

## **Safe staffing levels: October 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 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 requirement was for the June 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 August 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 in Appendix 2.

- There were no shifts where the staff on duty did not meet the needs of the patients.
- **95.95%** of the hours exactly complied with the planned staffing levels.
- **3.64%** of the hours during October had a lower staff skill mix than the planned staffing levels, however the staffing numbers were compliant
- **0.41%** of the hours during October 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 13th October 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** continues to report high amount of exceptions where the staffing did not reflect the core planned levels but met the needs of the patients (Code 1). A skill mix review took place, the outcome agreed to reduce qualified staffing requirement to 1,1,1, with 1 floating Qualified staff either on early or late shift each day which was agreed at the October Governance Committee. This change is reflected in this report.

**Westridge:** the number of code 1 exceptions reduced during October from 44 to 33 incidences. 2 qualified agency staff commenced work within the Units at the end of October; their impact is not yet noted.

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 code 1 exceptions 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 code 1 exceptions reduced from 25 in September to 14 in October. Recruitment has been successful, however one qualified staff awaiting pin number and another has yet to commence at the Unit.

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

Across the hospital vacancies have reduced. There is 1 band 6 vacancy, 1 band 5 and approximately 15 band 2 and 3 vacancies all at various stages of recruitment. The hospital is continuing to use bank and agency to fill these shifts.

***Stonebow Unit:***

**Mortimer Ward:** Although the core planned hours are compliant, the ongoing high level of HCA hours is attributed to the continued 2-1 level of nursing of a patient for whom a suitable placement is being 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 in place to ensure compliance in the future through proposed management of change however the ward currently manages the patients' needs well with this staffing configuration.

**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 increase in qualified exceptions due to short term staff absence and the transition of new starters completing their PMVA training and induction.

**Priory Ward:** The ward still has vacancies at present – 4 x Band 5’s (includes 2 x maternity cover) which are on a second cycle of advertising. Staff bank are able to support the ward with HCA’s. 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 nursing exceptions for this month. Staffbank have supported more of the qualified requests and the new management team have been actively recruiting to the team. There are currently 2 qualified staff who will begin maternity periods over the next 2-4 months which is currently being considered to support the minimum numbers.

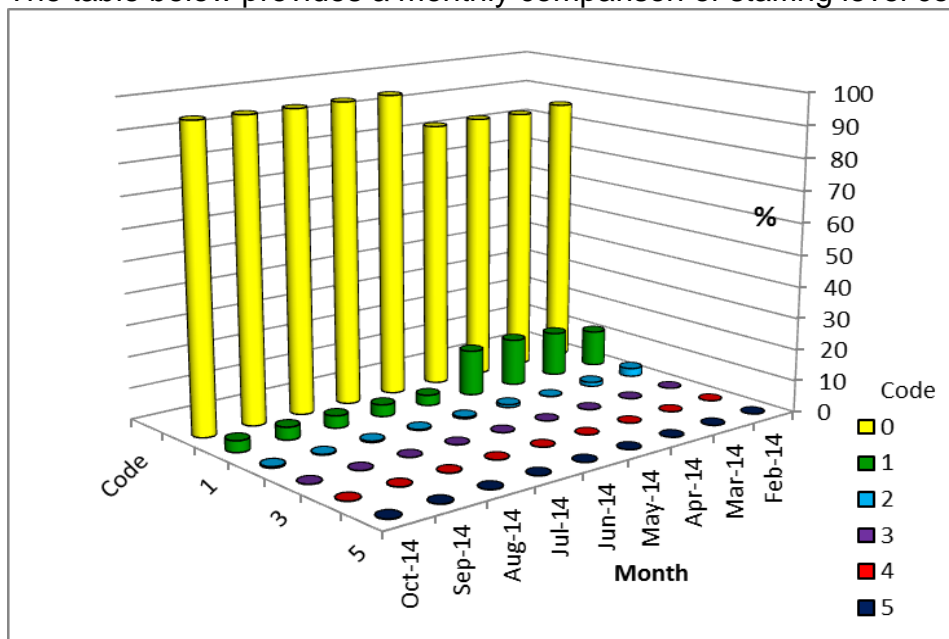
**Montpellier Unit:** The unit has seen a decrease during this period due to the return of staff and staffbank being able to cover requests. The remaining exceptions were due to staff sickness absence. Recruitment has been positive with 2 HCA’s identified as preferred candidates and the B6 deputy starting in post.

**Dean Ward** is not reporting any exceptions this month.

**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

			Exception Code 1	Exception Code 2	Exception Code 3	Exception Code 4	Exception Code 5
Ward	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
<b>Gloucestershire</b>							
Dean	14	3255 monthly hours	0	0	0	0	0
Abbey	18	3255 monthly hours	97.5	22.5	0	0	0
Priory	22	3255 monthly hours	97.5	7.5	0	0	0
Kingsholm	15	3255 monthly hours	30	0	0	0	0
Montpellier	12	3565 monthly hours	80	0	0	0	0
Greyfriars	10	4030 monthly hours	225	82.5	0	0	0
Willow	16	4495 monthly hours	30	15	0	0	0
Chestnut	14	3022.5 monthly hours	37.5	7.5	0	0	0
Mulberry	18	3255 monthly hours	0	45	0	0	0
Laurel	13	2015 monthly hours	187.5	0	0	0	0
Honeybourne	10	2015 monthly hours	172.5	0	0	0	0
Westridge	8	3255 monthly hours	247.5	0	0	0	0
Hollybrook	8	5580 monthly hours	295	0	0	0	0
<b>Gloucestershire</b>							
Mortimer	21	3069 monthly hours	3.5	0	0	0	0
Jenny Lind	8	1705 monthly hours	114	0	0	0	0
Cantilupe	10	2867.5 monthly hours	309	0	0	0	0
Oak House	10	1705 monthly hours	22	0	0	0	0
<b>Total</b>		53599 monthly hours	1948.50	180	0	0	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
<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	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
<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
<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

## NATIONAL SAFE STAFFING REPORTING Ward information – October 2014

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 (%)
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				
WOTTONLAWNHOSPITAL	Dean	710 - ADULT MENTAL ILLNESS		930	930	1395	1417.5	620	630	310	350	100.0%	101.6%	101.6%	112.9%
WOTTONLAWNHOSPITAL	Abbey	710 - ADULT MENTAL ILLNESS		1395	1290	930	1035	620	620	310	310	92.5%	111.3%	100.0%	100.0%
WOTTONLAWNHOSPITAL	Priory	710 - ADULT MENTAL ILLNESS		1395	1350	930	1012.5	620	660	310	300	96.8%	108.9%	106.5%	96.8%
WOTTONLAWNHOSPITAL	Kingsholm	710 - ADULT MENTAL ILLNESS		930	1020	1395	1395	620	620	310	380	109.7%	100.0%	100.0%	122.6%
WOTTONLAWNHOSPITAL	Montpellier	710 - ADULT MENTAL ILLNESS		930	960	1395	1395	620	610	620	650	103.2%	100.0%	98.4%	104.8%
WOTTONLAWNHOSPITAL	Greyfriars	710 - ADULT MENTAL ILLNESS		1395	1245	1395	1500	620	560	620	800	89.2%	107.5%	90.3%	129.0%
Charlton Lane Hospital	Willow	715 - OLD AGE PSYCHIATRY		930	1230	2325	2302.5	310	340	930	990	132.3%	99.0%	109.7%	106.5%
Charlton Lane Hospital	Chestnut	715 - OLD AGE PSYCHIATRY		930	1185	1162.5	930	310	310	620	620	127.4%	80.0%	100.0%	100.0%
Charlton Lane Hospital	Mulberry	715 - OLD AGE PSYCHIATRY		930	1155	1395	1717.5	310	330	620	740	124.2%	123.1%	106.5%	119.4%
Laurel House Chalk	Laurel	710 - ADULT MENTAL ILLNESS		697.5	532.5	697.5	900	310	310	310	310	76.3%	129.0%	100.0%	100.0%
HONEYBOURE	honeybourne	710 - ADULT MENTAL ILLNESS		697.5	555	697.5	847.5	310	310	310	310	79.6%	121.5%	100.0%	100.0%
Wartridge	Westridge	700- LEARNING DISABILITY		930	690	1395	2610	310	420	620	1300	74.2%	187.1%	135.5%	209.7%
HOLLYBROOK	Hollybrook	700- LEARNING DISABILITY		697.5	570	3022.5	3135	310	310	1550	1540	81.7%	103.7%	100.0%	99.4%
STONEBOW UNIT	Mortimer	710 - ADULT MENTAL ILLNESS		1023	1121.5	682	1408.5	682	682	682	1408	109.6%	206.5%	100.0%	206.5%
STONEBOW UNIT	Cantilupe	715 - OLD AGE PSYCHIATRY		682	968	1023	779	682	378.5	480.5	852	141.9%	76.1%	55.5%	177.3%
STONEBOW UNIT	Jenny Lind	715 - OLD AGE PSYCHIATRY		682	569.5	341	583	341	341	341	363	83.5%	171.0%	100.0%	106.5%
Oak House	Oak House	710 - ADULT MENTAL ILLNESS		682	796	341	780	341	401.5	341	298	116.7%	228.7%	117.7%	87.4%