

Safe staffing levels: June 2017 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 2017 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 2017:

- 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%** of the hours exactly complied with the planned staffing levels
- **2%** of the hours during April had a different staff skill mix than planned staffing however overall the staffing numbers were compliant and the needs of patients were met
- **1.6%** of the hours during April 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
- ***There was 1 shift where it has been reported that the skill-mix of staff was non-compliant and the needs of patients were not met. There were no patient safety issues.***

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)

Abbey

The Code 1 & 4 exceptions were due to different skill mix and vacancies. The one shift where patient needs were reported as not being met was not a patient safety issue.

Stonebow Unit:

Cantilupe

Exceptions are again owing to the continued shortfall of the second qualified on nights.

The high average fill rate relates to the additional use of bank and agency HCAs owing to the level of acuity across both Jenny Lind and Cantilupe wards.

Berkeley House

Brandon Trust staff (whom the Trust have been working with before the de-registration of Westridge) have now reengaged with one of the service users at Berkeley House. They work alongside the Berkeley House team while they gain competencies in supporting the service user- these have been identified as code one exceptions. This is because they are unable to support any other service user within Berkeley House. With staff allocated to work with the service user from Brandon Trust, any shortfall of Berkeley House staff will not be filled, unless above the equal amount of staff allocated from Brandon.

			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	3157.5 monthly hours	0	0	0	0	0
Abbey	18	3150 monthly hours	60	0	0	7.5	0
Priory	18	3150 monthly hours	112.5	0	0	0	0
Kingsholm	15	3150 monthly hours	15	0	0	0	0
Montpellier	12	3015 monthly hours	15	7.5	0	0	0
Greyfiars	10	3900 monthly hours	145	0	0	0	0
Willow	16	4365 monthly hours	1	0	0	0	0
Chestnut	14	2925 monthly hours	37.5	0	0	0	0
Mulberry	18	3150 monthly hours	0	0	0	0	0
Laurel	12	1950 monthly hours	105	0	0	0	0
Honeybourne	10	1950 monthly hours	120	0	0	0	0
Berkeley House	8	6600 monthly hours	0	757.5	0	0	0
Herefordshire							
Mortimer	21	3105 monthly hours	0	0	0	0	0
Jenny Lind	10	2895 monthly hours	397.5	0	0	0	0
Cantilupe	8	1725 monthly hours	0	11.5	0	0	0
Oak House	10	1725 monthly hours	0	0	0	0	0
Total		49922.5 monthly hrs	1008.5	776.5	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 (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
Berkeley House (7) Adult LD Unit	2	10	2	10	1	8

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 2017

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	975	1367.5	1410	600	600	300	370	108.3%	103.9%	100.0%	123.3%
RTQ02	WOTTON LAWN HOSPITAL	Abbey	710 - ADULT MENTAL ILLNESS		1350	1342.5	900	1367.5	600	640	300	640	99.4%	150.8%	106.7%	213.3%
RTQ02	WOTTON LAWN HOSPITAL	Priory	710 - ADULT MENTAL ILLNESS		1360	1245	900	1147.5	600	610	300	390	92.2%	127.5%	101.7%	130.0%
RTQ02	WOTTON LAWN HOSPITAL	Kingsholm	710 - ADULT MENTAL ILLNESS		900	922.5	1350	1402.5	600	600	300	300	102.5%	103.9%	100.0%	100.0%
RTQ02	WOTTON LAWN HOSPITAL	Montpelier	710 - ADULT MENTAL ILLNESS		465	915	1360	1372.5	600	622.5	600	622.5	196.8%	101.7%	103.8%	103.8%
RTQ02	WOTTON LAWN HOSPITAL	Greyfriars	710 - ADULT MENTAL ILLNESS		1360	1282.5	1350	1589.5	600	595	600	997.5	95.0%	117.7%	99.2%	166.3%
RTQ01	CHARLTON LANE HOSPITAL	Willow	715 - OLD AGE PSYCHIATRY		915	1005	2250	2158.2	300	330	900	880	109.8%	95.9%	110.0%	97.8%
RTQ01	CHARLTON LANE HOSPITAL	Chestnut	715 - OLD AGE PSYCHIATRY		900	937.5	1125	1087.5	300	300	600	600	104.2%	96.7%	100.0%	100.0%
RTQ01	CHARLTON LANE HOSPITAL	Mulberry	715 - OLD AGE PSYCHIATRY		900	1110	1360	1687.5	300	300	600	610	123.3%	125.0%	100.0%	101.7%
RTQ11	LAUREL HOUSE CHELT	Laurel	710 - ADULT MENTAL ILLNESS		675	555	675	772.5	300	300	300	300	82.2%	114.4%	100.0%	100.0%
RTQ13	HONEYBOURE	Honeybourne	710 - ADULT MENTAL ILLNESS		675	577.5	675	810	300	300	300	300	85.6%	120.0%	100.0%	100.0%
RTQ54	BERKELEY HOUSE	Berkeley	700- LEARNING DISABILITY		900	1642.5	4950	3825	300	360	2700	2540	182.5%	77.3%	120.0%	94.1%
RTQHJ	STONEBOW UNIT	Mortimer	710 - ADULT MENTAL ILLNESS		1035	1041	690	798.5	690	690	690	736	100.6%	115.7%	100.0%	106.7%
RTQHJ	STONEBOW UNIT	Cantilupe	715 - OLD AGE PSYCHIATRY		690	614.5	1035	2224	690	379.5	480	2079	89.1%	214.9%	55.0%	433.1%
RTQHJ	STONEBOW UNIT	Jenny Lind	710 - ADULT MENTAL ILLNESS		690	678.5	345	721	345	345	345	621	98.3%	209.0%	100.0%	180.0%
RTQHM	OAK HOUSE	Oak House	710 - ADULT MENTAL ILLNESS		690	736.5	345	367	345	345	345	345	106.7%	103.5%	100.0%	100.0%