Patient Led Assessment of the Care Environment

Communal Areas

# 1.0 First Impression

|  |  |
| --- | --- |
|  | Please Tick |
| Based on your first impression upon entering the area, how happy/confident are you that a good level of patient care and experience will be delivered with the environment? E.g. does the area appear bright, clean and welcoming? | Very Confident |  |
| Confident |  |
| Not Very Confident |  |
| Not At All Confident |  |
| **Please provide any positive or negative comments from your first impression.** |

# Cleanliness / Condition and Appearance Scoring Key

|  |  |
| --- | --- |
| P | Pass = all aspects of all items must meet the definition/guidance. |
| Where a Pass is not appropriate, the team must decide to apply a Qualified Pass or Fail score.  |
| Q | Qualified Pass = a small amount of items (no more than 20%) do not meet the definition/guidance. |
| F | Fail = more than a small amount of items do not meet the definition/guidance or where blood or body fluids are present (these always result in a fail score) |

**2.0 Cleanliness / Condition and Appearance**

Shaded areas should be left blank

| **Item** | **Bathrooms, toilets, shower rooms and en-suites** | **Communal and other areas (including reception and waiting areas, social areas, corridors, lifts and stairwells, bereavement room, chapel, therapy rooms)** | **Reason for Failure / Comments** |
| --- | --- | --- | --- |
| Cleanliness | Condition and Appearance  | Cleanliness | Condition and Appearance  |
| **Important note before completing:** Not all items in this list have a specific Condition & Appearance (C&A) option, however many items will fit under one of the more general ‘Condition & Appearance’ options provided. Specifically:* Curtain and Blinds C&A issues should be marked/ commented on the ‘Linen Quality’ C&A item (on relevant forms)
* Any items where ‘Internal Decoration’ issues are identified should be marked/ commented on the ‘Internal Decoration’ C&A item
* Any C&A issues for items which would be deemed as ‘Fixtures & Fittings’, which would cover a number of the items in the list, should be marked down/ commented on the ‘Fixtures & Fittings’ C&A item
* Where an item does not fit into one of these C&A items then a comment should be left on any issues identified

You should refer to ‘Condition / appearance categories and descriptions’ provided as a separate document as a guide. |
| Ceilings | P |  | P |  |  |
| Curtains / blinds  | P |  | P |  |  |
| Curtain tracks | P |  | P |  |  |
| Dispensers - soap, hand gel etc. | P |  | P |  |  |
| Doors and frames | P |  | P |  |  |
| Floors | P | P | P | P |  |
| General Storage |  | P |  | P |  |
| General Tidiness |  | P |  | P |  |
| Glazing – Internal (including windows) | P |  | P |  |  |
| Internal Decoration |  | P |  | P |  |
| Internal Fixtures and Fittings |  | P |  | P |  |
| Lighting | P | P | P | P |  |
| Mirrors | P |  | P |  |  |
| Pull cords / switches | P |  | P |  |  |
| Radiators, heating panels and pipework | P |  | P |  |  |
| Seating  | P | P | P | P |  |
| Sinks / basins (including taps and plugholes) | P |  | P |  |  |
| Surfaces – high | P |  | P |  |  |
| Surfaces – low / visible (including fire extinguishers) | P |  | P |  |  |
| Toilets (including raised toilet seats) | P |  |  |  |  |
| TV / entertainment and IT equipment |  |  | P |  |  |
| Ventilation / air conditioning grills (visible) | P |  | P |  |  |
| Walls | P |  | P |  |  |
| Waste bins | P |  | P |  |  |
| Waste management |  | P |  | P |  |
| Wheelchairs / walking aids |  |  | P |  |  |

**3.0 Access**

| **Question** | **Answer** | **Reason for Failure / Comments** |
| --- | --- | --- |
| **Handrails** |
| Are there handrails in corridors where appropriate? **Note:** In some organisations it may be deemed that the presence of handrails may pose a risk to patients or may not be required. **Note:** 'N/A' applies only where there are no corridors**Note:** Handrails should be able to be grasped properly. | Y | N | N/A |  |
| Where there are handrails are they in a colour that contrasts with the walls? | Y | N |  |
| 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?**Note:** N/A option can be used for where there are no toilets. | Y | N | N/A |  |
| **Safety for visually impaired visitors and staff** |
| Where main entrance doors are glass, are there high-contrast markings so the glass can easily be seen? | Y | N |  |
| Do all external steps have high visibility nosing on treads and risers?**Note:** N/A can be used where there are no external steps | Y | N | N/A |  |
| Do all internal stairs have high visibility nosing on treads and risers?**Note:** N/A can be used where there are no internal stairs | Y | N | N/A |  |
| **Reception / Waiting Areas** |
| Does seating in reception / waiting areas provide for the range of patient needs?**Note:** This should include chairs of different heights and sizes and chairs both with and without arms. | Y | N |  |
| Are wheelchairs available in the entrances for patients to use as required? | Y | N |  |
| Is there space in reception / waiting areas for wheelchairs and for those accompanying patients to sit together? | Y | N |  |
| **Privacy and dignity** |
| Are appropriate measures in place to ensure privacy and dignity for patients at reception desks and at self-service check in kiosks / screens?**Note:** It should be clear to staff and patients that some privacy may be required. This could be signage or floor markings that makes this clear. | Y | N |  |
| Is there a system / process in place in the reception area to support patients with hearing / visual impairments, e.g. hearing loops, escorting of patients? | Y | N |  |
| Do toilets designated for single sex use have appropriate signs?**Note:** N/A may be used if there is only one toilet or no toilets. | Y | N | N/A |  |
| 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? Y/N/NA**Note:** N/A may be used if there are no toilets | Y | N | N/A |  |
| **Lifts** |
| Are there lifts for patient/visitor use in the building? **Note:** This is not relevant for single storey buildings**Note**: If no please ignore the rest of this section. | Y | N |  |
| Do passenger lifts have clearly identifiable control buttons? | Y | N |  |
| Do all control buttons include braille and tactile or raised surface buttons? | Y | N |  |
| Are signs at and inside lifts so that people know which floor they need? | Y | N |  |
| Do all lifts have audible and visual announcements for notifying floor levels? | Y | N |  |
| **Signs** |
| Do the signs help you find your way around the building and do they clearly identify all important/ regularly used parts of the building, e.g. wards, outpatient areas, emergency departments, exits, pharmacy, etc.? **Note:** In certain settings, e.g. learning disabilities, respite homes or addiction units, the organisation’s policy may be to not signal the building’s purpose. Where this is the case this aspect need not be assessed and answered N/A**Note:** Where appropriate, e.g. in larger hospitals, this would include clear colour coded (e.g. floor markings) system to help visitors find major departments. | Y | N | N/A |  |

**4.0 Dementia Friendly Environment**

Answer for all areas unless otherwise indicated.

| **Question** | **Answers** | **Reason for Failure / Comments** |
| --- | --- | --- |
| Does the ward ever admit/treat patients with dementia? If no, there is no requirement to complete the dementia assessment. | Y | N |  |
| **Flooring** |
| Is flooring consistent, matt, non-reflective, non-patterned, and not slippery?**Note:** All aspects must be met for a yes response. | Y | N |  |
| When you walk on the floor does it create minimal noise?**Note:** The noise should not be distracting for patients  | Y | N |  |
| Are slopes clearly marked? | Y | N |  |
| Is the flooring in a colour that contrasts with the walls and furniture? | Y | N |  |
| **Toilets and Toilet Signage** |
| Can signs to the toilets be seen from all areas and are they clearly identifiable?**Note:** In this instance ‘all areas’ does not include stairwells or areas from where it would be unrealistic to expect signs to be visible  | Y | N |  |
| Are all toilet door signs consistent?**Note:** Answer 'N/A' only where there is just one toilet | Y | N | N/A |  |
| Are pictures and text fixed to the toilet doors?**Note:** The pictures and text should inform the patient that the room is a toilet | Y | N |  |
| Are all toilet doors in a single distinctive colour? | Y | N |  |
| Are toilet seats, flush handles and rails in a colour that contrasts with the toilet/bathroom walls and floor?**Note:** A yes response requires all criteria to be met**Note:** It is acceptable that the flush handles are chrome. | Y | N |  |
| Is the toilet flush mechanism clearly identifiable?**Note:** It should be obvious to patients how to flush the toilet. | Y | N |  |
| Are taps clearly marked as hot/cold e.g. by using red and blue colours?**Note:** Colours can be on the tap or indicated on the wall behind. | Y | N |  |
| **Other** |
| Has colour been used effectively to enhance patient orientation / co-ordination, e.g. doors and bays painted in a different colour? | Y | N |  |
| Are there points of interest such as artwork on the walls, e.g. familiar local sights? | Y | N |  |

**5.0 Lasting Impression**

|  |  |
| --- | --- |
|  | **Please Tick** |
| Having carried out the PLACE assessment in this area, how happy/confident are you that a good level of patient care and experience will be delivered within the environment? | Very Confident |  |
| Confident |  |
| Not Very Confident |  |
| Not At All Confident |  |
| Please provide any positive or negative comments from your lasting impression. This can include examples of best or poor practice. |