

Safe staffing levels: November 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.

The Trust Board reviewed and agreed the core planned staffing levels at its meeting in January 2014. Charlton Lane wards core planned staffing levels were reviewed in February 2014 (and agreed at the March Governance Committee), Oak House in May 2014 (and agreed at the June Governance Committee) and Hollybrook in September 2014 (and agreed at the October Governance Committee). The reviews took place to reflect the changing needs on the wards.

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 June 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 November 2014 staffing information that was submitted is outlined at the end of this paper 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.

In November 2014,

- **There was one shift on Dean Ward where the staff on duty did not meet the needs of the patients, however no harm came to patients.**
- **96.44%** of the hours exactly complied with the planned staffing levels.
- **3.3%** of the hours during November had a lower staff skill mix than the planned staffing levels, however the staffing numbers were compliant
- **0.25%** of the hours during November 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.

All safe staffing levels were ensured during industrial action on 24th November 2014.

The paper includes an explanation on the wards where there are a high number of exceptions.

Ward specific information

There are shifts where the core planned staffing hours 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 eg. 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.

Learning Disability Units:

The ongoing staffing issues in these units are identified on the Countywide risk register. As previously reported, 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.

Hollybrook: there has been an improvement to only 9 shifts where there has been Code 1 exceptions reported for November where the qualified staffing fell below requirements following skill mix review.

Westridge: The number of shifts with Code 1 exceptions remains similar to last month at 32 incidences.

There is a constant review of staffing requirements to ensure the service responds to patient needs. Bank staff, overtime and regular agency staff are utilised. Recruitment for qualified staff during this time of change has been a challenge and is ongoing and adverts are currently out again for qualified staff.

Gloucestershire Recovery Units:

Honeybourne: continues to show high levels of shifts where there are Code 1 exceptions - 26 incidences reported where the staffing did not reflect the core planned levels but met the needs of the patients. This is due to ongoing high levels of sickness amongst the qualified staff.

Laurel House: the number of shifts where there have been Code 1 exceptions has shown a slight increase from 14 in October to 19 incidences in November this is due to qualified staff vacancies which have now been appointed to.

Qualified staff are replaced with HCA's if appropriate as a cost effective measure ensuring patient needs are met.

Charlton Lane Hospital:

There have been minimal exceptions across the hospital wards this month and no red exceptions.

Many of the vacancies have now been filled and it is anticipated that the majority of newly appointed staff will be in post by December, consequently there has been a reduction in bank and agency usage.

Stonebow Unit:

Mortimer Ward: The on-going high level of HCA hours is attributed to the continued 2-1 level of nursing of a patient for whom a suitable placement is continuing to be sought.

Cantilupe Ward: The code 1 staffing exceptions relate to one qualified nurse on at night compared to the two qualified staff in the core planned numbers. Processes are continuing to ensure that there is compliance in the future through proposed management of change and full staff rotation. The ward currently manages the patients' needs well with this staffing configuration however.

Oak House: Recruitment is completed and now the unit is mostly meeting its core planned staffing levels.

Wotton Lawn Hospital

Abbey Ward: There is a slight decrease in qualified exceptions as a result of recruitment completion. Other exceptions as a result of short term staff absence.

Priory Ward: The ward still has vacancies at present – 4 x Band 5's (includes 2 who are Maternity leave) which are on a third cycle of advertising. Staff bank are able to support the ward with Health Care Assistants. There is still an impact on the minimum establishment, however, this is has been stabilised at the present time.

Greyfriars Unit: There has been a decrease in qualified exceptions for this period. There are currently 2 qualified staff who will have begun maternity periods which will have an impact on exception reporting December and January although the team are looking to recruit and work with staff bank for advanced bookings.

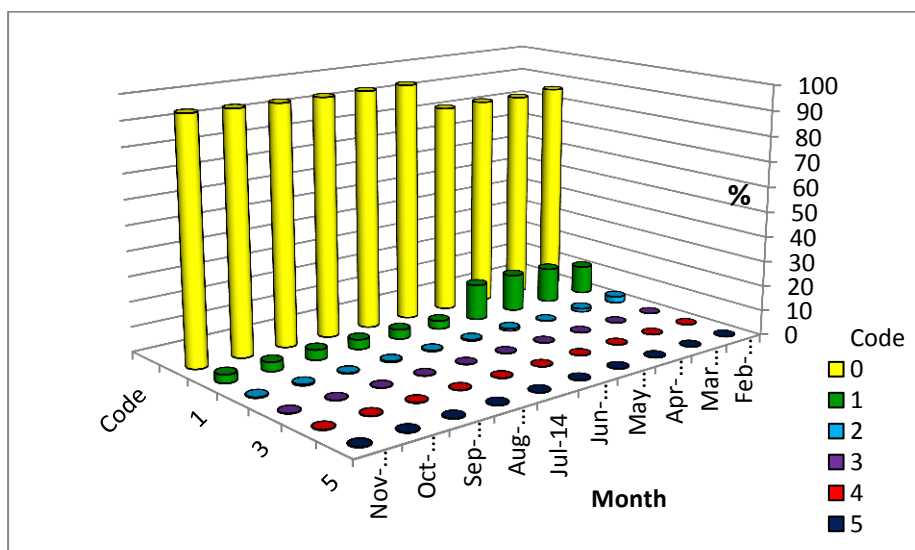
Montpellier Unit: The unit has seen a slight increase in code 1 exceptions due to training requirements and short term absence.

Dean Ward: reported a Code 4 red exception where the staffing levels were not adequate to meet patient needs. This was due to last minute sickness absence. The on call manager was informed of the situation, however, the bank and agency could not cover the shift. All other wards were made aware of the situation and were able to respond to specific needs eg. escorted leave etc.

Kingsholm Ward: has a full staff compliment and the green exceptions were due to last minute sickness.

Month by month comparison of compliance with staffing levels

The table below provides a monthly comparison of staffing level compliance.



Shifts matching core planned levels	0
Minimum staff numbers met – skill mix non-compliant but met needs of patients	1
Minimum staff numbers not compliant but met needs of patients e.g. low bed occupancy , patients on leave	2
Minimum staff numbers met – skill mix non-compliant and did not meet needs of patients	3
Minimum staff numbers not compliant and did not meet needs of patients	4
Other	5

Exception Reporting by Shift

Five exception reporting categories have been developed and these are outlined below – if there is no exception then the core planned hours by 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	Minimum staffing nos and skill mix not met. Resulting in clinical incident / harm to patient or other

Ward	Bed number	Number of required staff hours 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 Minimum staffing nos and skill mix not met. Resulting in clinical incident / harm to patient or other
Gloucestershire							
Dean	14	3150 monthly hours	0	15	0	7.5	0
Abbey	18	3150 monthly hours	57.5	7.5	0	0	0
Priory	22	3150 monthly hours	165	7.5	0	0	0
Kingsholm	15	3150 monthly hours	32.5	0	0	0	0
Montpellier	12	3450 monthly hours	135	0	0	0	0
Greyfriars	10	3900 monthly hours	175	52.5	0	0	0
Willow	16	4330 monthly hours	15	7.5	0	0	0
Chestnut	14	2925 monthly hours	37.5	0	0	0	0
Mulberry	18	3150 monthly hours	0	15	0	0	0

Ward			Exception Code 1	Exception Code 2	Exception Code 3	Exception Code 4	Exception Code 5
	Bed number	Number of required staff hours in the month	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	Minimum staffing nos and skill mix not met. Resulting in clinical incident / harm to patient or other
Laurel	13	1950 monthly hours	142.5	0	0	0	0
Honeybourne	10	1950 monthly hours	195	0	0	0	0
Westridge	8	3150 monthly hours	240	0	0	0	0
Hollybrook	8	5580 monthly hours	67.5	0	0	0	0
Mortimer	21	2970 monthly hours	0.5	0	0	0	0
Jenny Lind	8	1650 monthly hours	71	5	0	0	0
Cantilupe	10	2759.50 monthly hours	281.50	11	0	0	0
Oak House	10	1650 monthly hours	97	11	0	0	0
Total		52,014.50 monthly hours	1,712.50	132	0	7.5	0

CURRENT CORE PLANNED STAFFING LEVELS

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

Ward (Bed numbers) Ward speciality	Early		Late		Night	
	Qualified	Un-qualified	Qualified	Un-qualified	Qualified	Un-qualified
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	1 (+1 if not on late shift)	7 (6 if 2 qualified on shift)	1 (+1 if not on late shift)	7 (6 if 2 qualified on shift)	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
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	2	1	1	1

NATIONAL SAFE STAFFING REPORTING Ward information – November 2014

Org:	RTQ	2gether NHS Foundation Trust												
Period:	November_2014-15													
		Day				Night								
		Registered midwives/nurses		Care Staff		Registered midwives/nurses		Care Staff		Day		Night		
		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	Average fill rate - registered nurses/midwives (%)	Average fill rate - care staff (%)	Average fill rate - registered nurses/midwives (%)	Average fill rate - care staff (%)	
Site Code	Site Name	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	Average fill rate - registered nurses/midwives (%)	Average fill rate - care staff (%)	Average fill rate - registered nurses/midwives (%)	Average fill rate - care staff (%)	
RTQ01	Charlton Lane Hospital	2700	3232.5	4725	5197.5	900	970	2080	2330	119.7%	110.0%	107.8%	112.0%	
RTQ54	HOLLYBROOK	675	712.5	2925	2895	300	320	1500	1500	105.6%	99.0%	106.7%	100.0%	
RTQ13	Honeybourne	675	517.5	675	870	300	300	300	300	76.7%	128.9%	100.0%	100.0%	
RTQ11	Laurel House Chelt	675	570	675	840	300	300	300	300	84.4%	124.4%	100.0%	100.0%	
RTQHM	Oak House	660	601	330	671.5	330	429	330	251	91.1%	203.5%	130.0%	76.1%	
RTQHJ	STONEBOW UNIT	2310	2679	1980	2605.25	1650	1397	1439.5	2625	116.0%	131.6%	84.7%	182.4%	
RTQ05	Westridge	900	667.5	1350	2040	300	390	600	1110	74.2%	151.1%	130.0%	185.0%	
RTQ02	WOTTON LAWN HOSPITAL	6750	6465	7200	7897.5	3600	3470	2400	2840	95.8%	109.7%	96.4%	118.3%	

Fill rate indicator return Staffing: Nursing, midwifery and care staff

Org: RTQ 2gether NHS Foundation Trust

Period: November_2014-15

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

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

Validation alerts (see control panel)

Only complete sites your organisation is accountable for				Day				Night				Day		Night		
Hospital Site Details		Ward name	Main 2 Specialties on each ward		Registered midwives/nurses		Care Staff		Registered midwives/nurses		Care Staff		Average fill rate - registered nurses/midwives (%)	Average fill rate - care staff (%)	Average fill rate - registered nurses/midwives (%)	Average fill rate - 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		900	885	1350	1485	600	580	300	410	98.3%	110.0%	96.7%	136.7%
RTQ02	WOTTON LAWN HOSPITAL	Abbey	710 - ADULT MENTAL ILLNESS		1350	1342.5	900	892.5	600	590	300	310	99.4%	99.2%	98.3%	103.3%
RTQ02	WOTTON LAWN HOSPITAL	Priory	710 - ADULT MENTAL ILLNESS		1350	1200	900	1087.5	600	610	300	310	88.9%	120.8%	101.7%	103.3%
RTQ02	WOTTON LAWN HOSPITAL	Kingsholm	710 - ADULT MENTAL ILLNESS		900	945	1350	1492.5	600	590	300	450	105.0%	110.6%	98.3%	150.0%
RTQ02	WOTTON LAWN HOSPITAL	Montpellier	710 - ADULT MENTAL ILLNESS		900	877.5	1350	1432.5	600	570	600	640	97.5%	106.1%	95.0%	106.7%
RTQ02	WOTTON LAWN HOSPITAL	Greyfriars	710 - ADULT MENTAL ILLNESS		1350	1215	1350	1507.5	600	530	600	720	90.0%	111.7%	88.3%	120.0%
RTQ01	Charlton Lane Hospital	Willow	715 - OLD AGE PSYCHIATRY		900	1080	2250	2212.5	300	320	880	970	120.0%	98.3%	106.7%	110.2%
RTQ01	Charlton Lane Hospital	Chestnut	715 - OLD AGE PSYCHIATRY		900	1155	1125	990	300	310	600	650	128.3%	88.0%	103.3%	108.3%
RTQ01	Charlton Lane Hospital	Mulberry	715 - OLD AGE PSYCHIATRY		900	997.5	1350	1995	300	340	600	710	110.8%	147.8%	113.3%	118.3%
RTQ11	Laurel House Chelt	Laurel	710 - ADULT MENTAL ILLNESS		675	570	675	840	300	300	300	300	84.4%	124.4%	100.0%	100.0%
RTQ13	HONEYBOURE	honeybourne	710 - ADULT MENTAL ILLNESS		675	517.5	675	870	300	300	300	300	76.7%	128.9%	100.0%	100.0%
RTQ05	Westridge	Westridge	700- LEARNING DISABILITY		900	667.5	1350	2040	300	390	600	1110	74.2%	151.1%	130.0%	185.0%
RTQ54	HOLLYBROOK	Hollybrook	700- LEARNING DISABILITY		675	712.5	2925	2895	300	320	1500	1500	105.6%	99.0%	106.7%	100.0%
RTQHJ	STONEBOW UNIT	Mortimer	710 - ADULT MENTAL ILLNESS		990	1147.5	660	1311.5	660	682	660	1353	115.9%	198.7%	103.3%	205.0%
RTQHJ	STONEBOW UNIT	Cantlupe	715 - OLD AGE PSYCHIATRY		660	925	990	759.75	660	385	449.5	931	140.2%	76.7%	58.3%	207.1%
RTQHJ	STONEBOW UNIT	Jenny Lind	715 - OLD AGE PSYCHIATRY		660	606.5	330	534	330	330	330	341	91.9%	161.8%	100.0%	103.3%
RTQHM	Oak House	Oak House	710 - ADULT MENTAL ILLNESS		660	601	330	671.5	330	429	330	251	91.1%	203.5%	130.0%	76.1%

