

## **Safe staffing levels: September 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 September 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 September 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
- **98.4%** of the hours exactly complied with the planned staffing levels
- **1.5%** of the hours during September had a different staff skill mix than planned staffing however overall the staffing numbers were compliant and the needs of patients were met
- **0.05%** of the hours during September 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 3 x qualified nurse vacancies/sickness. Two of these have now been resolved and further recruitment is taking place for the single vacancy on the ward.

#### **Abbey**

Code 1's due to vacancy and sickness.

Code 4 was due to a HCA going sick for the early shift at very short notice and staff bank being unable to source cover.

#### **Stonebow Unit**

The high average fill rate relates to the increased use of bank and agency HCAs due to the high level 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:**

27 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.

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	3150 monthly hours	0	1	0	0	0
Abbey	18	3150 monthly hours	112	0	0	7.5	0
Priory	22	3150 monthly hours	15	0	0	0	0
Kingsholm	15	3150 monthly hours	0	0	0	0	0
Montpellier	12	3450 monthly hours	17.5	0	0	0	0
Greyfriars	10	3900 monthly hours	185	0	0	0	0
Willow	16	4350 monthly hours	0	0	0	0	0
Chestnut	14	2925 monthly hours	202.5	0	0	0	0
Mulberry	18	3150 monthly hours	52.5	0	0	0	0
Laurel	12	1950 monthly hours	60	0	0	0	0
Honeybourne	10	1950 monthly hours	90	0	0	0	0
Westridge	8	3450 monthly hours	0	0	0	0	0
Hollybrook	8	5400 monthly hours	0	23	0	0	0
<b>Herefordshire</b>							
Mortimer	21	2970 monthly hours	2	0	0	0	0
Jenny Lind	8	1650 monthly hours	0	0	0	0	0
Cantilupe	12	2775 monthly hours	62	0	0	0	0
Oak House	10	1650 monthly hours	0	0	0	0	0
<b>Total</b>		52170 monthly hrs	796.5	24	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
<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 – September 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		900	975	1350	1567.5	600	610	300	500	108.3%	116.1%	101.7%	166.7%
RTQ02	WOTTON LAWN HOSPITAL	Abbey	710 - ADULT MENTAL ILLNESS		1350	1275	900	1140	600	590	300	470	94.4%	126.7%	98.3%	156.7%
RTQ02	WOTTON LAWN HOSPITAL	Priory	710 - ADULT MENTAL ILLNESS		1350	1425	900	877.5	600	600	300	320	105.6%	97.5%	100.0%	106.7%
RTQ02	WOTTON LAWN HOSPITAL	Kingsholm	710 - ADULT MENTAL ILLNESS		900	907.5	1350	1380	600	600	300	300	100.8%	102.2%	100.0%	100.0%
RTQ02	WOTTON LAWN HOSPITAL	Montpellier	710 - ADULT MENTAL ILLNESS		900	952.5	1350	1485	600	590	600	650	105.8%	110.0%	98.3%	108.3%
RTQ02	WOTTON LAWN HOSPITAL	Greyfriars	710 - ADULT MENTAL ILLNESS		1350	1192.5	1350	1522.5	600	580	600	700	88.3%	112.8%	96.7%	116.7%
RTQ01	Charlton Lane Hospital	Willow	715 - OLD AGE PSYCHIATRY		900	952.5	2250	2175	300	310	900	880	105.8%	96.7%	103.3%	97.8%
RTQ01	Charlton Lane Hospital	Chestnut	715 - OLD AGE PSYCHIATRY		900	742.5	1125	1275	300	300	600	600	82.5%	113.3%	100.0%	100.0%
RTQ01	Charlton Lane Hospital	Mulberry	715 - OLD AGE PSYCHIATRY		900	877.5	1350	1725	300	310	600	600	97.5%	127.8%	103.3%	100.0%
RTQ11	Laurel House Chelt	Laurel	710 - ADULT MENTAL ILLNESS		675	712.5	675	690	300	300	300	300	105.6%	102.2%	100.0%	100.0%
RTQ13	HONEYBOURE	honeybourne	710 - ADULT MENTAL ILLNESS		675	645	675	735	300	300	300	300	95.6%	108.9%	100.0%	100.0%
RTQ05	Westridge	Westridge	700- LEARNING DISABILITY		450	495	1800	1807.5	300	320	900	880	110.0%	100.4%	106.7%	97.8%
RTQ64	HOLLYBROOK	Hollybrook	700- LEARNING DISABILITY		450	585	3150	2865	300	300	1500	1480	130.0%	91.0%	100.0%	98.7%
RTQHJ	STONEBOW UNIT	Mortimer	710 - ADULT MENTAL ILLNESS		990	1028.5	660	1104	660	690	660	1035	103.9%	167.3%	104.5%	156.8%
RTQHJ	STONEBOW UNIT	Cantilupe	715 - OLD AGE PSYCHIATRY		660	628.5	990	1781.5	660	345	465	1794	95.2%	179.9%	52.3%	385.8%
RTQHJ	STONEBOW UNIT	Jenny Lind	715 - OLD AGE PSYCHIATRY		660	690	330	885.5	330	345	330	782	104.5%	268.3%	104.5%	237.0%
RTQHM	Oak House	Oak House	710 - ADULT MENTAL ILLNESS		660	690	330	345	330	345	330	345	104.5%	104.5%	104.5%	104.5%