

## Safe staffing levels: May 2014 update

The Trust is committed to publishing core planned staffing numbers against what actually occurs each month.

The Trust Board reviewed and agreed the core planned staffing levels at its meeting in January 2014. There were also a number of actions that were agreed in progressing the national requirements.

Charlton Lane wards core planned staffing levels were reviewed in February 2014 and Oak House in May 2014 in accordance with changing needs on the wards and the changes were approved by the Governance Committee.

This paper outlines:

- National reporting requirements and the latest data in their required format
- Local exception reporting on a ward by ward basis
- Explanations for the variance in staffing levels on particular wards
- Core planned staffing levels on a shift by shift basis

### NATIONAL REPORTING OF SAFE STAFFING LEVELS

From May 2014, we have been required to report in a standardised national format on staffing levels in:

- Planned total monthly staff hours for qualified nurses and care staff.
- Actual total monthly staff hours for qualified nurses and care staff.

The requirement was for the May staffing data to be submitted to a national information portal and will be uploaded on to NHS Choices by the end of the month.

The May 2014 staffing information that was submitted is outlined below by ward and by site.

### EXCEPTION REPORTING

In line with previous Trust reporting, we have continued to collect and collate the reasons why core planned staffing levels have not been met, and the exception codes. The information is reported below.

**During May 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).

- **There was one exception report where the staff on duty did not meet the needs of the patients**

- 84.56% of the shifts exactly complied with the planned staffing levels.
- 14.48% of shifts during May had a lower staff skill mix than the planned staffing levels, however the staffing numbers were compliant
- 0.88% of shifts during May had a lower number of staff on duty than the planned levels, however this met the needs of the patients on the ward at the time.
- 1 shift on Willow ward where the minimum staffing numbers were not compliant and did not meet patient needs.

This shift was when the other wards and staff bank were unable to provide extra staff to cover the ward when a patient required an escort for an important appointment, this left the ward short-staffed based on clinical need for a period of time during the shift. No harm to patients was reported.

#### Ward specific

There are shifts where the staffing may not exactly reflect the core planned staffing levels, the main reasons are outlined below:

- Increase staff are on duty to provide one to one care for patients
- Decrease in staff, if the patient need does not require it e.g patients on leave, or staff supporting other wards where the need is higher.
- Often the qualified and care staff numbers may be vary but overall the staff numbers are what is required. Decisions may be made to replace a qualified nursing shift with a health care assistant who know the patients and the ward, rather than a bank nurse who may not.

*Wotton Lawn – Abbey and Priory wards:* As a result of the skill mix review in 2013, Priory Ward (3 staff nurses) and Abbey Ward (2.8 staff nurses) had a shortfall in qualified nurses. This equates to approximately 120 shifts per month where there is a potential shortfall. There is currently a recruitment process taking place, with the aim of having the posts filled by the end of June.

In the interim shift requests have been put out through the bank system however, they have do not have the capacity to meet the demand for qualified staff, although Staff Bank are also currently recruiting too.

*Learning Disability Units:* The 2 units have not been able to consistently have 2 qualified nurses on each shift due to the service transition that is currently taking place reflecting the changes that Gloucestershire CCG require. There is a constant review of staffing requirements to ensure the service responds to patient needs. The recent recruitment for 3 qualified nursing posts was not as successful as we would have liked earlier this year. One new staff nurse started on 28.4.14 and the other two posts have been re-advertised. These appointments will help to address the shortfall.

*Cantilupe Ward, Stonebow Unit:* The staffing exceptions relate to one qualified nurse on at night compared to the two qualified staff in the core planned numbers. The ward manages the patients' needs well with this staffing configuration and there is a current review about changing the planned staffing levels to one qualified at night.

*Oak House :* The staffing levels have been reviewed in May, and changes approved for June to increase the core planned staffing levels.

## Ward information

Please provide the URL to the page on your trust website where your staffing information is available

<http://www.2gether.nhs.uk/staffing-levels>

Hospital Site Details		Ward name	Main 2 Specialties on each ward		Day		Night		Day		Night		Average fill rate - registered nurses/midwives (%)	Average fill rate - care staff (%)	Average fill rate - registered nurses/midwives (%)	Average fill rate - care staff (%)
					Registered midwives/nurses	Care Staff	Registered midwives/nurses	Care Staff	Registered midwives/nurses	Care Staff						
Site code *The Site code is automatically populated when a Site name is selected	Hospital Site name		Specialty 1	Specialty 2	Total monthly planned staff hours	Total monthly actual staff hours	Total monthly planned staff hours	Total monthly actual staff hours	Total monthly planned staff hours	Total monthly actual staff hours	Total monthly planned staff hours	Total monthly actual staff hours				
RTQ02	WOTTON LAWN HOSPITAL	Dean	710 - ADULT MENTAL ILLNESS		930	945	1395	1395	620	630	310	340	101.6%	100.0%	101.6%	109.7%
RTQ02	WOTTON LAWN HOSPITAL	Abbey	710 - ADULT MENTAL ILLNESS		1395	1327.5	930	1125	620	600	310	390	95.2%	121.0%	96.8%	125.8%
RTQ02	WOTTON LAWN HOSPITAL	Priory	710 - ADULT MENTAL ILLNESS		1395	1245	930	1267.5	620	600	310	330	89.2%	136.3%	96.8%	106.5%
RTQ02	WOTTON LAWN HOSPITAL	Kingsholm	710 - ADULT MENTAL ILLNESS		930	952.5	1395	1515	620	620	310	410	102.4%	108.6%	100.0%	132.3%
RTQ02	WOTTON LAWN HOSPITAL	Montpellier	710 - ADULT MENTAL ILLNESS		930	915	1395	1410	620	620	620	650	98.4%	101.1%	100.0%	104.8%
RTQ02	WOTTON LAWN HOSPITAL	Greyfriars	710 - ADULT MENTAL ILLNESS		1395	1440	1395	1327.5	620	620	620	620	103.2%	95.2%	100.0%	100.0%
RTQ01	Charlton Lane Hospital	Willow	715 - OLD AGE PSYCHIATRY		930	1147.5	2332.5	2340	310	340	930	950	123.4%	100.3%	109.7%	102.2%
RTQ01	Charlton Lane Hospital	Chestnut	715 - OLD AGE PSYCHIATRY		930	1162.5	1162.5	1020	310	330	620	610	125.0%	87.7%	106.5%	98.4%
RTQ01	Charlton Lane Hospital	Mulberry	715 - OLD AGE PSYCHIATRY		930	1110	1395	1530	310	330	620	780	119.4%	109.7%	106.5%	125.8%
RTQ11	Laurel House Chelt	Laurel	710 - ADULT MENTAL ILLNESS		697.5	645	697.5	817.5	310	310	310	310	92.5%	117.2%	100.0%	100.0%
RTQ13	HONEYBOURE	honeybourne	710 - ADULT MENTAL ILLNESS		697.5	622.5	697.5	780	310	310	310	310	89.2%	111.8%	100.0%	100.0%
RTQ05	Westridge	Westridge	700- LEARNING DISABILITY		930	600	1395	2220	310	560	930	1270	64.5%	159.1%	180.6%	136.6%
RTQ54	HOLLYBROOK	Hollybrook	700- LEARNING DISABILITY		930	637.5	2790	3105	310	310	1550	1580	68.5%	111.3%	100.0%	101.9%
RTQHJ	STONEBOW UNIT	Mortimer	710 - ADULT MENTAL ILLNESS		1032	1105.5	682	703.5	682	682	682	748	107.1%	103.2%	100.0%	109.7%
RTQHJ	STONEBOW UNIT	Cantilupe	715 - OLD AGE PSYCHIATRY		682	954	1023	1130	682	418	480.5	957.5	139.9%	110.5%	61.3%	199.3%
RTQHJ	STONEBOW UNIT	Jenny Lind	715 - OLD AGE PSYCHIATRY		682	662.5	341	547.5	341	341	341	341	97.1%	160.6%	100.0%	100.0%
RTQHM	Oak House	Oak House	710 - ADULT MENTAL ILLNESS		341	672	341	554	341	341	341	345.5	197.1%	162.5%	100.0%	101.3%

## Site Summary

Site Code	Site Name	Day				Night				Average fill rate - registered nurses/midwives (%)	Average fill rate - care staff (%)	Average fill rate - registered nurses/midwives (%)	Average fill rate - care staff (%)
		Registered midwives/nurses		Care Staff		Registered midwives/nurses		Care Staff					
		Total monthly planned staff hours	Total monthly actual staff hours	Total monthly planned staff hours	Total monthly actual staff hours	Total monthly planned staff hours	Total monthly actual staff hours	Total monthly planned staff hours	Total monthly actual staff hours				
RTQ01	Charlton Lane Hospital	2790	3420	4890	4890	930	1000	2170	2340	122.6%	100.0%	107.5%	107.8%
RTQ02	Wotton Lawn Hospital	6975	6825	7440	8040	3720	3690	2480	2740	97.8%	108.1%	99.2%	110.5%
RTQ05	Westridge	930	600	1395	2220	310	560	930	1270	64.5%	159.1%	180.6%	136.6%
RTQ11	Laurel House Chelt	697.5	645	697.5	817.5	310	310	310	310	92.5%	117.2%	100.0%	100.0%
RTQ13	Honeybourne	697.5	622.5	697.5	780	310	310	310	310	89.2%	111.8%	100.0%	100.0%
RTQ54	Hollybrook	930	637.5	2790	3105	310	310	1550	1580	68.5%	111.3%	100.0%	101.9%
RTQHJ	Stonebow Unit	2396	2722	2046	2381	1705	1441	1503.5	2046.5	113.6%	116.4%	84.5%	136.1%
RTQHM	Oak House	341	672	341	554	341	341	341	345.5	197.1%	162.5%	100.0%	101.3%

## EXCEPTION REPORTING BY 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

Ward	Bed number	Number of fully compliant shifts in the month	Exception Code 1 Minimum staff numbers met – skill mix non-compliant <b>but met needs of patients</b>	Exception Code 2 Minimum staff numbers not compliant <b>but met needs of patients</b>	Exception Code 3 Minimum staff numbers met – skill mix non-compliant and <b>did not meet needs of patients</b>	Exception Code 4 Minimum staff numbers not compliant and <b>did not meet needs of patients</b>	Exception Code 5 Other
Gloucestershire							
Dean	14	92/93	0	1	0	0	0
Abbey	18	82/93	10	1	0	0	0
Priory	22	56/93	33	4	0	0	0
Kingsholm	15	93/93	0	0	0	0	0
Montpellier	12	91/93	2	0	0	0	0
Greyfriars	10	80/93	8	5	0	0	0
Willow	16	84/93	6	2	0	1	0
Chestnut	14	89/93	4	0	0	0	0
Mulberry	18	93/93	0	0	0	0	0
Laurel	13	74/93	19	0	0	0	0
Honeybourne	10	76/93	16	1	0	0	0
Westridge	8	48/93	45	0	0	0	0
Hollybrook	8	51/93	42	0	0	0	0
Herefordshire							
Mortimer	21	92/93	1	0	0	0	0
Jenny Lind	8	61/93	32	0	0	0	0
Cantilupe	10	83/93	10	0	0	0	0
Oak House	10	92/93	1	0	0	0	0
Total		1337/48 1581	229	14	0	1	0

## WARD STAFFING LEVELS

The agreed core planned staffing levels for each ward, as at June 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. Oak House staffing levels were reviewed and increased at the beginning of June 2014.

### 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
<b>Dean (14)</b> Adult mental health	2	3	2	3	2	1
<b>Abbey (18)</b> Adult mental health	3	2	3	2	2	1
<b>Kingsholm (15)</b> Adult mental health	2	3	2	3	2	1
<b>Priory (22)</b> Adult mental health	3	2	3	2	2	1
<b>Greyfriars (10)</b> Mental health intensive care	3	3	3	3	2	2
<b>Montpellier (12)</b> Mental health low secure	2	3	2	3	2	2
<b>Willow (16)</b> Older people with dementia	2	5	2	5	1	3
<b>Chestnut (14)</b> Older people mental health	2	3	2	2	1	2
<b>Mulberry (18)</b> Older people mental health	2	4	2	3	1	2
<b>Laurel House (13)</b> Adult MH rehabilitation	2	1	1	2	1	1
<b>Honeybourne (10)</b> Adult MH rehabilitation	2	1	1	2	1	1
<b>Westridge (8)</b> Assessment & Treatment Learning disabilities	2	3	2	3	1	3
<b>Hollybrook (8)</b> 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
<b>Mortimer (21)</b> Adult mental health – note planned reduction to 18 beds	3	2	2	2
<b>Jenny Lind (8)</b> Older people mental health	2	1	1	1

Ward	Day		Night	
	Qualified	Unqualified	Qualified	Unqualified
<b>Cantilupe (10)</b> Older people with dementia	2	3	2	1.5
<b>Oak House (10)</b> Adult MH rehabilitation	2	1	1	1