

Safe staffing levels: December 2016 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 initially at its meeting in January 2014 and then again in September 2014. There were also a number of actions that were agreed in progressing the national requirements.

The following staffing reviews have taken place since the Trust Board 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)
- 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 December 2016 staffing information that was submitted is outlined at the end of this paper by ward.

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 summary for December 2016:

- No staffing issues were escalated to the Director of Quality or the Deputy Director
- Where staffing levels dipped below the planned fill rates of 100% for qualified nurses this was usually offset by increasing staffing numbers of unqualified nurses based on ward acuity and dependency and the professional judgement of the nurse in charge of the shift
- **97.2%** of the hours exactly complied with the planned staffing levels
- **2.2%** of the hours during December had a different staff skill mix than planned staffing however overall the staffing numbers were compliant and the needs of patients were met
- **0.6%** of the hours during December 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

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 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.

Many of the vacancies have now been filled and it is anticipated that the majority of newly appointed staff will be in post by January, unfortunately due to high sickness levels and extra clinical need, there has been an increased use of bank and agency.

Also it should be noted that staff bank operate between 9am – 5pm, and therefore it is difficult to contact them when staff report sick on an early shift to request cover. Also the nursing agencies may take several hours to find someone and then they will need induction to the ward, taking staff away from direct care for a further period of time. So on the occasions when staff telephone before an early shift to state they are unwell, it is difficult to get the cover required at such short notice.

Wotton Lawn Hospital (High level exceptions only)

Greyfriars

Code 1 exceptions are due to Band 5 vacancy x1 and sickness.

Stonebow Unit:

The high average fill rate relates to the additional use of bank and agency HCAs due to the high level of acuity across the wards. The extra 30 minute handover period is also accounted for.

Westridge & Hollybrook

Learning Disability Units:

Minimal exceptions during December. Brandon Trust staff and LDISS were onsite to support. Westridge and Brandon Trust staff are now working closely together towards a hand over at the end of February. Brandon staff now have Honorary contracts and workplace competencies so this should reduce any unqualified coded exceptions.

			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
Gloucestershire							
Dean	15	3255 monthly hours	0	0	0	0	0
Abbey	18	3255 monthly hours	45	0	0	0	0
Priory	18	3255 monthly hours	82.5	0	0	0	0
Kingsholm	15	3255 monthly hours	0	0	0	0	0
Montpellier	12	3565 monthly hours	7.5	0	0	0	0
Greyfiars	10	4030 monthly hours	247.5	0	0	0	0
Willow	16	4495 monthly hours	0	0	0	0	0
Chestnut	14	3022.5 monthly hours	52.5	0	0	0	0
Mulberry	18	3255 monthly hours	22.5	0	0	0	0
Laurel	12	2015 monthly hours	135	0	0	0	0
Honeybourne	10	2015 monthly hours	127.5	0	0	0	0
Westridge	8	3565 monthly hours	0	37.5	0	0	0
Hollybrook	8	5580 monthly hours	112.5	282.5	0	0	0
Herefordshire							
Mortimer	21	3069 monthly hours	0	0	0	0	0
Jenny Lind	8	2867.5 monthly hours	336	0	0	0	0
Cantilupe	12	1705 monthly hours	4.5	0	0	0	0
Oak House	10	1705 monthly hours	0	0	0	0	0
Total		53899 monthly hrs	1173	320	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
Dean (15) 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 (18) 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	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 – December 2016

Only complete sites your organisation is accountable for			Day				Night				Day		Night	
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 (%)
	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				
Dean	710 - ADULT MENTAL ILLNESS		930	930	1395	1620	620	620	310	492.5	100.0%	116.1%	100.0%	158.9%
Abbey	710 - ADULT MENTAL ILLNESS		1395	1402.5	930	915	620	620	310	330	100.5%	98.4%	100.0%	106.5%
Priory	710 - ADULT MENTAL ILLNESS		1395	1417.5	930	1020	620	615	310	395	101.6%	109.7%	99.2%	127.4%
Kingsholm	710 - ADULT MENTAL ILLNESS		930	1042.5	1395	1432.5	620	620	310	370	112.1%	102.7%	100.0%	119.4%
Montpellier	710 - ADULT MENTAL ILLNESS		930	1027.5	1395	1470	620	620	620	700	110.5%	105.4%	100.0%	112.9%
Greyfriars	710 - ADULT MENTAL ILLNESS		1395	1215	1395	1777.5	620	610	620	1010	87.1%	127.4%	98.4%	162.9%
Willow	715 - OLD AGE PSYCHIATRY		930	990	2325	2265	310	310	930	970	106.5%	97.4%	100.0%	104.3%
Chestnut	715 - OLD AGE PSYCHIATRY		930	990	1162.5	1177.5	310	320	620	650	106.5%	101.3%	103.2%	104.8%
Mulberry	715 - OLD AGE PSYCHIATRY		930	930	1395	1770	310	310	620	620	100.0%	126.9%	100.0%	100.0%
Laurel	710 - ADULT MENTAL ILLNESS		697.5	577.5	697.5	900	310	310	310	370	82.8%	129.0%	100.0%	119.4%
honeybourne	710 - ADULT MENTAL ILLNESS		697.5	577.5	697.5	862.5	310	310	310	310	82.8%	123.7%	100.0%	100.0%
Westridge	700- LEARNING DISABILITY		465	570	1860	1777.5	310	310	930	930	122.6%	95.6%	100.0%	100.0%
Hollybrook	700- LEARNING DISABILITY		465	547.5	3255	2985	310	310	1550	1550	117.7%	91.7%	100.0%	100.0%
Mortimer	710 - ADULT MENTAL ILLNESS		1023	1127	682	1021.5	682	724.5	682	962	110.2%	149.8%	106.2%	141.1%
Cantilupe	715 - OLD AGE PSYCHIATRY		682	758	1023	2008.5	682	356.5	480.5	1782	111.1%	196.3%	52.3%	370.9%
Jenny Lind	715 - OLD AGE PSYCHIATRY		682	707.5	341	943	341	356.5	341	908.5	103.7%	276.5%	104.5%	266.4%
Oak House	710 - ADULT MENTAL ILLNESS		682	900.5	341	483.5	341	357	341	356.5	132.0%	141.8%	104.7%	104.5%