

BEST IN NHS

(2017 patient led assessment of the care environment)

BEST
FOR
CLEANLINESS

BEST
FOR PRIVACY
& DIGNITY

BEST
FOR CONDITION
OF BUILDING

BEST
FOR PATIENT
FOOD

BEST
FOR PATIENT
FACILITIES

Thank you to our staff for working so hard to maintain the highest possible standards

BEST IN ENGLAND

It's official! The Trust is the **BEST Acute NHS Trust in England** according to the Patient Led Assessments of the Care Environment (PLACE) programme.

The Trust achieved top marks in the country in every area of the inspection, including;

- cleanliness
- food
- privacy and dignity
- facilities for patients living with dementia and disabilities
- condition, appearance and maintenance of the hospital buildings

Not only were we ranked best overall, but the Trust was the **ONLY** acute Trust in the entire country to score **100%** for the **standards of cleanliness** at its hospitals, as well as **100%** for the **standard of food** served on its wards.



Ann Marr, Chief Executive, said: "This is an incredible achievement, and I wanted to take this opportunity to tell you how proud the entire Trust Board is that your continuous hard work and dedication to patients has been recognised in this way.

Providing the best patient environment in the country is national recognition for our hospitals and the excellent care we provide to our patients.

Thank you for your continued commitment to maintaining these high standards."

Being the best takes continuous attention to detail, and at the Trust, we don't just wait for the annual assessments to come around, the Contract and Facilities Team run a weekly programme of inspections to ensure that standards are maintained.

From these inspections, the team are consistently enhancing the patient environment, helping staff to develop projects in the different assessment areas and further improving every aspect of the patient experience.

PLACE - the facts

- Independent assessors include members of Healthwatch, voluntary services and patients
- Over 1200 assessments of NHS organisations take place each year
- STHK was the best in the country with an overall score of 98.50%
- 100% score for patient food
- 100% score for cleanliness



Keeping our hospitals working at full strength takes a team effort, but here at the Trust we are more than just a team, we like to think of ourselves more like a giant family. A major part of that family are our partner organisations who the Trust are proud to work alongside...

NewHospitals, work with the Trust to set and monitor the standards required from contractors who work within our hospitals. Their role is to ensure that our other partners namely Vinci FM and Medirest meet all their obligations and provide high quality services.

Medirest provide an army of staff of just under 900 who are all essential for the smooth running of the hospitals. They're the team responsible for making sure both patients and staff enjoy great tasting, healthy food, as well as reliable and consistent support services, 24-hours a day, 365 days a year. They are responsible for the employment of staff such as;



- domestics
- porters
- catering, both ward and restaurant teams
- post room
- reception
- linen room
- transport
- security
- car park attendants



Vinci Facilities Management (FM) work within the hospitals to provide all maintenance support.

With the new St Helens Hospital opening in 2008 and the new Whiston Hospital opening in 2010, you may think that there is not much to be done to the new buildings in terms of their appearance and maintenance, but you'd be wrong. Keeping our buildings not only looking good, but fully functioning is a round the clock job.

With over 60 staff working for Vinci FM, the team respond to both urgent and planned calls for maintenance help.

The team provide management of services including:



- general maintenance
- planned preventive maintenance
- minor improvements
- waste management
- energy centre management
- medical gases management
- emergency standby generators
- drainage
- back-up electrical supplies
- air filtration/clean air
- emergency alarms to various critical equipment
- ground and gardens
- fire alarms/systems/extinguishers
- suppression systems
- sustainability

The team also assist with special projects across the hospitals such as redecorating the relatives' rooms in the Emergency Department, the bereavement rooms in maternity and also installing artwork in the Special Care Baby Unit to name just a few.

All calls and maintenance programmes are co-ordinated through the team at the Vinci Helpdesk who provide a 24/7 service to both hospitals.

Did you know?

- NewHospitals are the main sponsors of the Trust's Annual Staff Awards, helping us to stage the biggest awards ceremony of its kind at no cost to the NHS
- Medirest regularly help sponsor Trust events, including the Annual Staff Awards, Long Service Awards, charity cake sales and provide the Christmas Trees for both hospitals each year
- Vinci FM staff go over and above for our hospitals, often taking part in mad adventures to raise money for our hospitals' charity. They provide much appreciated support for charity projects within the hospitals and are also sponsors of the Annual Staff Awards

It's a clean sweep

100% FOR CLEANLINESS!

Whiston and St Helens hospitals were the only hospitals in the entire country to receive a score of 100% for cleanliness!

Of course, we all expect hospitals to be clean, but do we really understand what it takes to keep hospitals treating over 500,000 patients a year at their very best. Well, look at these figures...

In just one year there were:

35,455,232 metres of floors cleaned
53,133,250 toilet roll sheets used
68,540 mop heads changed
35,455,232 hand towels used
10,867 hand soaps used
3,752,474 linen pieces cleaned
731 tonnes clinical waste disposed



And they're just some of the facts. It takes a whole army of domestics to cover both hospitals day and night, approximately 400 part-time domestics in fact.

All areas of the clinical environment must be clean and dust free, including:

- patient bed areas
- fixtures and fittings, such as lights and plug sockets
- patient equipment
- baths
- toilets
- showers
- furniture
- floors
- curtains



As well as regular planned cleaning schedules running throughout the day, both hospitals have a rapid response cleaning team who react to priority calls for urgent action.

Domestics will also perform extensive 'deep cleans' in areas of high risk, ensuring that excellent hygiene standards remain.



TOP NOTCH FOOD – ANOTHER 100%

Food and hydration are vital to a patient's recovery and it is crucial that patients are provided with nutritious, quality food and drink, so to receive a score of 100% is proof of how important we think patient nutrition really is. It's more than just making sure everything is tasty!

- In total, over 910,000 meals were served to inpatients last year.
- On top of this were the 352,000 slices of toast and 220,000 pints of milk

The assessments look at not just the quality of food, but its availability too. They review meal times, access to menus and out of hours availability.



Key improvements delivered in the last 5 years:

- Standard menus available at all bed sides
- Braille, large print and alternative language menus available
- 24 hour vending machines with both hot and cold food
- Afternoon teas for patients within the Department of Medicine for Older People

The Catering Team always strive to ensure high standards and part of this is making sure that patient food is extensively tested. This includes staff, patients and volunteers regularly being invited to taste upcoming menus and give their opinions on taste, texture and temperature of the meals.

Staff are included in the Steamplicity food sampling so that they can help encourage and advise patients to choose their meals. Even the Trust's Board members take part in the food tasting so that they have a better understanding of what the patient's experience during their time at the hospital.

Steamplicity is the system the Trust uses to cook patient food. All meals are fresh and steam cooked, ensuring the maximum amounts of nutrients are maintained in the meals. Each patient's food is made to order, which means the Catering Team can ensure the very best quality for each patient.

Food Fact

The only other company with the patent to use this revolutionary technique is Marks and Spencer, so this is not just any hospital food, its Steamplicity hospital food - how posh are we?!



PRIORITISING PRIVACY, DIGNITY & WELLBEING

Providing excellent care is not just about giving medicine or performing operations, it is crucial that all aspects of a person's wellbeing are prioritised with the upmost dignity and respect.

This involves far more than perfecting a bedside manner, it's about making sure the spaces we provide to care for people are practical and comfortable, and that patients have the privacy they expect when receiving treatment of any kind.

The PLACE assessors review both inside and outside the hospitals; bed sides, recreation areas, social spaces such as the restaurants, waiting rooms, bathrooms and changing facilities.



Key focus areas include:

- are patients dressed correctly to protect their dignity
- is there enough privacy around beds
- are single rooms provided
- are there segregated bays
- are there separate male and female toilets
- are day rooms available on wards
- do the children's wards have suitable activity areas such as playrooms and outside play areas
- is the children's A&E waiting area suitable for children of all ages



Being an inpatient in hospital can be tough... long days and nights, waiting for the next visiting time or meal time, it is important that patients are able to keep the boredom at bay and help their mental wellbeing also.

TVs are available at every bedside, with free TV provided on some wards such as the children's wards between 7am and 7pm, 7 days a week. Radios are available at all bed sides and the mobile trolley shop visits each ward offering patients the opportunity to purchase magazines and puzzle books to help pass the time whilst they recover.



For those who require spiritual care, each hospital has chaplains available to care for the spiritual, pastoral and religious needs of patients, staff, and relatives of all faiths (and of none). Whiston Hospital also has The Sanctuary, where patients, staff and visitors can attend services or take a time of quiet reflection.

Award-winning gardens

The award-winning grounds of Whiston and St Helens hospitals, tended to by the skilful gardeners of David Platt Landscapes, are the pride of both staff and patients. Our fantastic gardeners are always looking for fun ways to brighten the outside areas and often use plants and flowers to mark important celebration events like the Lilac Centre's 25 year anniversary, Remembrance Day or even just celebrating summer with the much-loved St Helens miniature cricket pitch!

The gardens at Whiston Hospital recently received a special addition with the introduction of the Organ Donation Garden. The garden was awarded the prestigious gold award at Tatton Park's RHS Flower Show and was designed and donated by Alison Galer, a former nurse who trained at Whiston Hospital.

★ FOCUS ON DEMENTIA & DISABILITY

It is important that all patients are provided an environment suitable for their individual needs.

The PLACE inspections highlight two specific areas; Dementia and Disability.

They look closely at the facilities we provide to help patients who may find being taken out of their own familiar environment distressing and what we do to help reduce the additional stress that coming into hospital can bring.

The Dementia Team have worked tirelessly to continue to improve the patient experience and have implemented a number of initiatives across the hospitals. These include;



- Reminiscence Rooms within the Department of Medicine for Older People - these rooms are decorated to help patient's reconnect with their memories. Recreating sitting rooms from days gone by has been proven to be a calming influence for patients experiencing increased anxiety
- Following on from this, the team introduced 'Twiddlemuffs', blankets that are designed to help provide comfort to patients during their care
- Pictures have also been added to signage to help patient clearly identify toilets, shower and bath rooms

A number of improvements have been made across the hospitals to help patients with disabilities find their way around the buildings and feel more comfortable in their surroundings;

- There are now braille buttons in all lifts, with clear department signage for each level
- More wheelchairs have been purchased and are readily available
- Volunteers are positioned at receptions to meet and greet visitors and provide directions
- Additional seating has been provided both in the main reception areas and outside of the hospitals

The Trust is proud to support John's Campaign, which allows carers to stay with their relative overnight, and fold-away beds are available within the Department of Medicine for Older People, children's wards and by request across all other areas.

MORE THAN JUST A BUILDING



When inspecting the buildings, assessors focus on the general environment, décor, condition of fixtures and fittings, tidiness, signage, linen, the external appearance of the building and the maintenance of grounds, access to car parking and waste management.



Did you know?

- that each bedroom within the hospitals has natural light
- outpatient waiting areas have light boxes to brighten the areas within the centre of the buildings
- special artwork has been installed in the Maternity Ward, Delivery Suite and the Special Care Baby Unit thanks to donations to the hospitals' charity
- the relatives rooms within the Emergency Department have been given a new lease of life with new décor, furniture and artwork thanks to charity donations

Areas of focus over the last few years have been:

Signage – improvements continue to be made to signage to make sure that in such large buildings it is as easy as it can be for people to find their way around. Recent examples of this are the new installed lift directories, detailing lists of departments by floor and colour code and the new signs improving wayfinding to the Bereavement Centre at Whiston Hospital.

Helpdesk – a new system has been installed to improve response times of maintenance jobs around the hospitals





Because you're amazing!



We have received such lovely feedback after announcing our fantastic PLACE results. Take a look at ...

Katie Riley

We had our baby here and by far a fabulous hospital. Such a pleasure to be there. Cant wait to return to have baby number 2.

Rob Christie

My Grandad passed away there in May. He couldn't speak highly enough of the staff he encountered and the care he received, we're all very grateful for that. Well done!

Kerry Smith

Proud to be a member of #teamwhiston. Also having 4 children I am so impressed with the maternity and paediatric care both my children and myself have received over the past 11 years. Let's keep up the amazing work!

Andree Birch

Totally agree. Ward 3E and ALL of the staff were absolutely superb when I was in during March this year and also during my follow up visits since. Could not have been more caring and helpful. Absolutely amazing. xx

Pauline Fairclough

Love this hospital appointments always on time, never crowded in waiting areas, staff always kind and helpful and sometimes lucky enough to get a parking place without too much waiting.

Sara Bratt

Doesn't surprise me. Well deserved x

Ian Edge

Having recently been a patient in Whiston and waiting to re admitted I can honestly say I have never received a better standard of care anywhere and I have been in and out of Hospital all my life.

Jenny Thompson

No surprise there, a fantastic hospital! Well done a Whiston.

Sheelagh Markey

I was on ward 3a too days the staff where wondfull thank you all.

Clare Corcoran

Proud to say I have been a member of team Whiston and our fantastic Paediatric department for nearly the past 18 years ... what a fantastic result ... so lovely to read these lovely comments of everyone #proud #workfamily #childrensnurse Xx

Emma Reece

Had my little girl at whiston in June ... all the staff and midwives were lovely the hospital was clean, the food and menu was brilliant, the grounds are lovely with lovely flowers! Was made to feel really comfortable! Thanks!! X

Maria Stewart

Very proud to be part of the team at Whiston! Fantastic news!

Ang Hannony

Well Done Guys your the Best.

Michelle Taylor

Amazing news!!!

Alan Haddock

Both hospitals are brilliant.

Amanda Davies

Excellent hospital and staff. Well deserved.

Rose Richardson

Well done to all staff, well deserved.

Sue Hill

Fantastic news!

Esme Barron

About time. Excellent hospital, well deserved.

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