

Safe staffing levels : March 2014 update

The Trust is committed to publishing the exceptions to core planned staffing numbers on each shift. Five exception reporting categories have been developed and these are outlined below – if there is no exception then the shift would be fully compliant with the planned staffing levels.

Code	Exception explanation
1	Minimum staff numbers met – skill mix non-compliant but met needs of patients
2	Minimum staff numbers not compliant but met needs of patients e.g. low bed occupancy , patients on leave
3	Minimum staff numbers met – skill mix non-compliant and did not meet needs of patients
4	Minimum staff numbers not compliant and did not meet needs of patients
5	Other

During March 2014, there were 1,581 shifts (Herefordshire units work 12 hour shifts the table below assumes their day time shift equates to 2 shifts for ease of comparison).

In summary:

- There were no exception reports where the staff on duty for any shift did not meet the needs of the patients
- 84.7% of the shifts exactly complied with the core planned staffing levels.
- 14.0% of shifts during March had a lower staff skill mix than the core planned staffing, however the staff numbers were compliant. This was a reduction in qualified staff by 1 per shift with an increase of health care assistants on duty. The ward managers' assessment of each non compliant shift was that the staff on duty were able to meet the needs of the patients.
- 1.3% of shifts during March had a lower number of staff on duty than the core planned staffing level, however according to the ward manager the staff on duty were able to meet the needs of the patients on the ward at the time.

Ward	Bed number	Number of fully compliant shifts in the month	Exception Code 1	Exception Code 2	Exception Code 3	Exception Code 4	Exception Code 5
			Minimum staff numbers met – skill mix non-compliant but met needs of patients	Minimum staff numbers not compliant but met needs of patients	Minimum staff numbers met – skill mix non-compliant and did not meet needs of patients	Minimum staff numbers not compliant and did not meet needs of patients	Other
Gloucestershire							
Dean	14	89/93	3	1	0	0	0
Abbey	18	71/93	20	2	0	0	0
Priory	22	46/93	47	0	0	0	0
Kingsholm	15	87/93	6	0	0	0	0
Montpellier	12	80/93	13	0	0	0	0

Ward	Bed number	Number of fully compliant shifts in the month	Exception Code 1 Minimum staff numbers met – skill mix non-compliant but met needs of patients	Exception Code 2 Minimum staff numbers not compliant but met needs of patients	Exception Code 3 Minimum staff numbers met – skill mix non-compliant and did not meet needs of patients	Exception Code 4 Minimum staff numbers not compliant and did not meet needs of patients	Exception Code 5 Other
Greyfriars	10	82/93	10	1	0	0	0
Willow	16	89/93	3	1	0	0	0
Chestnut	14	87/93	4	2	0	0	0
Mulberry	18	92/93	0	1	0	0	0
Laurel	13	75/93	18	0	0	0	0
Honeybourne	10	77/93	16	0	0	0	0
Westridge	8	60/93	33	0	0	0	0
Hollybrook	8	63/93	18	12	0	0	0
Herefordshire							
Mortimer	21	93/93	0	0	0	0	0
Jenny Lind	8	93/93	0	0	0	0	0
Cantilupe	10	63/93	30	0	0	0	0
Oak House	10	93/93	0	0	0	0	0
Total		1340/ 1581	221	20	0	0	0

The National Quality Board, sponsored by Jane Cummings, Chief Nursing Officer in England, published new guidance in November 2013 to support providers and commissioners to make the right decisions about nursing, midwifery and care staffing capacity and capability: 'How to ensure the right people, with the right skills, are in the right place at the right time : *A guide to nursing, midwifery and care staffing capacity and capability*'.

There are nine key expectations that apply to our Trust:

1. Boards take full responsibility for the quality of care provided.
2. Processes to be in place to enable staffing establishments to be met on a shift by shift basis.
3. Evidence based tools to be used.
4. Clinical and Managerial leaders foster a culture of professionalism and responsiveness where staff feel able to raise concerns.
5. Multi-professional approach is taken when setting staffing establishments.
6. Sufficient time to undertake caring duties in practice.
7. Boards receive monthly updates on workforce information and staffing capacity and capability which is discussed in public Board meetings at least every six months.
8. Clearly display information about the nursing and care staff present on each ward, clinical setting or service on each shift.
9. Providers to take an active role in securing staff in line with their workforce requirements.

In line with this guidance, the Trust published its core planned and actual staffing levels on each ward from the beginning of February 2014. The staffing levels were all reviewed and agreed during 2013.

The agreed core planned staffing levels for each ward, as at May 2014 are outlined below. Numbers of staff on duty for each shift are increased when the needs of the patients required it. Charlton Lane Wards had a further review of their staffing levels in February 2014 which were signed off by the Governance Committee.

Gloucestershire

The wards below all work 3 shifts in 24 hours. All ward managers are not included in the staffing numbers below, they are supernumerary. The supporting Sisters/Charges (Band 6) have some supernumerary time in addition to the staffing numbers below.

Ward (Bed numbers) Ward speciality	Early		Late		Night	
	Qualified	Un-qualified	Qualified	Un-qualified	Qualified	Un-qualified
Dean (14) Adult mental health	2	3	2	3	2	1
Abbey (18) Adult mental health	3	2	3	2	2	1
Kingsholm (15) Adult mental health	2	3	2	3	2	1
Priory (22) Adult mental health	3	2	3	2	2	1
Greyfriars (10) Mental health intensive care	3	3	3	3	2	2
Montpellier (12) Mental health low secure	2	3	2	3	2	2
Willow (16) Older people with dementia	2	5	2	5	1	3
Chestnut (14) Older people mental health	2	3	2	2	1	2
Mulberry (18) Older people mental health	2	4	2	3	1	2
Laurel House (13) Adult MH rehabilitation	2	1	1	2	1	1
Honeybourne (10) Adult MH rehabilitation	2	1	1	2	1	1
Westridge (8) Assessment & Treatment Learning disabilities	2	3	2	3	1	3
Hollybrook (8) Habilitation – Learning Disabilities	2	6	2	6	1	5

Herefordshire

The wards below all work 2 shifts in 24 hours. All ward managers are not included in the staffing numbers below, they are supernumerary. The supporting Sisters/Charges (Band 6) are included in the staffing numbers below and do not have additional time.

Ward	Day		Night	
	Qualified	Unqualified	Qualified	Unqualified
Mortimer (21) Adult mental health – note planned reduction to 18 beds	3	2	2	2

Ward	Day		Night	
	Qualified	Unqualified	Qualified	Unqualified
Jenny Lind (8) Older people mental health	2	1	1	1
Cantilupe (10) Older people with dementia	2	3	2	1.5
Oak House (10) Adult MH rehabilitation	1	1	1	1