

Safe staffing levels: September 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 September 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 September 2017:

- No staffing issues were escalated to the Director of Quality or the Deputy Director of Nursing.
- Where staffing levels dipped below the planned fill rates of 100% for qualified nurses this was usually offset by increasing staffing numbers of unqualified staff based on ward acuity and dependency and the professional judgement of the nurse in charge of the shift.
- 97.08% of the hours exactly complied with the planned staffing levels
- 2.56% 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 the patients were met.
- 0.06% 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.
- The code 4 exceptions on Abbey Ward were owing to the unavailability of temporary staff through staff bank. 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 Ward

The code 4 exceptions are owing to the unavailability of cover from staff bank and therefore actual staffing levels were below planned. There were no patient safety issues

Priory Ward

The code 1 exceptions are owing to band 5 vacancies and use of regular band 2/3 HCA rather than using agency qualified. This has consistency of staff for service users and positive effect on the use of agency and the associated cost.

Stonebow Unit:

Cantilupe Ward

Exceptions continue to relate specifically to the ability to cover qualified at night according to the model mainly due to vacancies, ensuring equitable shift rotation and accommodating the 30 minute handover. These are covered wherever possible with HCA's who are familiar with the ward rather than using unknown qualified agency staff. Bank staff availability is much improved and the Peripatetic Team of HCA's are making a difference.

The high average fill rate relates to the additional use of bank and agency HCA's due to the level of acuity across the ward with increased observation throughout day and night shifts for some patients on Cantilupe and Jenny Lind. The extra 30 minute handover period is also accounted for.

Exceptions are owing to the same reasons as in August (above). The Director of Quality will discuss the numbers of planned staff on duty with the Matron and Service Manager.

			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	3150 monthly hours	7.5	0	0	0	0
Abbey	18	3150 monthly hours	120	180	0	30	0
Priory	18	3150 monthly hours	180	0	0	0	0
Kingsholm	15	3150 monthly hours	0	0	0	0	0
Montpellier	12	3450 monthly hours	65	0	0	0	0
Greyfiars	10	3900 monthly hours	327	0	0	0	0
Willow	16	4350 monthly hours	0	15	0	0	0
Chestnut	14	2925 monthly hours	45	7.5	0	0	0
Mulberry	18	3150 monthly hours	7.5	0	0	0	0
Laurel	12	1950 monthly hours	142.5	0	0	0	0
Honeybourne	10	1950 monthly hours	30	0	0	0	0
Berkeley House	8	8850 monthly hours	15	142.5	0	0	0
Herefordshire							
Mortimer	21	3208.5 monthly hours	69	0	0	0	0
Jenny Lind	10	2991.5 monthly hours	339.5	0	0	0	0
Cantilupe	8	1782.5 monthly hours	0	0	0	0	0
Oak House	10	1782.5 monthly hours	0	0	0	0	0
Total		52890.0 monthly hrs	1560	450	0	30	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 – September 2017

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	945	1395	1402.5	620	610	310	340	101.6%	100.5%	98.4%	109.7%
RTQ02	WOTTON LAWN HOSPITAL	Abbe	710 - ADULT MENTAL ILLNESS		1395	1312.5	930	1455	620	640	310	600	94.1%	156.5%	103.2%	193.5%
RTQ02	WOTTON LAWN HOSPITAL	Priory	710 - ADULT MENTAL ILLNESS		1395	1185	930	1207.5	620	632.5	310	315	84.9%	129.8%	102.0%	101.6%
RTQ02	WOTTON LAWN HOSPITAL	Kingsholm	710 - ADULT MENTAL ILLNESS		930	937.5	1395	1357.5	620	610	310	310	100.8%	97.3%	98.4%	100.0%
RTQ02	WOTTON LAWN HOSPITAL	Montpelier	710 - ADULT MENTAL ILLNESS		930	967.5	1395	1312.5	620	590	620	650	104.0%	94.1%	95.2%	104.8%
RTQ02	WOTTON LAWN HOSPITAL	Greyfriars	710 - ADULT MENTAL ILLNESS		1395	1192.5	1395	1665	620	620	620	880	85.5%	119.4%	100.0%	141.9%
RTQ01	CHARLTON LANE HOSPITAL	Willow	715 - OLD AGE PSYCHIATRY		930	975	2325	2287.5	310	340	930	900	104.8%	98.4%	109.7%	96.8%
RTQ01	CHARLTON LANE HOSPITAL	Chestnut	715 - OLD AGE PSYCHIATRY		930	930	1162.5	1170	310	310	620	620	100.0%	100.6%	100.0%	100.0%
RTQ01	CHARLTON LANE HOSPITAL	Mulberry	715 - OLD AGE PSYCHIATRY		930	1012.5	1395	1627.5	310	310	620	620	108.9%	116.7%	100.0%	100.0%
RTQ11	LAUREL HOUSE CHELT	Laurel	710 - ADULT MENTAL ILLNESS		697.5	660	697.5	765	310	310	310	310	94.6%	109.7%	100.0%	100.0%
RTQ13	HONEYBOURE	Honeybourne	710 - ADULT MENTAL ILLNESS		697.5	667.5	697.5	735	310	310	310	310	95.7%	105.4%	100.0%	100.0%
RTQ54	BERKELEY HOUSE	Berkeley	700- LEARNING DISABILITY		930	1552.5	5115	3930	310	410	2780	2500	166.9%	76.8%	132.3%	89.9%
RTQHJ	STONEBOW UNIT	Mortimer	710 - ADULT MENTAL ILLNESS		1069.5	1056.5	713	989	713	724.5	713	989	98.8%	138.7%	101.6%	138.7%
RTQHJ	STONEBOW UNIT	Cantilupe	715 - OLD AGE PSYCHIATRY		713	764	1069.5	1947.5	713	425.5	496	1894.5	107.2%	182.1%	59.7%	382.0%
RTQHJ	STONEBOW UNIT	Jenny Lind	710 - ADULT MENTAL ILLNESS		713	759	356.5	422	356.5	356.5	356.5	448.5	106.5%	118.4%	100.0%	125.8%
RTQHM	OAK HOUSE	Oak House	710 - ADULT MENTAL ILLNESS		713	736	356.5	368	356.5	356.5	356.5	379.5	103.2%	103.2%	100.0%	106.5%