

## Safe staffing levels: October 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 October 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 October 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
- **97.5%** of the hours exactly complied with the planned staffing levels
- **2.1%** of the hours during October had a different staff skill mix than planned staffing however overall the staffing numbers were compliant and the needs of patients were met
- **0.4%** of the hours during October 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 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)**

### **Greyfriars**

The Code 1 exceptions are due to 2 x qualified nurse vacancies due to maternity leave and secondment. One of the posts is being filled on November 14th. The sickness listed is for last minute sickness.

## **Stonebow Unit:**

### **Cantilupe Ward**

Exceptions continue to relate specifically to the difficulty in covering qualified at night according to the model mainly due to a high level of vacancies, ensuring equitable shift rotation and accommodating the 30 minute handover. These are covered wherever possible with HCAs who are familiar with the ward rather than using unknown qualified agency staff. Bank staff availability is improving.

The high average fill rates relate to the increased use of bank and agency HCAs owing to the increased levels of acuity across the wards and the regular opening of the 22nd bed on Mortimer. The extra 30 minute handover period is also accounted for.

## **Charlton Lane Hospital:**

### **Chestnut Ward**

16 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.

2 code 2 exceptions. Minimum staffing numbers not compliant but met the needs of the patients. The ward was considered safe and there was no harm to patients

## **Recovery Units:**

Both Recovery inpatient units continue to provide a safe and supported environment for individuals recovering from severe and enduring mental illness. Due to 2 staff members on long term sick leave at Honeybourne there has been a number of Code 1 exceptions where the skill mix has been reduced but safe staffing levels have been maintained. Honeybourne also had 1 Code 3 exception where staffing was under planned numbers owing to last minute sickness and an inability to cover at short notice.

Patients were provided a staff environment with extra support available (if required) from 'sister unit' on same site. There were no issues of patient safety during this shift.

			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
<b>Gloucestershire</b>							
Dean	15	3255 monthly hours	0	0	0	0	0
Abbey	18	3265 monthly hours	37.5	0	0	0	0
Priory	18	3255 monthly hours	45	0	0	0	0
Kingsholm	15	3255 monthly hours	15	0	0	0	0
Montpellier	12	3265 monthly hours	7.5	0	0	0	0
Greyfiars	10	4030 monthly hours	202.5	0	0	0	0
Willow	16	4475 monthly hours	15	0	0	0	0
Chestnut	14	3022.5 monthly hours	105	0	0	0	0
Mulberry	18	3255 monthly hours	52.5	0	0	0	0
Laurel	12	2015 monthly hours	82.5	0	0	0	0
Honeybourne	10	2015 monthly hours	112.5	0	7.5	0	0
Westridge	8	3565 monthly hours	22.5	0	0	0	0
Hollybrook	8	5580 monthly hours	0	207.5	0	0	0
<b>Herefordshire</b>							
Mortimer	21	3069 monthly hours	0	0	0	0	0
Jenny Lind	8	1705 monthly hours	4.5	0	0	0	0
Cantilupe	12	2867.5 monthly hours	409.5	0	0	0	0
Oak House	10	1705 monthly hours	0	0	0	0	0
Total		53899 monthly hrs	1111.5	0	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
<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 – October 2016

Only complete sites your organisation is accountable for				Day				Night				Day		Night		
Hospital Site Details		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 (%)
Site code *The Site code is automatically populated when a Site name is selected	Hospital Site name		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				
RTQ02	WOTTON LAWN HOSPITAL	Dean	710 - ADULT MENTAL ILLNESS		930	517.5	1395	1747.5	620	640	310	575	55.6%	125.3%	103.2%	185.5%
RTQ02	WOTTON LAWN HOSPITAL	Abbey	710 - ADULT MENTAL ILLNESS		1395	1477.5	930	1252.5	620	630	320	560	105.9%	134.7%	101.6%	175.0%
RTQ02	WOTTON LAWN HOSPITAL	Priory	710 - ADULT MENTAL ILLNESS		1395	1530	930	1057.5	620	625	310	455	109.7%	113.7%	100.8%	146.8%
RTQ02	WOTTON LAWN HOSPITAL	Kingsholm	710 - ADULT MENTAL ILLNESS		930	922.5	1395	1417.5	620	620	310	310	99.2%	101.6%	100.0%	100.0%
RTQ02	WOTTON LAWN HOSPITAL	Montpellier	710 - ADULT MENTAL ILLNESS		930	975	1395	1642.5	620	620	620	810	104.8%	117.7%	100.0%	130.6%
RTQ02	WOTTON LAWN HOSPITAL	Greyfriars	710 - ADULT MENTAL ILLNESS		1395	1200	1395	1677.5	620	630	620	740	86.0%	120.3%	101.6%	119.4%
RTQ01	Charlton Lane Hospital	Willow	715 - OLD AGE PSYCHIATRY		930	967.5	2325	2385	310	310	910	940	104.0%	102.6%	100.0%	103.3%
RTQ01	Charlton Lane Hospital	Chestnut	715 - OLD AGE PSYCHIATRY		930	922.5	1162.5	1237.5	310	310	620	640	99.2%	106.5%	100.0%	103.2%
RTQ01	Charlton Lane Hospital	Mulberry	715 - OLD AGE PSYCHIATRY		930	915	1395	1800	310	310	620	620	98.4%	129.0%	100.0%	100.0%
RTQ11	LaurelHouse Chel	Laurel	710 - ADULT MENTAL ILLNESS		697.5	660	697.5	855	310	310	310	310	94.6%	122.6%	100.0%	100.0%
RTQ13	HONEYBOURE	honeybourne	710 - ADULT MENTAL ILLNESS		697.5	637.5	697.5	780	310	310	310	310	91.4%	111.8%	100.0%	100.0%
RTQ05	Westridge	Westridge	700 - LEARNING DISABILITY		465	540	1860	1807.5	310	310	930	930	116.1%	97.2%	100.0%	100.0%
RTQ54	HOLLYBROOK	Hollybrook	700 - LEARNING DISABILITY		465	570	3255	3037.5	310	310	1550	1530	122.6%	93.3%	100.0%	98.7%
RTQHJ	STONEBOW UNIT	Mortimer	710 - ADULT MENTAL ILLNESS		1023	1138.5	682	969	682	713	682	977.5	111.3%	142.1%	104.5%	143.3%
RTQHJ	STONEBOW UNIT	Cartilupe	715 - OLD AGE PSYCHIATRY		682	623.5	1023	1931	682	356.5	480.5	1863	91.4%	188.8%	52.3%	387.7%
RTQHJ	STONEBOW UNIT	Jenny Lind	715 - OLD AGE PSYCHIATRY		682	708.5	341	844	341	356.5	341	796	103.9%	247.5%	104.5%	233.4%
RTQHM	Oak House	Oak House	710 - ADULT MENTAL ILLNESS		682	736	341	389	341	356.5	341	366.5	107.9%	114.1%	104.5%	104.5%