

Safe staffing levels: June 2015 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 2014 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 June 2015:

- **95.85%** of the hours exactly complied with the planned staffing levels.
- **3.74%** of the hours during June had a lower staff skill mix than the planned staffing levels, however the staffing numbers were compliant
- **0.41%** of the hours during June 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 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.

Learning Disability Units:

The continued staffing shortfall in the Learning Disability units is identified on the Countywide risk register. As previously reported, the 2 units have not been able to consistently have 2 qualified nurses on required shifts due to the service transition that is currently taking place reflecting the changes that Gloucestershire CCG require.

Hollybrook: Code 1 exceptions (where the minimum staff numbers are met however the skill mix is non-compliant but met needs of patients) were 7 during June. Code 2 exceptions (where the unit was safely managed with reduced staffing numbers) were increased to 14; patients numbers are low and presentation manageable within numbers at the Unit and care was not affected.

Westridge: Code 1 exceptions remain high at 40 incidences in June. The Unit was safely managed with reduced qualified staff and no detrimental effect on overall staffing numbers on shift, patient numbers are low due to transition.

There is a constant review of staffing requirements to ensure the service responds to patient needs. Recruitment for qualified staff during this time of change remains a challenge.

Gloucestershire Recovery Units:

Laurel House had 26 Code 1 exceptions and Honeybourne had 29 Code 1 exceptions during May. This is consistent with previous reports and is due to ongoing high levels of sickness and qualified staff vacancies. Recent recruitment has been successful pending start date. Qualified staff are replaced with HCA's if safe and appropriate to do so, as a cost effective measure ensuring patient needs are met.

Charlton Lane Hospital:

There have been minimal exceptions to the core planned staffing levels across all wards in the hospital.

Willow Ward: There have been no exceptions this month.

Mulberry Ward: There has been 1 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.

Chestnut Ward: Chestnut ward have 3 code 1 exception, 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. and 1 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.

Stonebow Unit:

Mortimer Ward: Only one code 1 exception reported this month.

Jenny Lind Ward: The code 1 exceptions relate to skill mix due to qualified staff sickness.

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. Through management of change to full staff rotation now completed compliance should be achieved from July. The ward has managed the patients' needs during this staffing configuration.

Oak House: The only Code 2 exception was due to an HCA on sick leave.

Wotton Lawn Hospital:

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Abbey Ward: Code 1 exceptions due to sickness absence. Code 1 due to staff member being sent home whilst falling ill on shift, however, the staffing levels have met the needs of the service during those few occasions.

Priory Ward: The ward still has vacancies at present but will change in August when student nurses take up vacant posts. There was a small decrease in code 1 exceptions despite the ongoing vacancy rate; however this didn't impact on care delivery.

Greyfriars Unit: Code 1 exceptions as a result of 2 Qualified vacancies. 1 post being filled by student nurse who will qualify in August and take up the post immediately. Code 2 exceptions were last minute sickness absence however, there were backfilled by EAP team for 50%. Remaining 50% unable to be filled by bank or external agency.

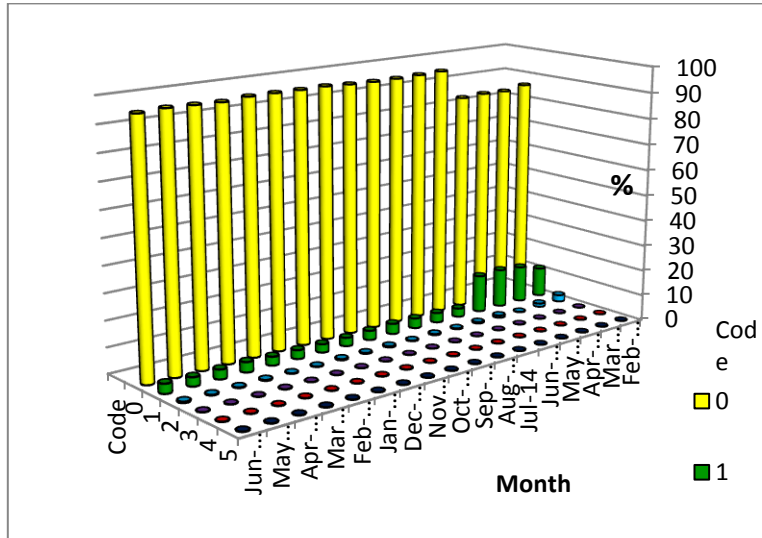
Montpellier Unit: The unit has seen a slight decrease in code 1 exceptions where the staffing does not meet the core planned staffing levels but does meet the needs of the patients.

Dean Ward: Code 1 are as a result of sickness absence, however the staffing levels have met the needs of the service users during those few occasions.

Kingsholm Ward has a full staff compliment and the code 1 exceptions were due to last minute sickness, however, the needs of the service user where met.

In all circumstances OT, Physio and sports and exercise practitioners support the wards to manage acuity.

June 2015



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	115	0	0	0	0
Abbey	18	3150 monthly hours	120	15	0	0	0
Priory	22	3150 monthly hours	167.5	7.5	0	0	0
Kingsholm	15	3150 monthly hours	7.5	0	0	0	0
Montpellier	12	3450 monthly hours	77.5	0	0	0	0
Greyfriars	10	3900 monthly hours	317.5	62.5	0	0	0
Willow	16	4377.5 monthly hours	0	0	0	0	0
Chestnut	14	2925 monthly hours	22.5	7.5	0	0	0
Mulberry	18	3150 monthly hours	0	10	0	0	0
Laurel	13	1950 monthly hours	195	0	0	0	0
Honeybourne	10	1950 monthly hours	217.50	0	0	0	0
Westridge	8	32553150 monthly hours	300	0	0	0	0
Hollybrook	8	5400 monthly hours	52.5	110	0	0	0
Mortimer	21	3970 monthly hours	1.5	0	0	0	0
Jenny Lind	8	2775 monthly hours	253	2	0	0	0
Cantilupe	10	1650 monthly hours	101.5	0	0	0	0
Oak House	10	1650 monthly hours	2	0	0	0	0
Total		51897.5 monthly hours					

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 2015

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	937.5	1350	1320	600	500	300	500	104.2%	97.8%	83.3%	166.7%
RTQ02	WOTTON LAWN HOSPITAL	Abbey	710 - ADULT MENTAL ILLNESS		1350	1245	900	1192.5	600	640	300	390	92.2%	132.5%	106.7%	130.0%
RTQ02	WOTTON LAWN HOSPITAL	Priory	710 - ADULT MENTAL ILLNESS		1350	1200	900	1080	600	590	300	310	88.9%	120.0%	98.3%	103.3%
RTQ02	WOTTON LAWN HOSPITAL	Kingsholm	710 - ADULT MENTAL ILLNESS		900	907.5	1350	1387.5	600	600	300	400	100.8%	102.8%	100.0%	133.3%
RTQ02	WOTTON LAWN HOSPITAL	Montpellier	710 - ADULT MENTAL ILLNESS		900	937.5	1350	1320	600	600	600	590	104.2%	97.8%	100.0%	98.3%
RTQ02	WOTTON LAWN HOSPITAL	Greyfriars	710 - ADULT MENTAL ILLNESS		1350	1087.5	1350	1590	600	510	600	690	80.6%	117.8%	85.0%	115.0%
RTQ01	Charlton Lane Hospital	Willow	715 - OLD AGE PSYCHIATRY		900	990	2250	2370	327.5	370	900	950	110.0%	105.3%	113.0%	105.6%
RTQ01	Charlton Lane Hospital	Chestnut	715 - OLD AGE PSYCHIATRY		900	1080	1125	975	300	300	600	610	120.0%	86.7%	100.0%	101.7%
RTQ01	Charlton Lane Hospital	Mulberry	715 - OLD AGE PSYCHIATRY		900	975	1350	1747.5	300	310	600	590	108.3%	129.4%	103.3%	98.3%
RTQ11	Laurel House Chelt	Laurel	710 - ADULT MENTAL ILLNESS		675	495	675	945	300	300	300	300	73.3%	140.0%	100.0%	100.0%
RTQ13	HONEYBOURE	honeybourne	710 - ADULT MENTAL ILLNESS		675	487.5	675	885	300	300	300	300	72.2%	131.1%	100.0%	100.0%
RTQ05	Westridge	Westridge	700- LEARNING DISABILITY		900	600	1350	1740	300	330	600	1170	66.7%	128.9%	110.0%	195.0%
RTQ54	HOLLYBROOK	Hollybrook	700- LEARNING DISABILITY		675	607.5	2925	2940	300	310	1500	1470	90.0%	100.5%	103.3%	98.0%
RTQHJ	STONEBOW UNIT	Mortimer	710 - ADULT MENTAL ILLNESS		990	1057	660	736.75	660	671	660	682	106.8%	111.6%	101.7%	103.3%
RTQHJ	STONEBOW UNIT	Cantilupe	715 - OLD AGE PSYCHIATRY		660	873.5	990	1004	660	396	465	1096	132.3%	101.4%	60.0%	235.7%
RTQHJ	STONEBOW UNIT	Jenny Lind	715 - OLD AGE PSYCHIATRY		660	556.5	330	652	330	330	330	627	84.3%	197.6%	100.0%	190.0%
RTQHM	Oak House	Oak House	710 - ADULT MENTAL ILLNESS		660	684	330	410.5	330	330	330	349	103.6%	124.4%	100.0%	105.8%