

25<sup>th</sup> Sept 2013

## **Press Release**

### **RNHRD PATIENT-LED ASSESSMENT OF THE CARE ENVIRONMENT RESULTS**

The first published results from the new Patient-Led Assessment of the Care Environment (PLACE) show the Royal National Hospital for Rheumatic Diseases NHS Foundation Trust (RNHRD) is performing in line with other Trusts across the country on the assessment areas of cleanliness, safety, standards of privacy and dignity and food and nutrition.

The new PLACE programme replaced the former Patient-Environment Action Team (PEAT) in April 2013 and is designed to ensure patients are at the centre of all inspections of hospital environments. NHS commissioned buildings are assessed by a team of hospital staff and patients, and wards are scored against 150 standards which make up the four key areas of cleanliness, condition, appearance and maintenance of patient areas, standards of privacy and dignity and food and hydration for patients.

Rayna McDonald Director of Operations and Clinical Practice and Deputy Chief Executive at the RNHRD said: "Patients and their welfare and comfort are at the heart of everything we do here; we welcome the new PLACE initiative as another way of listening to patients and making sure we get it right."

Rayna continued: "We know patients value high standards of clinical care, but the environment in which this is delivered also plays an important role and we will be looking closely at the results to identify areas where we can make further improvements to the patient experience."

**CONT...**

The PLACE inspection at the Bath based hospital, known locally as the 'Min' took place in June 2013 and the results published by the Health and Social Care Information Centre are as follows:

<b>Assessment Area</b>	<b>National Average*</b> <b>%</b>	<b>RNHRD score*</b> <b>%</b>
Cleanliness of wards, including bathrooms, furniture and fittings	96	97
Patient's privacy, dignity and wellbeing including their changing and waiting facilities, appropriate separation of single sex facilities, telephone access and appropriate patient clothing	89	89
For patients' food and hydration (including assessment of choice, taste, temperature and availability over 24 hours)	85	82
Condition, appearance and maintenance of sites including decoration, signage, linen and car park access	89	84

\*figures rounded to the nearest percentage

## **ENDS**

Press contacts:

Royal National Hospital for Rheumatic Diseases NHS FT:  
Marketing and Communications  
01225 465 941 ext 278

## **Notes to Editors**

- The RNHRD NHS FT is a national specialist rehabilitation and rheumatology hospital based in Bath. Offering services to adults, children and young people, the trust has expertise in general and complex:
  - Rheumatological and musculoskeletal conditions
  - Chronic pain management
  - Fatigue Management (CFS/ME and cancer survivorship fatigue)
  - [www.rnhrd.nhs.uk](http://www.rnhrd.nhs.uk)
- Detailed PLACE results are available here [Health and Social Care Information Centre](#)