

TRUST BOARD
28th September 2017

AGENDA ITEM	7.2	
TITLE OF PAPER	National PLACE audit report	
Confidential	NO	
Suitable for public access	YES	
PLEASE DETAIL BELOW THE OTHER SUB-COMMITTEE(S), MEETINGS THIS PAPER HAS BEEN VIEWED		
None		
<u>STRATEGIC OBJECTIVE(S):</u>		
Best outcomes		The general appearance of the environment is important in giving all our stakeholders confidence in the clinical setting they are coming into for the medical treatment and care.
Excellent experience		Having a well maintained and clean environment helps reduce infections and fosters good infection control practices. Appetising and nutritious food encourages patients to eat and helps in their recovery and wellbeing.
Skilled & motivated teams		It is important for Trust staff to be able to work in well maintained, clean and safe buildings when delivering patient care. Patients make up at least 50% of the assessment team and representatives from Patients Panel, Public Governors and Staff made up the team at this year's audit.
Top productivity		Cleanliness and food have scored above the national averages at our hospitals whereas privacy, dignity and wellbeing, plus condition, appearance and maintenance were marginally below the national average scoring.
EXECUTIVE SUMMARY		
<p>The purpose of this paper is to brief the Trust Board on this year's PLACE results, provide comparison to the national averages and propose some of the necessary works required to address low scoring areas.</p> <p>Food and cleanliness both scored above the national averages at our hospitals whereas privacy, dignity and wellbeing, plus condition, appearance and maintenance were below the national average scoring.</p> <p>This paper highlights that there is investment required in our buildings to improve the condition and reduce backlog maintenance in order to improve the patient experience.</p>		
RECOMMENDATION:	The Trust Board is asked to note the report.	
SPECIFIC ISSUES CHECKLIST:		

Quality and safety	The report covers quality and safety issues related to non-clinical risks. The PLACE audit forms part of the NHS Estates and Facilities Productivity and Efficiency Dashboards reported nationally and used for benchmarking and EFM improvement
Patient impact	This paper provides assurance that Ashford and St Peter's is a clean and well maintained safe place to visit and receive healthcare. A fundamental part of PLACE is the inclusion of lay assessors known generically as 'patient assessors'. All assessment teams must include a minimum of 50% of patient assessors.
Employee	This paper provides assurance to its staff that Ashford and St Peter's Trust is a responsible employer providing a clean and well maintained environment to work.
Other stakeholder	This report may be of interest to members of the public, policy (?) officials and other stakeholders to make local and national comparisons and to monitor the quality and effectiveness of services.
Equality & diversity	There are no specific equality and diversity issues.
Finance	There is the need for the Trust to continue to adequately fund cleanliness and a well maintained environment to comply with CQC registration and maintain stakeholder confidence.
Legal	There is potential for the CQC to take enforcement action if the Trust fails in demonstrating compliance with the Hygiene code as set out in the Health and Social Care Act 2008 (2015)
Link to Board Assurance Framework Principle Risk	
AUTHOR(s)	Chris Bell, Director of Estates and Facilities William Britton, Head of Facilities Support Services
PRESENTED BY	Valerie Bartlett, Deputy Chief Executive
DATE	20 September 2017
BOARD ACTION	Receive assurance

1. Summary of approval sought

The purpose of this paper is to brief the Trust Board on this year's PLACE results, provide comparison to the national averages and propose some of the necessary works required to address low scoring areas.

2. Background and scope

The PLACE programme was introduced in April 2013 to replace the Patient Environment Action Team (PEAT) assessments, which ran from 2000-2012. One of the key drivers for the audit is seeing auditable issues through our patients' eyes and their reflections on the areas that they receive their care.

PLACE aims to promote the principles established by the NHS Constitution that focus on areas that matter to patients, families and carers:

- Putting patients first;
- Active feedback from the public, patients and staff;
- Adhering to basics of quality care;

PLACE encourages the involvement of patients, the public, and both national and local organisations that have an interest in healthcare in assessing providers, with an emphasis on ensuring services are provided in a clean and safe environment that are fit for purpose.

PLACE assesses a number of non-clinical aspects of the healthcare premises identified as important by patients and the public, known as domains:

- Cleanliness
- Food and hydration
- Privacy, dignity and wellbeing
- Condition, appearance and maintenance
- Dementia: how well the needs of patients with dementia are met
- Disability: how well the needs of patients with a disability are met

The criteria for each represent good practice as identified by professional organisations whose members are responsible for the delivery of these services e.g. the Healthcare Estates Facilities Managers Association, the Association of Healthcare Cleaning Professionals and the Hospital Caterers Association. Dementia domain criteria draw heavily on the work of The Kings Fund and Stirling University.

3. Performance highlights

- This year's St Peters PLACE inspection was carried out on the 7th March 2017.
- This year's Ashford PLACE inspection was carried out on the 15th March 2017.

Scores for each of the areas are detailed overleaf in table 1:

Areas:	Ashford Hospital	St Peter's Hospital	National Average
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Cleanliness	99.83%	99.77%	98.38%
Food	91.07%	93.78%	89.68%
Organisation Food	81.17%	77.93%	88.80%
Ward Food	100%	98.69%	90.19%
Privacy, Dignity and Wellbeing	87.33%	89.42%	83.68%
Condition, Appearance and Maintenance	92.09%	92.31%	94.02%
Dementia	82.53%	73.80%	76.71%
Disability	93.00%	89.23%	82.56%

Table 1

Appendix 1 attached is a table that illustrates Trust performance against other Surrey Trusts.

Both our hospitals compare favourably in this comparison.

4. Audit reports

The audit findings and reports were divided into eight domains as follows:

4.1 Cleanliness

Cleanliness covers all items commonly found in the healthcare premises including **patient equipment**. Examples are **baths, toilets and showers, furniture, floors fixtures and fittings**.

The Trust has scored above the national averages at both hospitals for consecutive years and has an in-house Housekeeping team of 142wte who are well managed motivated and this is evidenced in the excellent staff satisfaction surveys, 95% compliance rates for mandatory training and appraisal levels that are the best in the Trust. Sickness rates are 2.8% below the Trust average and particularly low for an ancillary workforce.

4.2 Ward Food

The ward food scorecard includes an assessment of food at ward level including the taste, texture, serving temperature, presentation and whether menus are easy to understand. Both hospitals far exceeded the national average scores. The scores are underpinned by our very good internal monthly patient catering surveys, which show a high level of satisfaction in the choice and food being served.

4.3 Organisation Food

The Organisation Food criteria can be a little misleading as it is not a reflection on the quality or patient experience of the Trust's food delivery. It includes a range of pre-set organisational questions relating to the catering service e.g. nutritional and hydration questions, mealtimes, choice, and government buying standards along with other service questions.

Both hospitals scored below the national average due to various questions not scoring full marks, e.g. supper starting before 5.30pm, not offering an appetiser such as fruit juice at meal times, sandwiches and salads not offered at both lunch and supper. This section will be reviewed through the Trusts nutritional steering group and a recommendation will be made, which may require additional funding to the catering budget if any changes are deemed to be necessary to improve patient food service.

4.4 Food

This section is an amalgamation of the above two elements Organisation Food and Ward Food scores. This exceeds the national average and is consistent with previous inspections, surveys and the continuous improvement associated to this service.

4.5 Healthy Food for NHS Staff, Visitors and Patients

The Trust is fully committed to the promotion of healthy eating and to the delivery of this CQUIN goal and have engaged with colleagues at NWSCCG and Public Health to agree how the achievement of this goal will be measured at the end of 2017/2018. Our onsite catering contractor OCS and all our retail subcontractors within our hospitals have achieved the required standards, which we are regularly monitoring to ensure they are maintained.

All our catering outlets across our hospitals have achieved the highest food safety rating of 5 from our local Environmental Health Officers.

4.5 Privacy and dignity

The Privacy, Dignity and Wellbeing domain includes infrastructural and organisational aspects such as the **provision of outdoor and recreational areas, changing and waiting facilities, and access to television, radio, internet and telephones**. It also includes the practicality of male and female services e.g. **sleeping, bathroom and toilet facilities**, bedside curtains sufficient in size to create a **private space around beds** and ensuring **patients are appropriately dressed** to protect their dignity. Both hospitals scored above the national averages.

4.6 Condition Appearance and Maintenance

The Condition, Appearance and Maintenance domain includes various aspects of the general environment including **décor, condition of fixtures and fittings, tidiness, signage, lighting** (including access to natural light), **linen, access to car parking, waste management**, and the **external appearance of the buildings** and the **maintenance of the grounds**

Both hospitals scored marginally below the national averages. Our hospitals continue to undergo a programme of painting and refurbishment works, which is supported by an action plan to address the areas identified during the PLACE audits. There is also a capital ward refurbishment allocation to address a priority list of ward upgrades and refurbishments identified and programme over 3 years. This is subject to adequate access as a full ward refurbishment can take 6-8 weeks and is reliant on medical teams decanting patients to enable us to deliver the programme.

Due to the age and condition of Trust buildings there is significant investment required if these scores are to increase to above the national average. However, the EFM has appointed a full time painter and decorator so plan to make steady and continuous improvement to the patient environment and public areas.

4.7 Dementia

The Dementia domain focusses on **flooring, décor and signage** and also aspects such as **availability of handrails, and appropriate seating**. These represent key issues for providing for the needs of patients with dementia but do not constitute the full range of issues and organisations are encouraged to undertake more comprehensive assessments using one of the recognised environmental assessment tools.

Following a successful pilot on Cherry ward the Trust will be implementing a project that introduces blue crockery to improve oral intake. A capital bid will be submitted for funding to introduce yellow toilet/bathroom doors, dementia friendly signage, blue toilet seats / grab rails and dementia friendly clocks. The dementia team have worked closely with the capital project team to ensure a dementia friendly environment into any new building design/ refurbishments.

4.8 Disability

The Disability domain focusses on issues of access including **wheelchair, mobility (e.g. handrails), signage, hearing loops**, and aspects relating to **food and food service**. It shares many facets with the dementia assessment. Again the items do not include the full range of issues which need to be considered in order to meet the needs of patients with a disability, rather focussing on a limited range with strong buildings / environment related aspects covered by questions already in the PLACE assessment when this domain was introduced (2016). Both our hospitals exceeded the national average scores.

The Trust has a Disability Group which is well represented by public / patient representation, Head of Patient Experience, Associate Director of Quality / Chief Nurse, Non Clinical Risk Manager and the Director of Estates and Facilities. The Trust has an annual Health and Safety capital allocation to help address disability issues across our hospitals.

5.0 Action plans

Actions are already underway to address some of the public condition and maintenance issues such as public toilets, replacing some of the worn entrance mats and repainting some public areas.

The action plans were developed with the assistance of the patients and public governors who lead the PLACE inspections to address some of these areas and to bring them up to the required standards. **These are attached as Appendices 2, & 3.**

5. Governance

There are quarterly Environmental Clinical Nurse meetings that include Estates and Facilities, Infection Control, and Dieticians with a set agenda covering all the PLACE topics. The meeting has minutes and actions and reports to the Patient Experience Monitoring Group.

The Health and Social Care Information Centre (HSCIC) have received the results and published the data. The data will be shown in Official Statistics and shared with the Care Quality Commission, DoH, NHSCB, CCGs (when requested) National Audit Office (when requested) and the HSCIC (for clinical quality indicators).

The results illustrate how hospitals are performing nationally and locally. Trusts are required to publish their PLACE results and to produce a short local improvement plan, indicating how the PLACE report will be used to drive improvements. The improvement plan will be managed through the Patient Experience Monitoring Group.

6. Conclusion

The Trust has continued to demonstrate high standards in cleaning and food that promote good quality service to our patients. The nutritional steering group will review the mealtimes and other questions associated with organisational food to help improve this score.

Environmental dementia standards are improving and the plans and future actions will continue to raise standards further in the future.

Condition appearance and maintenance will only improve if there is good access to wards to make improvements and there is a continued backlog maintenance investment.

7. Recommendation

The Board is asked to note the contents of this report.

Comparison with local Trusts Appendix 1

	Cleanliness	Food	Organisation Food	Ward Food	Privacy, Dignity and Wellbeing	Condition Appearance and Maintenance	Dementia	Disability
ST. PETER'S HOSPITAL NHS	99.77%	93.78%	77.93%	98.69%	89.42%	92.34%	73.80%	89.26%
ASHFORD HOSPITAL NHS	99.83%	91.07%	81.17%	100.00%	87.33%	92.09%	82.53%	93.00%
ST HELIER HOSPITAL NHS	98.90%	84.62%	86.67%	84.19%	74.76%	90.64%	68.18%	74.71%
EPSOM HOSPITAL TRUST	98.39%	86.11%	87.97%	85.75%	68.33%	90.40%	70.83%	75.48%
FRIMLEY HEALTH HOSPITAL NHS	99.84%	92.55%	84.87%	94.38%	79.90%	94.66%	77.54%	83.74%
WEXHAM PARK FRIMLEY HEALTH NHS	99.24%	91.11%	76.07%	94.83%	79.68%	89.67%	66.46%	73.13%
HEATHERWOOD PARK	99.06%	81.99%	76.07%	86.58%	77.27%	90.38%	69.15%	69.15%
SASH	99.89%	90.32%	85.67%	91.27%	84.32%	94.97%	71.11%	79.14%
KINGSTON HOSPITAL TRUST	95.14%	83.18%	91.53%	82.08%	79.55%	87.94%	70.71%	75.03%
ROYAL SURREY COUNTY HOSPITAL TRUST	99.37%	92.72%	93.35%	92.51%	87.06%	96.77%	87.63%	91.80%
NATIONAL AVERAGES	98.38%	89.68%	88.80%	90.19%	83.68%	94.02%	76.71%	82.56%

Appendix 2 PLACE Assessment – Action Plan

Wednesday 7th March 2017
Ashford Hospital

Areas assessed

- Main Entrance
- Car Parks
- Chaucer Ward
- Dickens Ward
- Wordsworth
- Main Outpatients
- Public Corridors & Toilets
- Lifts & stairs
- External Areas

Identified Issue	Work Needed	Timescale	Responsibility	Progress
Hospital front entrance plant pots some are broken and empty	Repair or replace broken plant pots and paint and replant existing pots	Dec 17	Andy Hanney Estates Manager	Volunteers or Grounds maintenance worker
External	Grass on hospital boundary looked un kept and needs cutting	Aug 17	Andy Hanney Estates Manager via Grounds maintenance worker	Completed
Public payment machines	Payment machines have tape marks on them and need cleaning	Tbc	Mark Ball Portering Manager	Completed
Internal Tension unit female toilet	Bin in ladies toilet needs replacing	Tbc	Maciel Vinagre Housekeeping manager	Completed
Internal	1 st floor corridor outside theatres is damaged and needs repair	By March 18	Works Officer Tim Ormston	Quotation to be sort
Main Outpatients	Corridor outside of medical notes room has damaged walls caused by the notes trolley. Needs wall protection	By March 18	Works Officer Tim Ormston	Quotation to be sort
Dickens Ward	Therapies room at the end of the ward had a light not working that needs repairing. Place on the helpdesk	Tbc	Sue Cheeseman Ward Manager	Completed
Dickens Ward	Corridor floor has old tape that needs replacing	By Dec 17	Works Officer Tim Ormston	Quotation to be sort
Dickens Ward	Shower toilet room was cluttered and had 4 types of	Tbc	Sue Cheeseman	Shower room has been decluttered

	commodos stored in it		Ward Manager	19th April 19, 2017
Dickens Ward	Ward looked cluttered with stacks of chairs and fans littering the corridor	Tbc	Sue Cheeseman Ward Manager	2 of the fans have been thrown away because they were broken, Chairs are stacked outside the bay for relatives use
Dickens Ward	Lights pull cords needs replacing with an wipeable product	Sept 17	Works officer Joy Lochun	Completed
Dickens Ward	Review ward signage and purchase Clip Frames as notices were scattered around the ward	Tbc	Sue Cheeseman Ward Manager	We have removed a lot of ward signage and placed on boards. 19th April 19, 2017
Chaucer Ward	Patients notices board out of date	Immediately	Sally Omowa Ward Manager	Completed
Chaucer Ward	Lights pull cords needs replacing with an wipeable product	Sept 17	Works officer Joy Lochun	Completed
Chaucer Ward	Toilet 025A walls damaged	By Dec 17	Works officer Tim Ormston	Order required
Chaucer Ward	Bay A walls damaged (hole on the behind locker by window)	By Dec 17	Works officer Tim Ormston	Order required
Chaucer Ward	Bay B Floor Damaged	By Dec 17	Works officer Tim Ormston	Order required
Chaucer Ward	Toilet 027a walls damaged	By Dec 17	Works officer Tim Ormston	Order required
Chaucer Ward	Gym very cluttered, too much equipment, xmas decorations still lying around other items that should be in store room. Would recommend a curtain track and placing those items behind the curtains so would be out of sight	30th April 2017	Sally Omowa Ward Manager & Rachel Parrot Therapy Leader MSK	Completed

Chaucer Ward	General floors joints and walls on toilet were pretty poor needs repairing as soon as possible	By Dec 17	Works officer Tim Ormston	Order required
Chaucer Ward	Relatives room material sofa needs to be replaced with an wipeable material	Tbc	Sally Omowa Ward Manager	Completed
Wordsworth Ward	Toilet 096 used as store and walls damaged	By Dec 17	Works Officer Tim Ormston & Sally Omowa Ward Manager	Order required
Wordsworth Ward	D Bay Walls damaged	By Dec 17	Tim Ormston works officer	Order required
Wordsworth Ward	Lights pull cords needs replacing with an wipeable product	Sept 17	Works officer Joy Lochun	Completed
Wordsworth Ward	Bay C Toilets walls in a very poor state	By Dec 17	Tim Ormston works officer	Order required
Communal areas	Main reception- pillar paintwork	Tbc	Keith Hayward Head of Estates Operational Services	By Dec 17
Communal areas	Lift lobby walls needs painting	Tbc	Keith Hayward Head of Estates Operational Services	By Dec 17
Communal areas	Main entrance ladies toilets- walls especially around the sinks needs painting	By Dec 17	Works officer Joy Lochun	Order required
Communal areas	Main entrance male toilets- poor toilet layout, last cubicle is too close to the urinal, urinal needs to be removed to allow access to the cubicle	By Dec 17	Works officer Joy Lochun	Order required
Communal areas	Main Toilets ladies and male, doors needs to be varnished	By Dec 17	Works officer Joy Lochun	Order required
		By Dec 17	Works officer Joy	Order required

Communal areas	Damaged floor joints by main entrances toilets		Lochun	
Communal areas	Temporary notices on reception pillar written by hand	Tbc	Michelle Baber Customer Services Manager	By Dec 17
Communal areas	Waste bins on toilets- holding the doors open	Immediately	Maciel Vinagre Housekeeping Manager	By Dec 17
Communal areas	Signs on level 1 are very confusing no arrow for direction, needs to be looked at	By Dec 17	Works officer Joy Lochun	Order required
Communal areas	Walls on level 1 and level corridors needs painting and by portering office needs board panels to avoid any further damages	By Dec 17	Works officer Joy Lochun	Order required
Xray	Damage walls by room 058 and 068	By Dec 17	Works officer Joy Lochun	Order required
Xray	Skirting boards needs to be glued back on toilet 074	By Dec 17	Works officer Joy Lochun	Order required
Xray	Main waiting area- damaged chair 0- needs to be replaced	Tbc	Joyce De Lara Superintendent Radiographer	By Dec 17
Xray	2 nd waiting area on the left- boxes stored on the floor	Tbc	Joyce De Lara Superintendent Radiographer	By Dec 17
Xray	Damaged walls on room 071	By Dec 17	Works officer Joy Lochun	Order required

Appendix 3 PLACE Assessment – Action Plan

Tuesday 7th March 2017
St Peters Hospital

Areas assessed

Swift Ward
Cedar Ward
Falcon Ward
Cherry Ward
Swan Ward
Ash Ward
Oak Ward
Kingfisher Ward
Aspen Ward
Accident and Emergency Department
Outpatients Audiology
Main Outpatients
X-Ray
External Areas
Communal Areas

Area	Work Needed	Timescale	Responsibility	Progress Status
Aspen Ward	Not all patients beds had antibacterial hand rub-b available	Immediately	Dawn Reeves Turner Ward Manager	Completed
Aspen Ward	Large sections of the central flooring is cracking down the middle	Assess scale of work required 1 st June 2017	Andrew Grimes Head of Capital Projects	Schedule into Capital ward refurbishment program 2017/18
Swift Ward	Damaged door frames need repair and painting	By Dec 17	New painter Decorator	Planet Estates Team
Swift Ward	All the bays need painting and wall protection fitted	By Dec 17	New painter Decorator	Planet Estates Team
Cedar Ward	Not all beds had hand gel on them or within easy reach	Immediately	Claire Conlan Clinical Nurse Lead	Completed
Kingfisher Ward	Check high level dusting in all the bays	Immediately	Maciel Vinagre Housekeeping Manager	Completed
Kingfisher Ward	Change stained ceiling tiles	By Dec 17	Estates Team	Planet Estates Team
Swan Ward	Some damaged and stained ceiling tiles need changing over nurses station	By Dec 17	Estates Team	Planet Estates Team
Swan Ward	Temporary signage around the ward needs reviewing and cleaning up	01/05/2017	Kelly Irvine- clinical nurse leader	Completed
Falcon Ward	Some dignity curtains in the bays out of date and need replacing	01/04/2017	Maciel Vinagre Housekeeping	Completed

			Manager	
Falcon Ward	Review general storage as ward looks cluttered	01/05/2017	Katarina Bunce Ward Manager	Completed
Main OPD	Disabled toilets 2-68 – damaged skirting boards	By Dec 17	New painter Decorator	Planet Estates Team
Main OPD	3 rd waiting area walls damaged behind TV	By Dec 17	Andy Hanney Estates Manager	Quotation required
Main OPD	Consultants rooms 10, 10a, 1 door signs are missing a few letters	By Dec 17	Estates Team	Planet Estates Team
Main OPD	Empty boxes stored on the corridor by waiting area near the reception	14/03/2017	Sue Henry OPD Sister	Completed
Main OPD	Newspaper notes on Dr Norltoin door by the McMillian room	20/03/2017	Sue Henry OPD Sister	Completed
Main OPD	McMillian room- boxes on the floor, double tap on the notice boards – needs removing and most of the notice boards notes rack were emptied especially the ones outside the room	01/05/2017	Sue Henry OPD Sister	Completed
Main OPD	Mirrors inside the consultant rooms were smear needing to buffed up	14/03/2017	Maciel Vinagre Housekeeping Manager	Completed
Oak Ward	3D 19 dripping tap	TBC	Tim Ormston works officer	Completed
X-Ray	Toilet ceiling fans dusty	20/03/17	Maciel Vinagre Housekeeping Manager	Completed
X-Ray	Corridor ceiling tiles some stained and need replacing	By Dec 17	Estates Team	Planet Estates Team
Oak Ward	Bay 1 floor joint damaged cover by tape	July 18	Keith Hayward Head of Estates Operational Services	Schedule into Capital ward refurbishment program 18/19

Oak Ward	Bay 2 holes on wall behind the TV	By Dec 17	Andy Hanney Estates Manager	Quotation required
Oak Ward	3D11 damaged walls	July 18	Keith Hayward Head of Estates Operational Services	Schedule into Capital ward refurbishment program 18/19
Oak Ward	Entrance to the ward handrails edges damaged	July 18	Keith Hayward Head of Estates Operational Services	Schedule into Capital ward refurbishment program 18/19
Oak Ward	Corridors on the ward floor joints damaged covered by tape	July 18	Keith Hayward Head of Estates Operational Services	Schedule into Capital ward refurbishment program 18/19
Oak Ward	3D 02 Dripping tap	By Dec 17	Estates Team	Planet Estates Team
Oak Ward	Play room on the right – broken bin	TBC	Maciel Vinagre Housekeeping Manager & Karen Spence Ward Manager	Completed
Cherry Ward	Patient note board behind beds are not been filled and this is generally across of all the notices boards	TBC	Kristine Reyes Sister	Completed
Cherry Ward	Bay 2 damaged walls behind the beds and by sink	March 18	Keith Hayward Head of Estates Operational Services	Schedule into Capital ward refurbishment program 2017/18
Cherry Ward	Bay 3 damaged walls behind the beds and by sink	March 18	Keith Hayward Head of Estates Operational Services	Schedule into Capital ward refurbishment program 2017/18
Cherry Ward	Shower/toilet 3A 07 used to stored patients equipment- is it a store or shower/toilet?	TBC	Kristine Reyes	Schedule into Capital ward

			Sister	refurbishment program 2017/18
Cherry Ward	Notices around the ward about European visits why those notes scattered around the ward- isn't appropriate for the area	TBC	Kristine Reyes Sister	Completed
Cherry Ward	Handrails edges or corners damaged	March 18	Keith Hayward Head of Estates Operational Services	Schedule into Capital ward refurbishment program 2017/18
Cherry Ward	3A11 toilet pan damaged/cracked	March 18	Keith Hayward Head of Estates Operational Services	Schedule into Capital ward refurbishment program 2017/18
Cherry Ward	Bay 4 dripping tap	By Dec 17	Estates Team Tim Ormston	Planet Estates Team
Cherry Ward	Bay 4 notices out of date	TBC	Kristine Reyes Sister	Completed
Maple ward	Confusing visiting times information- one note states from 11am to 8pm and another says not between 12.30 to 13.30 and 17.00 to 18.00	TBC	Rizelda Machado Ward Manager	Completed
Maple ward	Damaged handrails and nursing station from panel	Sept 17	Keith Hayward Head of Estates Operational Services	Schedule into Capital ward refurbishment program 2017/18
Maple ward	Floors and joints covered by tape	Sept 17	Keith Hayward Head of Estates Operational Services	Schedule into Capital ward refurbishment program 2017/18
Maple ward	Walls behind beds and around sinks are significantly damaged	Sept 17	Keith Hayward Head of Estates Operational	Schedule into Capital ward refurbishment

			Services	program 2017/18
Maple ward	Corridor ceiling tiles missing	Sept 17	Keith Hayward Head of Estates Operational Services	Schedule into Capital ward refurbishment program 2017/18
Maple ward	All Toilets walls behind bins are damaged	Sept 17	Keith Hayward Head of Estates Operational Services	Schedule into Capital ward refurbishment program 2017/18
Maple ward	First bay on the right fire door blocked by trolleys	Immediately	Rizelda Machado Ward Manager	Completed
Maple ward	Notices boards are been filled appropriated some were by printed piece of paper and others hand written	20/03/.2017	Rizelda Machado Ward Manager	Completed
Maple ward	Side rooms patients name notice board on the window were all damaged and needs proper boards or removed completed	20/03/2017	Rizelda Machado Ward Manager	Schedule into Capital ward refurbishment program 2017/18
Communal areas	Level 4 light diffuser in corridor leading to Holly ward is badly damaged and needs replacing	By Dec 17	Joy Lochun Works officer	Quotation received
Communal areas	Loading bay entrance doors have heavily damaged door frames that need repairing and protection	By March 18	Andy Hanney Estates Manager	Quotation required
Communal areas	Main entrance male toilet needs painting as graffiti remover has removed the paint	By Dec 17	New painter Decorator	Planet Estates Team
Communal areas	DOK level 4 near to waste cupboard has damaged handrail that needs repairing	By Dec 17	Estates Team	Planet Estates Team

Communal areas	Main entrance behind escalators has damaged ceiling tiles leading to cardiology	By Dec 17	Estates Team	Planet Estates Team
Communal areas	Lift inside panels damaged where notices have been removed Damaged notes	By Dec 17	Estates Team	Planet Estates Team
External areas	Near main entrance bike shed needs cleaning	12/03/17	Maciel Vinagre Housekeeping Manager	Completed
External areas	Near main entrance wild garden needs replanting	April 18	Andy Hanney Estates Manager and Spence Brewer	Scheduled into 18/19 gardening programme
External areas	Outpatients block end courtyard is overgrown and needs tidying	July/Sept 17	Andy Hanney Estates manager	Completed
External areas	Near main entrance walkway alongside theatres ceiling needs cleaning and check if wooden batons need repairing	TBC	Keith Hayward Head of Estates Operational Services	Completed
A&E	Main entrance needs painting and entrance matt changing	14/08/17	Andy Hanney Estates Manager	Completed
A&E	Cubicle 2 door frames damaged need repairing and painting	March 18	Andy Hanney Estates Manager	Contractor appointed awaiting to schedule the works in
A&E	Pediatric treatment rooms need painting and wall protection	March 18	Andy Hanney Estates Manager	Contractor appointed awaiting to schedule the works in
A&E	Pediatrics department Toilet – paper in the ceiling	Immediately	Maciel Vinagre Housekeeping Manager	Completed
A&E	Pediatrics C1 walls behind couch damaged	March 18	Andy Hanney Estates Manager	Contractor appointed awaiting to

				schedule the works in
A&E	Pediatrics C3 walls damaged	March 18	Andy Hanney Estates Manager	Contractor appointed awaiting to schedule the works in
A&E	Main waiting area- walls needs painting especially where the notices boards were removed	March 18	Andy Hanney Estates Manager	Contractor appointed awaiting to schedule the works in
A&E	Damaged wall by the main door into the unit opposite the toilets	March 18	Andy Hanney Estates Manager	Contractor appointed awaiting to schedule the works in