

## **Questions raised by Julie Timbrell, Project Manager**

### **A copy or link to the report referred to**

Referred to the PLACE results (Patient Led Assessments of Care Environments) as published on the 18<sup>th</sup> September 2013 by the Department of Health

The process

- 42 Wards and sites were assessed between April and June 2013
- The team comprised of 2 service users recruited from the SLaM Service Users involvement register and Heathwatch and a member of the Hotel Services team.
- 18 Service users took part in the assessment
- 4 SLaM staff members attended as observers to the process
- All service users undertook a training session on the PLACE assessment requirements
- The Department of Health decided which dates the sites should be assessed
- Service users were only told 1 week in advance which sites they were to assess

*Please see attached an Introduction to PLACE as issued by the Department of Health*

Also attached are the PLACE Assessment Scores

### **The article talks about an action plan to tackle these issues. Could you please supply a copy of this?**

Every ward across all sites have an action plan to address the issues within their area ;42 Wards/Sites were audited (Sample Plan attached – Please let me know if you require to see further copies)

ARAMARK completed an Action Plan for all Catering and Cleaning Issues – Copy of Plan attached

### **How are SLaM currently holding Aramark to account?**

Action Plan has been developed as previously mentioned

As the scores were disappointing against several of the sites for Cleaning and Catering Jane Sayer, Acting Director of Nursing and Paul Winter Head of Hotel Services meet with the ARAMARK Regional Manager and the Operations Director to ensure actions required from the assessments are implemented

PLACE type assessments have been carried out during late and November with Hotel Services team and ARAMARK Management.

The Cleaning scores have improved across the Trust on every site ranging from 43% to 3% an average of 13% which matches the benchmark average set with all London Mental Health Trusts in April to June this year.

During the Mock Audits meals were sampled on a selection wards across the Trust and were much improved.

As part of the spotlight audits carried out regularly, meal tasting will be part of the assessment process similar to the PLACE methodology.

A Trustwide Food Operational Review Group (FROG) has been formed in July to review the Service Users menus and discuss and rectify issues relating to food that are raised. There has been Nursing representation at these meetings and service users from the involvement register have been invited.

Chefs are also visiting wards to view the service of meals produced and receive comments from nursing staff and Service Users to amend and adjust recipes where appropriate

An Additional Monitoring officer is to be appointed in the coming weeks under the direction of the Head of Hotel Services to monitor contracted Hotel services; Catering, Cleaning and Laundry Services

**Can you confirm that SLaM is intending to extend the contract with Aramark? . If this is the case, and there are already concerns about catering and cleaning, on what grounds are SLaM doing this?**

The contract with ARAMARK was agreed by the SLaM Board in January to be extended by 2 years, therefore it will continue until Jan 2017

The Performance Measurement System (PMS) which monitors the Key Performance Indicators (KPI's) is currently being reviewed and modified where appropriate to ensure a robust system to give assurances that the KPI's are met in line with the requirements of the contract.

**In what circumstances would SLaM retender the contract with Aramark?**

The contract would be retendered to commence February 2017 and would be open competition in line with European Legislation.

*The next round of Place assessments will be carried out in Feb/March 2014 as required by the Department of Health Information Centre*

