

PLACE Report 2024

0. Reference Information

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1. Purpose of Paper

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

This paper provides an overview of the outcome of the 2024 PLACE assessment (Patient Led Assessment of the Care Environment), for noting and challenge.

2. Executive Summary

2.1. Context

PLACE assessments are carried out 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 very 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
Cleanliness	99.91%	98.84%	100%
Food	93.85%	88.60%	94.82%
Privacy, Dignity & Wellbeing	92.38%	91.84%	87.97%
Condition, Appearance & Maintenance	99.04%	95.75%	98.71%
Dementia	83.11%	79.40%	76.76%
Disability	83.21%	80.42%	78.35%

Over thousands of questions asked there were 131 resulting actions, alongside some general thematic commentary, further detailed in the body of this report. All actions will be monitored through Patient Experience Meeting.

Patient assessors also noted that whilst many of the wards and departments felt modern and refreshed, some further focus on use of colour, murals and/or lighting would ensure areas are consistently welcoming for all service users.

For the first time, the improvement team were represented as part of the staff panel during the 2024 assessment and are working collaboratively to identify where actions can be embedded into existing improvement projects or included in upcoming Quality Improvement Champion projects.

2.3. Conclusion

The group is asked to note the outcome of the national PLACE process for 2024 and to pass on our sincere thanks to volunteers, who took the time to support our annual PLACE inspection this year.

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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 students from The Marches School 6th Form.

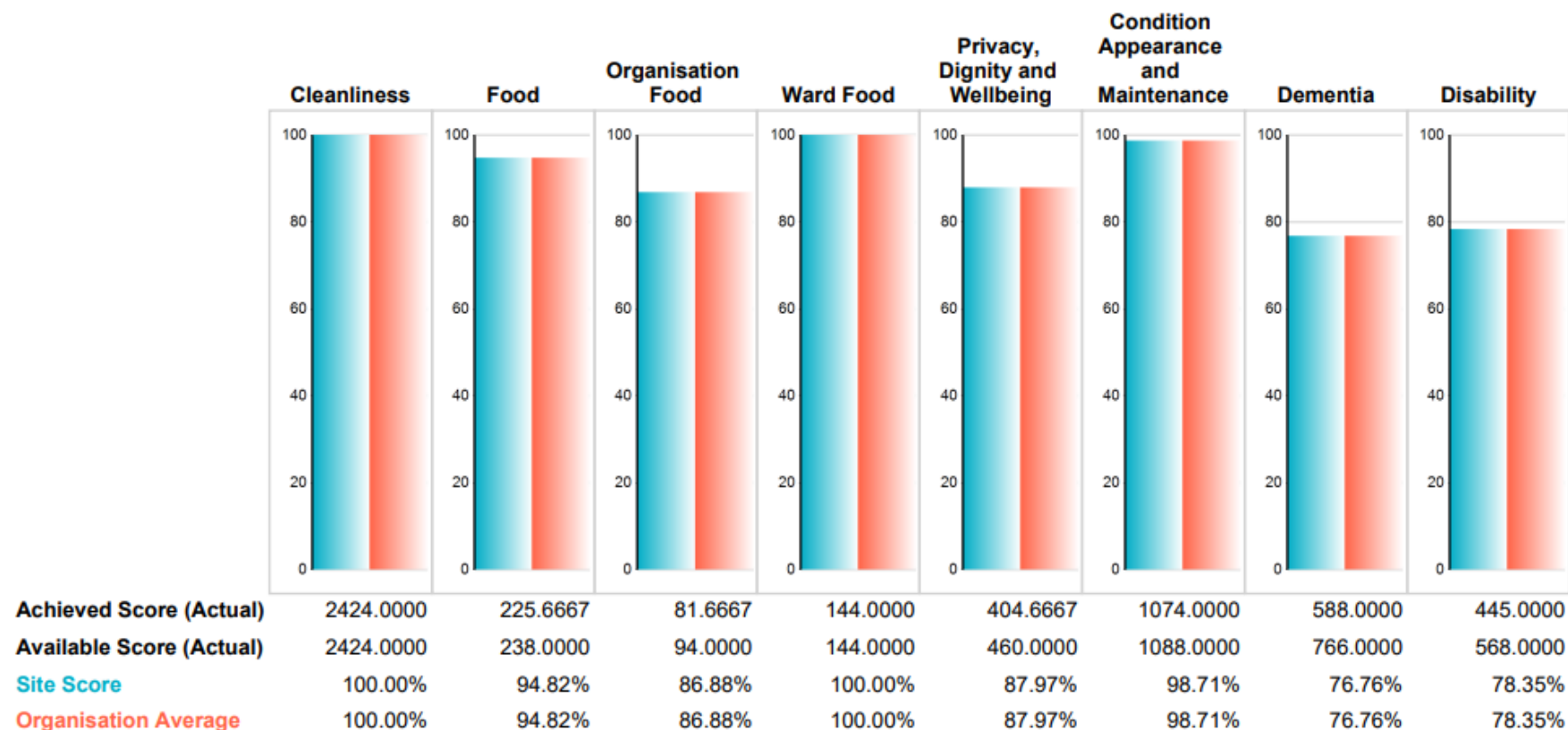
3.4. PLACE 2024 at RJA

The 2024 PLACE assessment was carried out at the Trust on the 15th October 2024. All findings were recorded and approved by the patient assessors before committing to the National database.

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

ROBERT JONES & AGNES HUNT ORTHOPAEDIC HOSPITAL- Collection: 2024



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5. Detailed Analysis of Score

5.1. Cleanliness – 100.00%

Cleanliness maintained its high standard, consistent with previous years and the internal reporting through Infection Control & Cleanliness Working Group and Meeting. There were no specific actions relating to cleanliness, and patient assessors noted particular assurance gained from the visible 'High Frequency Touch Points' cleaning witnessed both in clinical, and corridor areas of the Trust.

5.2. Food – 94.82%/86.88%/100.00% (*Overall/Organisational Food/Ward Food Taste*)

Overall, there was very positive feedback on the food provided. Scores in this area benefitted from specific actions following the 2023 assessment, including provision of 'snack menu' at ward level, and further embedding the role of the ward housekeeper.

Patient assessors called out the quality of 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 – 87.97%

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

Responding to previous PLACE assessments, the Trust has bolstered access to Wi-Fi and made greater awareness of these facilities which was acknowledged by patient assessors.

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 where there was not deemed adequate space at reception desks to ensure patients privacy and dignity was maintained, where the assessor identified that signage being in place advising privacy could be requested would mitigate this.

In 3 clinical areas, patient assessors noted clinical/medical patient data on view without staff supervision.

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).

The Trust scores poorly in relation to facilities for relatives/carers/guardians to stay overnight as well as provision for washing & toilet facilities and meals at all times of day or night. This has come about as a result of the carer's cottages initially being closed for COVID and subsequently converted to international recruit accommodation.

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5.4. Condition, Appearance and Maintenance – 98.71%

Following a planned programme of refurbishment, an improvement in score was noted in this domain - the high standard of which was specifically commented on by the patient assessors. 10 actions were recorded in this area, 3 related to the reception/waiting area in occupational therapy – assessors noted the improvement and high standard of refurbishment in the clinical space contrasted with the environment in this area.

5.5. Dementia – 76.76%

This domain includes criteria covering flooring, toilets, signage, lighting and visual prompts that can assist those with dementia. Many of the actions impacting the dementia domain also impact other domains- including privacy, dignity & wellbeing and disability.

The biggest proportion of fails sit with 26 actions that relate to signage across the Trust – a lack of consistency, with many areas not meeting basic criteria (e.g. has pictures and text), this domain specifies not only the type of signage used but further the font, inclusion of pictures and text and the height of installation.

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. 11 actions relate to these scoring criteria across a number of wards and departments.

5.6. Disability – 78.35%

Disability does not form a specific criterion, instead it picks up elements of all the above domains. As such, the Trust has also reported a reduction in score for this domain in 2024 – with 61 actions impacting this domain, many of which duplicate those highlighted through the dementia domain.

There is certainly some opportunity to a Trust wide approach to failures impacting this domain – for example, a review of signage, standardisation of large clocks with day & date displays.

As in previous years, handrails (where appropriate) are not in place consistently throughout the Trust, and so multiple fails are reported for this metric.

Organisationally, ensuring an accessibility audit & review of reasonable adjustments, completed by or in conjunction with a representative disability group, would meet a single criterion in addition to 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:

“Overall privacy and dignity was well maintained, but on Wrekin ward when walking by an internal window you could see staff with patients undertaking a procedure, curtains had not been drawn. Patient records were visible next to nurses station, with no clinical staff at station. Food and drink was always available”

“Hospital was very clinical; more decorations or colour would help with making some areas more welcoming. Oswald ward was spacious, good use of colour.

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Some areas still a bit dated. Reception slope in X Ray needs additional signage/warning tape. More signage in radiology to highlight this service at reception. Toilet signage in other wards need aligning to good dementia friendly practice”

“Digital/dementia friendly clocks should be rolled out throughout.

Drinking fountains - didn't see very many.

Alice ward is very orientated to younger children, older teens may want to feel more independent.

No visitor toilets on the ward.

There could be more non clinical private areas accessible to patients, aside from staff offices.

NHS blue colour on walls used throughout multiple areas - not good. Bright colours are nice in moderation, and useful to signify new areas, but it is jarring and too pigmented.

Artwork is nice - could more be installed, consider partnering with local schools for design. The murals really do make areas more welcoming.”

General comments not included elsewhere in the assessment:

“Staff were welcoming on every ward we visited.

Ludlow ward had a crack in the exterior wall.

The Hospital was very clean.

Great colour schemes, especially in Montgomery ward, happy welcoming colours have been used.”

“Staff so lovely and friendly, everyone from volunteers, nurses to reception desk - Very clean, even main corridor, so tidy. Food portions were perfect. The day gave us a good insight into the hospital as a whole.”

“All staff were VERY friendly and smiley towards patients and visitors. A very holistic view to the whole hospital experience and the patient journey was evident.

Female wing of Sheldon seemed very enriched - staff engaged with activities, welcoming environment. male wing poor in comparison, worse lighting, less enrichment, no poppy lounge, gym in particular was miserable - very clinical lighting and no colour”

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 2025.

8. Conclusion

Appendix 3 details all improvement opportunities recorded as part of the 2024 assessment. The patient experience meeting will shape the action plan based on prioritisation of these details and associated commentary.

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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

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Appendix 2: Area Scores

Assessment: Outpatient Areas								
Ward Name	Cleanliness	Privacy	Condition, Appearance & Maintenance	Dementia	Disability	First Impression	Final Impression	Comments
Baschurch	100.00%	85.71%	100.00%	100.00%	100.00%	Confident	Very Confident	Nice and colourful, calm and quiet atmosphere. Bay C - Excellent for accessibility, Patients monitored visually by staff - good lines of sight.
Children's Outpatients	100.00%	85.71%	100.00%		83.33%	Confident	Confident	Language on some signage "please clean room after use" does not promote confidence...is this not standard? Blinds all closed - nice and colourful but would be nice to have more natural light in the day. Area very catered towards youngest users - toddlers - would be nice to have at least an area for older children. Like the simple link to survey available on the desk - very accessible
Main Outpatients	100.00%	85.71%	98.28%	72.73%	81.25%	Confident	Confident	Despite being busy - waiting areas not too loud. More colour would help make area feel welcoming. Signage needed highlighting baby changing facilities.
MCSI Outpatients	100.00%	85.71%	100.00%	71.43%	86.67%	Very Confident	Confident	

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Montgomery	100.00%	100.00%	100.00%	90.91%	100.00%	Very Confident	Very Confident	
Occupational Therapy	100.00%	83.33%	91.38%	42.86%	40.00%	Not At All Confident	Confident	<p>Would consider score as 'lower end' of confident following visit. Clinical area it light, bright, fit for purpose, workshop is cleaner than would have expected for an area with heavy machinery. Clearly offers significant benefit to patients, all feels well maintained and new.</p> <p>Reception/waiting area like 'stepping back in time'...a forgotten place compared to other areas visited.</p> <p>Equipment drop off outside the entrance also noted - cluttered, very inappropriate to have these items in an entrance potentially used by patients.</p>
Physiotherapy	100.00%	80.00%	100.00%	46.15%	45.45%	Very Confident	Very Confident	<p>Lovely, clean, well-organised area</p> <p>Staff uniforms noted - matching, very clear</p> <p>Well equipped facilities, lots of equipment but does not feel cluttered</p> <p>"Not what I expected - but better!"</p>
Pre-Op	100.00%	85.71%	100.00%	54.55%	56.25%	Very Confident	Very Confident	
Radiology	100.00%	90.48%	100.00%	65.22%	58.82%	Confident	Confident	
Veterans Centre	100.00%	100.00%	100.00%	82.61%	88.24%	Very Confident	Very Confident	
Assessment: Inpatient Areas								
Ward Name	Cleanliness	Privacy	Condition, Appearance & Maintenance	Dementia	Disability	First Impression	Final Impression	Comments

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Alice	100.00%	95.00%	100.00%		75.00%	Confident	Confident	<p>Like the magnetic 'photo' welcome board - assured it was up to date. Ward very clean, uncluttered. Parents rooms - at end of boys bay only, therefore parents would need to walk through clinical area. Lighting feels 'cold' in areas - very white. Blue decor throughout too bright, quite jarring... entire decor very geared to younger patients (possibly up to 6 or 7? years). Wouldn't be comfortable as teen in this area. No private areas for patients - witnessed patients facetime home in middle of bay. Parents lounge in particular needs TLC - very outdated.</p> <p>Comment from patient assessor "As a parent, I would feel confident my child's physical and emotional needs were going to be looked after here, very comforted by that"</p>
Clwyd	100.00%	88.24%	100.00%	65.22%	57.14%	Confident	Confident	<p>Patient feedback gathered as part of visit: "This place is first class, like a hotel" Visible cleaning of frequently used items (door handles, grab rails) promotes confidence in care. The environment is calm, colours support a bright, comforting less clinical feel.</p>
Ludlow	100.00%	86.67%	100.00%	72.73%	76.92%	Confident	Confident	<p>Looks very clinical, rooms in particular are quite plain. Staff are very friendly. Dementia specific room decorated well.</p>
MCSI	100.00%	80.00%	100.00%	83.33%	100.00%	Very Confident	Confident	

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Oswald	100.00%	100.00%	100.00%	96.15%	93.33%	Very Confident	Very Confident	Very impressed. Clutter free environment. Warm, calm and professional feel. Staff polite and engaging.
Powys	100.00%	88.24%	100.00%	69.57%	64.29%	Confident	Confident	Patient/Visitor signs are small and not at eye level, could be improved Patient feedback gathered as part of visit: "The ward is lovely and has a great atmosphere"
Sheldon	100.00%	95.00%	98.44%	80.77%	73.33%	Not Very Confident	Confident	Great engagement from ward sister - described Percy Pals & other initiatives, really gave impression there is holistic approach to care. Quite a lot of clutter in corridor. Left side (male wing) not as nice as female, felt darker, less colour, more clutter. Physio area in particular looks 'sad'. Fake flowers at ward entrance - very dated, not in keeping with hospital atmosphere.

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Appendix 3: Summary of Improvement Opportunities

Ref	Section/Location	Criteria	Domain	Notes
1	Organisation - Food	Is the organisation fully compliant with the British Dietetic Association's Nutrition and Hydration Digest	Food	No assessment completed - evidence of compliance not available
2	Organisation - Food	Are you currently using a digital menu ordering system	Food	No
3	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	Best practice: <i>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)</i>
4	Organisation - Food	Patients choose their breakfast at the point of service or one meal ahead	Food	No - Patients choose minimum for 2 meals ahead
5	Organisation - Food	Hot options for dinner: 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
7	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	Patients have access to the snack menu 24/7	Food	Best practice: <i>Patients have access to hot meals 24/7</i>
9	Organisation - Facilities	Has the organisation assessed whether its signs (inside and outside the building) are appropriate for the patient population using the building;	Condition/Appearance	

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		have the signs been reviewed in the last 12 months		
10	Organisation - Facilities	Is payment by Pay on Exit (i.e. only the actual parking time used is paid for)	Privacy/Dignity/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, Privacy/Dignity/Wellbeing	
12	Organisation - Facilities	Are parents, relatives, guardians or carers able to access meals / snacks within the building at all times of the day and night	Privacy/Dignity/Wellbeing	Snack vending available only
13	Organisation - Facilities	Are there accessible areas for washing and toilet facilities available for parents, relatives, guardians or carers that stay overnight (they do not have to be on the ward directly)	Privacy/Dignity/Wellbeing	Only on Alice; criteria requires this to be available to other patient groups (i.e. relatives cottages)
14	Organisation - Facilities	Are there area(s)/room(s) designated exclusively for use as family/visiting	Privacy/Dignity/Wellbeing	
15	Organisation - Facilities	Are there facilities for parents, relatives, guardians or carers to stay overnight available if required (minimum of a reclining chair)	Privacy/Dignity/Wellbeing	Only on Alice; criteria requires this to be available to other patient groups (i.e. relatives cottages)
16	Organisation - Facilities	Has an access audit or review of reasonable adjustments been completed in the last two years	Disability	
17	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/Wellbeing, Dementia	

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18	External Areas	Building - maintenance and appearance	Condition/Appearance	Sign outside Ludlow OPD to be removed; Cleaning of Wheelchair Hubs, Consider removing PPE bins
19	External Areas	Grounds - appearance and tidiness	Condition/Appearance	
20	External Areas	Grounds - maintenance	Condition/Appearance	Road signage/wayfinding requires improvement
21	External Areas	Is there sufficient seating for patients leading up to the building entrance area within the organisation's ground	Privacy/Dignity/Wellbeing, Disability	Not enough seating outside
22	Communal Areas	Are there handrails in corridors where appropriate	Dementia, Disability	
23	Communal Areas	Where main entrance doors are glass, are there high-contrast markings so the glass can easily be seen	Dementia, Disability	
24	MCSI	Are all toilet / bathroom / shower room doors in a single distinctive colour	Dementia	Shower room door white
25	MCSI	Are there points of interest such as artwork on the walls e.g. familiar local sights	Dementia	In some rooms but not in all - inconsistent
26	MCSI	Are toilet seats, flush handles and rails in a colour that contrasts with the toilet/bathroom walls and floor	Dementia	
27	MCSI	Are all patients dressed / covered in a way that protects their dignity at all times	Privacy/Dignity/Wellbeing	Curtains not fully closed on window into bay - patient changing in room
28	MCSI	Is there a separate treatment room on or near the ward for minor procedures/wound dressing	Privacy/Dignity/Wellbeing	
29	MCSI	Is there any clinical/medical patient data on view	Privacy/Dignity/Wellbeing	Opposite nurses station

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30	MCSI	Ward Social Spaces: Is it furnished and decorated so as to provide an appropriate environment and to encourage its use	Privacy/Dignity/Wellbeing, Dementia	Automatic door continually opens - makes area cold
31	Clwyd	Are all staff specific signs (e.g. sluice / treatment room) out of general eyesight level	Dementia, Disability	
32	Clwyd	Are pictures and text fixed to the toilet / bathroom / shower room doors	Dementia, Disability	Text only
33	Clwyd	Are signs fixed at a height that makes viewing easy	Dementia, Disability	All signage high (signs for bays hanging from ceiling) would benefit from more at eye level/bus stop style.
34	Clwyd	Is flooring consistent, matt, non-reflective, non-patterned, not slippery	Dementia, Disability	Inconsistent - bays and corridor differ, patches on floor in the bay (around handwash sink)
35	Clwyd	Is the correct day and date displayed and clearly visible in all patient areas	Dementia, Disability	
36	Clwyd	Is there a large, accurate and silent (approx. 18 inch/45cm diameter) clock clearly visible in all patient areas	Dementia, Disability	
37	Clwyd	Is there lighting in bed areas and social spaces, including natural light, that can be managed to signify changes in daylight	Dementia	Not consistently - bay 1 and side room 1 both dark despite being middle of day due to overhang outside.
38	Clwyd	Is there any clinical/medical patient data on view	Privacy/Dignity/Wellbeing	Charts left unattended on nurses station during visit.
39	Clwyd	Is there a day room, social/communal area or playroom on the ward	Privacy/Dignity/Wellbeing, Dementia	

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40	Powys	Are all staff specific signs (e.g. sluice / treatment room) out of general eyesight level	Dementia, Disability	
41	Powys	Are all toilet / bathroom / shower room door signs consistent	Dementia	
42	Powys	Are pictures and text fixed to the toilet / bathroom / shower room doors	Dementia, Disability	
43	Powys	Are signs fixed at a height that makes viewing easy	Dementia, Disability	Slightly high
44	Powys	Has colour been used effectively to enhance patients orientation / co-ordination e.g. doors and bays painted in a different colour	Dementia, Disability	Not much colour, quite bland
45	Powys	Is there a large, accurate and silent (approx. 18 inch/45cm diameter) clock clearly visible in all patient areas	Dementia, Disability	Not all dementia friendly
46	Powys	Is there any clinical/medical patient data on view	Privacy/Dignity/Wellbeing	Notes outside patient room - unattended
47	Powys	Is there a day room, social/communal area or playroom on the ward	Privacy/Dignity/Wellbeing, Dementia	
48	Oswald	Are pictures and text fixed to the toilet / bathroom / shower room doors	Dementia, Disability	Not on toilet doors - only text
49	Ludlow	Are there handrails in corridors where appropriate	Dementia, Disability	
50	Ludlow	Are there points of interest such as artwork on the walls e.g. familiar local sights	Dementia	On corridor only - not in rooms
51	Ludlow	Are toilet seats, flush handles and rails in a colour that contrasts with the toilet/bathroom walls and floor	Dementia	Toilet seat white

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52	Ludlow	Has colour been used effectively to enhance patients orientation / co-ordination e.g. doors and bays painted in a different colour	Dementia, Disability	Very white - particularly in rooms
53	Ludlow	Is the flooring in a colour that contrasts with the walls and furniture	Dementia, Disability	Very minimal
54	Ludlow	Do patients have enough space between and around their beds to move around easily (either on ward or in single room)	Privacy/Dignity/Wellbeing	Some rooms more cramped than others, particularly if using mobility aid/wheelchair
55	Ludlow	Is there a day room, social/communal area or playroom on the ward	Privacy/Dignity/Wellbeing, Dementia	
56	Alice	Where there are handrails are they in a colour that contrasts with the walls	Dementia, Disability	
57	Alice	Do all patients have a place where they can lock away their personal belongings	Privacy/Dignity/Wellbeing	Not all lockers are lockable
58	Sheldon	General tidiness	Condition/Appearance	Lots of equipment (clean) gathered at ward entrance - clutter
59	Sheldon	Where there are handrails are they in a colour that contrasts with the walls	Dementia, Disability	Not all contrasting
60	Sheldon	Are all staff specific signs (e.g. sluice / treatment room) out of general eyesight level	Dementia, Disability	
61	Sheldon	Are there points of interest such as artwork on the walls e.g. familiar local sights	Dementia	Right wing - lovely mural, left wing - no mural, very plain & cold. Significant difference between two wings noted.
62	Sheldon	Is the correct day and date displayed and clearly visible in all patient areas	Dementia, Disability	

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63	Sheldon	Is there a large, accurate and silent (approx. 18 inch/45cm diameter) clock clearly visible in all patient areas	Dementia, Disability	Not in all areas
64	Sheldon	Are all patients dressed / covered in a way that protects their dignity at all times	Privacy/Dignity/Wellbeing	Patient in state of undress in bay - curtains open
65	Radiology	Are there handrails in corridors where appropriate	Dementia, Disability	
66	Radiology	Are all patient signs clear and letters in contrasting colours to make them easy to read	Dementia, Disability	Wayfinding not easy
67	Radiology	Are all toilet door signs consistent	Dementia, Disability	
68	Radiology	Are pictures and text fixed to the toilet door	Dementia, Disability	No toilet sign
69	Radiology	Are slopes clearly marked?	Dementia, Disability	Sign not visible, blends in
70	Radiology	Are toilet seats, flush handles and rails in a colour that contrasts with the toilet/bathroom walls and floor	Dementia	White toilet seat
71	Radiology	Is the correct day and date displayed and clearly visible in all patient areas	Dementia, Disability	
72	Radiology	Is there a large, accurate and silent (approx. 18 inch/45cm diameter) clock clearly visible in all patient areas	Dementia, Disability	
73	Radiology	Patients change and wait away from the main waiting area in mixed-sex areas	Privacy/Dignity/Wellbeing	
74	Baschurch	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/Wellbeing	<i>This could include signage prompting patients to ask for privacy if required</i>

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75	Main OPD	Internal Decoration	Condition/Appearance	Worn stickers from COVID remain on floor
76	Main OPD	Are there handrails in corridors where appropriate	Dementia, Disability	
77	Main OPD	Are all patient signs clear and letters in contrasting colours to make them easy to read	Dementia, Disability	Way out not clear - witness patients asking which way to go
78	Main OPD	Are pictures and text fixed to the toilet door	Dementia, Disability	
79	Main OPD	Are there points of interest such as artwork on the walls e.g. familiar local sights	Dementia	Little bland
80	Main OPD	Are toilet seats, flush handles and rails in a colour that contrasts with the toilet/bathroom walls and floor	Dementia	White seats
81	Main OPD	Can signs to the toilets be seen from all areas and are they clearly identifiable	Dementia	Signs not easily seen/obscured
82	Main OPD	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/Wellbeing	<i>This could include signage prompting patients to ask for privacy if required</i>
83	Occupational Therapy	Floors	Condition/Appearance	Old, worn, areas damaged and very dated. Gives impression it is dirty.
84	Occupational Therapy	Internal decoration	Condition/Appearance	Very dated, poor condition in areas, no colour or designated waiting area.
85	Occupational Therapy	Lighting	Condition/Appearance	Dark in waiting area/reception
86	Occupational Therapy	Are there handrails in corridors where appropriate	Dementia, Disability	

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87	Occupational Therapy	Does seating in reception/waiting areas provide for the range of patient needs	Dementia, Disability	
88	Occupational Therapy	Are all patient signs clear and letters in contrasting colours to make them easy to read	Dementia, Disability	
89	Occupational Therapy	Are pictures and text fixed to the toilet door	Dementia, Disability	
90	Occupational Therapy	Are signs fixed at a height that makes viewing easy	Dementia, Disability	
91	Occupational Therapy	Are slopes clearly marked?	Dementia, Disability	
92	Occupational Therapy	Are there points of interest such as artwork on the walls e.g. familiar local sights	Dementia	
93	Occupational Therapy	Are toilet seats, flush handles and rails in a colour that contrasts with the toilet/bathroom walls and floor	Dementia	
94	Occupational Therapy	Can signs to the toilets be seen from all areas and are they clearly identifiable	Dementia	
95	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	
96	Occupational Therapy	Is flooring consistent, matt, non-reflective, non-patterned, not slippery	Dementia, Disability	
97	Occupational Therapy	Is the correct day and date displayed and clearly visible in all patient areas	Dementia, Disability	
98	Occupational Therapy	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/Wellbeing	No 'desk' - reception sign leads into office with multiple members of staff inside

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99	Childrens OPD	Where there are handrails are they in a colour that contrasts with the walls	Dementia, Disability	
100	Childrens OPD	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/Wellbeing	<i>This could include signage prompting patients to ask for privacy if required</i>
101	Pre Op	Are there handrails in corridors where appropriate	Dementia, Disability	
102	Pre Op	Is there at least one generally available toilet big enough to allow space for a wheelchair and carer (including staff) to assist when the door is closed	Dementia, Disability, Privacy/Dignity/Wellbeing	
103	Pre Op	Are all staff specific signs (e.g. sluice / treatment room) out of general eyesight level	Dementia, Disability	All at same level
104	Pre Op	Are all toilet door signs consistent	Dementia, Disability	Homemade poster over one sign saying staff toilet
105	Pre Op	Are all toilet doors in a single distinctive colour	Dementia	
106	Pre Op	Can signs to the toilets be seen from all areas and are they clearly identifiable	Dementia	
107	Pre Op	Has colour been used effectively to enhance patients orientation / co-ordination e.g. doors and bays painted in a different colour	Dementia, Disability	
108	Pre Op	Is the correct day and date displayed and clearly visible in all patient areas	Dementia, Disability	
109	Pre Op	Is there a large, accurate and silent (approx. 18 inch/45cm diameter) clock clearly visible in all patient areas	Dementia, Disability	

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110	Pre Op	When you walk on the floor does it create minimal noise	Dementia	Squeaky and noisy
111	Veterans Centre	Are all staff specific signs (e.g. sluice / treatment room) out of general eyesight level	Dementia, Disability	
112	Veterans Centre	Are all toilet doors in a single distinctive colour	Dementia	Same as staff entrances
113	Veterans Centre	Can signs to the toilets be seen from all areas and are they clearly identifiable	Dementia	Not in clear sight when entering department
114	Veterans Centre	Is there a large, accurate and silent (approx. 18 inch/45cm diameter) clock clearly visible in all patient areas	Dementia, Disability	
115	MCSI OPD	Are there handrails in corridors where appropriate	Dementia, Disability	
116	MCSI OPD	Are all toilet doors in a single distinctive colour	Dementia	
117	MCSI OPD	Are there points of interest such as artwork on the walls e.g. familiar local sights	Dementia	
118	MCSI OPD	Are toilet seats, flush handles and rails in a colour that contrasts with the toilet/bathroom walls and floor	Dementia	
119	MCSI OPD	Can signs to the toilets be seen from all areas and are they clearly identifiable	Dementia	
120	MCSI OPD	Is there a large, accurate and silent (approx. 18 inch/45cm diameter) clock clearly visible in all patient areas	Dementia, Disability	
121	MCSI OPD	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/Wellbeing	<i>This could include signage prompting patients to ask for privacy if required</i>

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122	Physiotherapy	Are there handrails in corridors where appropriate	Dementia, Disability	
123	Physiotherapy	Is there space in reception areas for wheelchairs and for those accompanying patients to sit together	Dementia, Disability	Limited space
124	Physiotherapy	Are there toilets in the area for public use	Dementia	
125	Physiotherapy	Has colour been used effectively to enhance patients orientation / co-ordination e.g. doors and bays painted in a different colour	Dementia, Disability	More colour
126	Physiotherapy	Is the correct day and date displayed and clearly visible in all patient areas	Dementia, Disability	
127	Physiotherapy	Is the flooring in a colour that contrasts with the walls and furniture	Dementia, Disability	Not consistently
128	Physiotherapy	Is there a large, accurate and silent (approx. 18 inch/45cm diameter) clock clearly visible in all patient areas	Dementia, Disability	
129	Physiotherapy	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/Wellbeing	Window on corridor requires patients to speak loudly in the corridor. <i>This could include signage prompting patients to ask for privacy if required</i>
130	Montgomery	Are all toilet doors in a single distinctive colour	Dementia	
131	Montgomery	Can signs to the toilets be seen from all areas and are they clearly identifiable	Dementia	