

Safe staffing levels: June 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 June 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 June 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
- **96.8%** of the hours exactly complied with the planned staffing levels
- **2.7%** of the hours during June had a different staff skill mix than planned staffing however overall the staffing numbers were compliant and the needs of patients were met
- **0.5%** of the hours during June had a lower number of staff on duty than the planned levels.
- *There were no shifts where it was reported that the skill-mix of staff was non-compliant and the needs of patients were not met.*

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)

Priory Ward

The Code 1 exceptions are due to the current number of band 5 vacancies that we have on the ward. Although when fully recruited we are established to work with 22.5 hours Band 5 nurses per early and late shift we often work with 15 hours band 5 nurses if we are unable to get RMN via staff bank. This is because we would rather work with regular bank HCA than agency RMN. This provides better continuity of care to our patients. The Code 2 exception is when staff bank have been unable to cover with bank or agency.

Abbey

Qualified Code 1 exceptions: all due to vacancies. The Code 2 exceptions are due to sickness that could not be covered at short notice.

Greyfriars

The code 1 exceptions are predominately due to qualified vacancies (maternity cover) and occasional sickness.

Stonebow Unit:

Jenny Lind Ward

Only one Code 1 exception relating to sickness covering with an HCA who are familiar with the ward rather than using unknown qualified agency staff.

Cantilupe ward

Cantilupe have reported very high fill rates for care staff. This is owing to the reduction in the registered nurse fill rate at night and also to the ward levels of acuity and the need for increased 1:1 observations for a number of patients

Learning Disability Units:

Hollybrook

Code 2 exception reports, where the Unit was safely managed with reduced staffing numbers have increased from 08 to 16.

There are low patient numbers in the Unit and staff work flexibly across busy shift times to minimise impact of reduced staffing, this has enabled safe management at Hollybrook.

Gloucestershire Recovery Units

Honeybourne and Laurel House

Both units reporting 21 code 2 exceptions each. These are due to qualified vacancies (LH 1) and long term sickness (LH 1, HB 2). This has resulted in a loss of 80 shifts. Patients have received care which have met their needs and provided safe care, but skill mix is below the ideal qualified quota. Active recruitment is in progress which will address the vacancy issue and sickness is being monitored and individual staff supported to return to work.

Charlton Lane Hospital:

Chestnut Ward

Code 1 exceptions- staffing numbers compliant but the skill mix was non-compliant however met the needs of the patients. The ward was considered safe and there was no harm to patients. There has been 3 code 2 exception. Minimum staffing numbers not compliant but met the needs of the patients. The ward was considered safe and there was no harm to patients.

			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	14	3255 monthly hours	0	7.5	0	0	0
Abbey	18	3255 monthly hours	165	15	0	0	0
Priory	22	3255 monthly hours	180	15	0	0	0
Kingsholm	15	3255 monthly hours	7.5	0	0	0	0
Montpellier	12	3565 monthly hours	25	7.5	0	0	0
Greyars	10	4030 monthly hours	235	0	0	0	0
Willow	16	4452.5 monthly hours	7.5	22.5	0	0	0
Chestnut	14	3022.5 monthly hours	150	7.5	0	0	0
Mulberry	18	3255 monthly hours	0	7.5	0	0	0
Laurel	12	2015 monthly hours	157.5	0	0	0	0
Honeybourne	10	2015 monthly hours	157.5	0	0	0	0
Westridge	8	3565 monthly hours	0	7.5	0	0	0
Hollybrook	8	5580 monthly hours	0	135	0	0	0
Herefordshire							
Mortimer	21	2970 monthly hours	1.25	0	0	0	0
Jenny Lind	8	2775 monthly hours	337	0	0	0	0
Cantilupe	12	1650 monthly hours	4.5	0	0	0	0
Oak House	10	1650 monthly hours	0	0	0	0	0
Total		53565 monthly hrs	1427.75	260	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 (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	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 – June 2016

Only complete sites your organisation is accountable for				Day				Night				Day		Night		
Hospital Site Details		Ward name	Main 2 Specialities 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		Speciality 1	Speciality 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	892.5	1350	1432.5	600	620	300	380	99.2%	106.1%	103.3%	126.7%
RTQ02	WOTTON LAWN HOSPITAL	Abbey	710 - ADULT MENTAL ILLNESS		1350	1200	900	1320	600	630	300	430	88.9%	146.7%	105.0%	143.3%
RTQ02	WOTTON LAWN HOSPITAL	Priory	710 - ADULT MENTAL ILLNESS		1350	1185	900	1350	600	630	300	530	87.8%	150.0%	105.0%	176.7%
RTQ02	WOTTON LAWN HOSPITAL	Kingsholm	710 - ADULT MENTAL ILLNESS		900	922.5	1350	1492.5	600	600	300	330	102.5%	110.6%	100.0%	110.0%
RTQ02	WOTTON LAWN HOSPITAL	Montpellier	710 - ADULT MENTAL ILLNESS		900	930	1350	1447.5	600	600	600	670	103.3%	107.2%	100.0%	111.7%
RTQ02	WOTTON LAWN HOSPITAL	Greyfriars	710 - ADULT MENTAL ILLNESS		1350	1192.5	1350	1950	600	560	600	1270	88.3%	144.4%	93.3%	211.7%
RTQ01	Charlton Lane Hospital	Willow	715 - OLD AGE PSYCHIATRY		900	915	2250	2042	300	310	900	890	101.7%	90.8%	103.3%	98.9%
RTQ01	Charlton Lane Hospital	Chestnut	715 - OLD AGE PSYCHIATRY		900	787.5	1125	1215	300	300	600	600	87.5%	108.0%	100.0%	100.0%
RTQ01	Charlton Lane Hospital	Mulberry	715 - OLD AGE PSYCHIATRY		900	922.5	1350	1792.5	300	300	600	630	102.5%	132.8%	100.0%	105.0%
RTQ11	Laurel House Chelt	Laurel	710 - ADULT MENTAL ILLNESS		675	517.5	675	885	300	300	300	300	76.7%	131.1%	100.0%	100.0%
RTQ13	HONEYBOURE	honeybourne	710 - ADULT MENTAL ILLNESS		675	547.5	675	825	300	300	300	300	81.1%	122.2%	100.0%	100.0%
RTQ05	Westridge	Westridge	700- LEARNING DISABILITY		450	517.5	1800	1740	300	300	900	900	115.0%	96.7%	100.0%	100.0%
RTQ64	HOLLYBROOK	Hollybrook	700- LEARNING DISABILITY		450	532.5	3150	2947.5	300	320	1500	1480	118.3%	93.6%	106.7%	98.7%
RTQHJ	STONEBOW UNIT	Mortimer	710 - ADULT MENTAL ILLNESS		990	1058.25	660	1115.5	660	701.5	660	1035	106.9%	169.0%	106.3%	156.8%
RTQHJ	STONEBOW UNIT	Cantilupe	715 - OLD AGE PSYCHIATRY		660	693	990	1797	660	345	465	1586	105.0%	181.5%	52.3%	341.1%
RTQHJ	STONEBOW UNIT	Jenny Lind	715 - OLD AGE PSYCHIATRY		660	697	330	685	330	345	330	598	105.6%	207.6%	104.5%	181.2%
RTQHM	Oak House	Oak House	710 - ADULT MENTAL ILLNESS		660	690.5	330	445.5	330	345	330	345	104.6%	135.0%	104.5%	104.5%