

## Safe staffing levels: May 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 May 2015:

- **96.34%** of the hours exactly complied with the planned staffing levels.
- **3.47%** of the hours during February had a lower staff skill mix than the planned staffing levels, however the staffing numbers were compliant
- **0.19%** of the hours during February 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.

### ***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 minimal during May with only 3 incidences.

**Westridge:** Code 1 exceptions remain high in at 42 incidences in May. 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 22 Code 1 exceptions and Honeybourne had 23 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 only two code 1 exceptions. 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.

**Mulberry Ward:** There has been one 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:** There have been two code 2 exceptions due to staff sickness. 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:** No exceptions reported this month. The occasional higher level of HCA hours is attributed the requirement for 1-1 level of nursing.

**Jenny Lind Ward:** The 4 code 1 exceptions relate to staff sickness although these particular shifts were over numbers in HCAs to support.

**Cantilupe Ward:** The majority of code 1 staffing exceptions relate to one qualified nurse on at night compared to the two qualified staff in the core planned numbers. Compliance will be possible once the proposed change to full staff rotation can progress. The ward currently manages the patients' needs well with this staffing configuration however despite periods of increase in 2 beds.

**Oak House:** No exceptions this month.

***Wotton Lawn Hospital:***

**Abbey Ward:** A slight decrease in exceptions, however the staffing levels have met the needs of the service during those few occasions.

**Priory Ward:** The ward still has vacancies at present – 2 x Band 5's (maternity cover). There was a small increase in qualified exceptions despite the ongoing vacancy rate and short term absence; however, this didn't impact on care delivery.

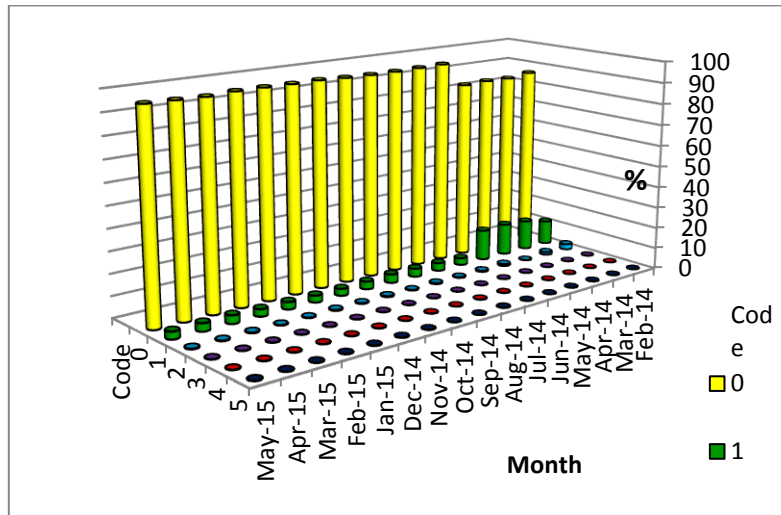
**Greyfriars Unit:** There has been a slight increase in non-registered exceptions for this period. Due to vacancy and short term sickness absence. Recruitment has been completed but the effects on staffing will not be noticeable for 2-4 weeks due to the recruitment process.

**Montpellier Unit:** The unit has seen a small increase in qualified exceptions due to short term absence, however, had no impact on service delivery.

**Dean Ward:** The exception has seen a slight decrease in qualified exceptions. However, generally exceptions remain low. Dean Ward currently has a full staffing compliment.

**Kingsholm Ward** has a full staff compliment and the 5 shift exceptions were due to last minute sickness, however, the needs of the service user where met.

## May 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
<b>Gloucestershire</b>							
Dean	14	3255 monthly hours	37.5	0	0	0	0
Abbey	18	3255 monthly hours	100	7.5	0	0	0
Priory	22	3255 monthly hours	270	10	0	0	0
Kingsholm	15	3255 monthly hours	37.5	0	0	0	0
Montpellier	12	3565 monthly hours	135	0	0	0	0
Greyfriars	10	4030 monthly hours	300	55	0	0	0
Willow	16	4495 monthly hours	15	0	0	0	0
Chestnut	14	3022.5 monthly hours	0	15	0	0	0
Mulberry	18	3272 monthly hours	7.5	0	0	0	0
Laurel	13	2015 monthly hours	165	0	0	0	0
Honeybourne	10	2015 monthly hours	172.50	0	0	0	0
Westridge	8	3255 monthly hours	315	0	0	0	0
Hollybrook	8	5540 monthly hours	25	15	0	0	0
<b>Mortimer</b>							
Mortimer	21	3069 monthly hours	0	0	0	0	0
Jenny Lind	8	1705 monthly hours	21.5	0	0	0	0
Cantilupe	10	2867.50 monthly hours	255	0	0	0	0
Oak House	10	1705 monthly hours	0	0	0	0	0
<b>Total</b>		53576 monthly hours	1856.5	102.5		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 – May 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		930	930	1395	1500	620	590	310	570	100.0%	107.5%	95.2%	183.9%
RTQ02	WOTTON LAWN HOSPITAL	Abbey	710 - ADULT MENTAL ILLNESS		1395	1335	930	1050	620	630	310	340	95.7%	112.9%	101.6%	109.7%
RTQ02	WOTTON LAWN HOSPITAL	Priory	710 - ADULT MENTAL ILLNESS		1395	1147.5	930	1267.5	620	620	310	320	82.3%	136.3%	100.0%	103.2%
RTQ02	WOTTON LAWN HOSPITAL	Kingsholm	710 - ADULT MENTAL ILLNESS		930	967.5	1395	795	620	630	310	420	104.0%	57.0%	101.6%	135.5%
RTQ02	WOTTON LAWN HOSPITAL	Montpellier	710 - ADULT MENTAL ILLNESS		930	862.5	1395	1395	620	597.5	620	632.5	92.7%	100.0%	96.4%	102.0%
RTQ02	WOTTON LAWN HOSPITAL	Greyfriars	710 - ADULT MENTAL ILLNESS		1395	1162.5	1395	1845	620	520	620	1000	83.3%	132.3%	83.9%	161.3%
RTQ01	Charlton Lane Hospital	Willow	715 - OLD AGE PSYCHIATRY		930	1095	2325	2370	310	440	930	1070	117.7%	101.9%	141.9%	115.1%
RTQ01	Charlton Lane Hospital	Chestnut	715 - OLD AGE PSYCHIATRY		930	1020	1162.5	1095	310	320	620	610	109.7%	94.2%	103.2%	98.4%
RTQ01	Charlton Lane Hospital	Mulberry	715 - OLD AGE PSYCHIATRY		937	982.5	1395	1852.5	310	310	630	680	104.9%	132.8%	100.0%	107.9%
RTQ11	Laurel House Chelt	Laurel	710 - ADULT MENTAL ILLNESS		697.5	532.5	697.5	892.5	310	310	310	310	76.3%	128.0%	100.0%	100.0%
RTQ13	HONEYBOURE	honeybourne	710 - ADULT MENTAL ILLNESS		697.5	570	697.5	870	310	310	310	310	81.7%	124.7%	100.0%	100.0%
RTQ05	Westridge	Westridge	700- LEARNING DISABILITY		930	622.5	1395	1875	310	400	620	1150	66.9%	134.4%	129.0%	185.5%
RTQ54	HOLLYBROOK	Hollybrook	700- LEARNING DISABILITY		697.5	742.5	3022.5	2970	310	370	1510	1475	106.5%	98.3%	119.4%	97.7%
RTQHJ	STONEBOW UNIT	Mortimer	710 - ADULT MENTAL ILLNESS		1023	1134.5	682	1049.5	682	693	682	869	110.9%	153.9%	101.6%	127.4%
RTQHJ	STONEBOW UNIT	Cantilupe	715 - OLD AGE PSYCHIATRY		682	833	1023	1000.5	682	418	480.5	993.5	122.1%	97.8%	61.3%	206.8%
RTQHJ	STONEBOW UNIT	Jenny Lind	715 - OLD AGE PSYCHIATRY		682	689	341	476.5	341	341	341	396	101.0%	139.7%	100.0%	116.1%
RTQHM	Oak House	Oak House	710 - ADULT MENTAL ILLNESS		682	757	341	426.5	341	341	341	345.5	111.0%	125.1%	100.0%	101.3%