e.g. doors and bays painted in a different colour	Dementia | Disability	All doors are the same colour
50	**Clwyd**	Ward Social Space: Is there a day room, social/communal area on the ward?	Privacy, Dignity and Wellbeing | Dementia	
51	**Baschurch**	Internal Decoration: Bed space (wards, bays, bedrooms (excluding en-suites), side rooms, clinic rooms and treatment areas) - Condition / Appearance	Condition Appearance and Maintenance	Paint touch up and fill needed - corridor leading to lifts, and in clinic room

PLACE Report 2025

52	Baschurch	Internal Decoration: Communal and other areas (including reception and waiting areas, social areas, corridors, lifts and stairwells, bereavement rooms, chapels and therapy rooms) - Condition / Appearance	Condition Appearance and Maintenance	Paint touch up and fill needed - corridor leading to lifts, and in clinic room
53	Baschurch	Is the correct day and date displayed and clearly visible in all patient areas	Dementia | Disability	
54	Baschurch	Is there a large, accurate and silent (approx. 18 inch/45cm diameter) clock clearly visible in all patient areas	Dementia | Disability	
55	Radiology	Are slopes clearly marked?	Dementia | Disability	Sign in corporate colours, although flooring defines slope, hazard sign should be more eye catching
56	Radiology	Are toilet seats, flush handles and rails in a colour that contrasts with the toilet/bathroom walls and floor	Dementia	white toilet seats
57	Radiology	Changing and waiting facilities: Patients change and wait away from the main waiting area in mixed-sex areas	Privacy, Dignity and Wellbeing	
58	Outpatients	Are all patient signs clear and letters in contrasting colours to make them easy to read	Dementia | Disability	Overload of signage - not clear what is for patients, what is for staff, what is more important to read. Needs significant streamlining.
59	Outpatients	Are toilet seats, flush handles and rails in a colour that contrasts with the toilet/bathroom walls and floor	Dementia	Some white seats
60	Outpatients	Has colour been used effectively to enhance patients orientation / co-ordination e.g. doors and bays painted in a different colour	Dementia | Disability	
61	Physiotherapy	Internal Fixtures & Fittings: Bed space (wards, bays, side rooms, clinic rooms and treatment areas) - Condition and Appearance	Condition Appearance and Maintenance	A/C units are very dated (outpatient cubicle area)
62	Physiotherapy	Are there handrails in corridors where appropriate	Dementia | Disability	

PLACE Report 2025

63	**Physiotherapy**	Is there space in reception areas for wheelchairs and for those accompanying patients to sit together	Dementia | Disability	Area quite cramped
64	**Physiotherapy**	Is there a large, accurate and silent (approx. 18 inch/45cm diameter) clock clearly visible in all patient areas	Dementia | Disability	
65	**Pre Op/MSST**	Are there handrails in corridors where appropriate	Dementia | Disability	
66	**Pre Op/MSST**	Is there space in reception areas for wheelchairs and for those accompanying patients to sit together	Dementia | Disability	
67	**Pre Op/MSST**	Is the correct day and date displayed and clearly visible in all patient areas	Dementia | Disability	
68	**Pre Op/MSST**	Is there a large, accurate and silent (approx. 18 inch/45cm diameter) clock clearly visible in all patient areas	Dementia | Disability	
69	**MCSI OPD**	Is there a large, accurate and silent (approx. 18 inch/45cm diameter) clock clearly visible in all patient areas		
70	**Montgomery**	Are appropriate measures in place to ensure privacy and dignity for patients at reception desks and at self-service check-in kiosks / screens	Privacy, Dignity and Wellbeing	Signage could be utilised to indicate need to ask for privacy if required
71	**Occupational Therapy**	Does seating in reception/waiting areas provide for the range of patient needs	Dementia | Disability	Limited seating, no variety
72	**Occupational Therapy**	Are all staff specific signs (e.g. sluice / treatment room) out of general eyesight level	Dementia | Disability	
73	**Occupational Therapy**	Are all toilet doors in a single distinctive colour	Dementia	
74	**Occupational Therapy**	Are there points of interest such as artwork on the walls e.g. familiar local sights	Dementia	
75	**Occupational Therapy**	Are toilet seats, flush handles and rails in a colour that contrasts with the toilet/bathroom walls and floor	Dementia	

PLACE Report 2025

76	Occupational Therapy	Has colour been used effectively to enhance patients orientation / co-ordination e.g. doors and bays painted in a different colour	Dementia | Disability	
77	Occupational Therapy	Is the correct day and date displayed and clearly visible in all patient areas	Dementia | Disability	
78	Orthotics	Do you have a system in place in the reception area to support patients with hearing / visual impairment e.g. hearing loop, escorting patients	Privacy, Dignity and Wellbeing | Disability	
79	Orthotics	Are all staff specific signs (e.g. sluice / treatment room) out of general eyesight level	Dementia | Disability	
80	Orthotics	Are there toilets in the area for public use	Dementia	
81	Orthotics	Has colour been used effectively to enhance patients orientation / co-ordination e.g. doors and bays painted in a different colour	Dementia | Disability	All doors same colour
82	Orthotics	Is the correct day and date displayed and clearly visible in all patient areas	Dementia | Disability	
83	Orthotics	Is there a large, accurate and silent (approx. 18 inch/45cm diameter) clock clearly visible in all patient areas	Dementia | Disability	
84	Orthotics	Are appropriate measures in place to ensure privacy and dignity for patients at reception desks and at self-service check-in kiosks / screens	Privacy, Dignity and Wellbeing	
85	Ward Food Assessment	Is there a range of menus available to meet patient needs e.g. simple and easy to understand? This could be through words and / or pictures in various languages.	Food | Disability	
86	Ward Food Assessment	Food Tasting: Side Salad	Food	Salad itself crisp & fresh, no availability of salad dressing (vinaigrette)