

## **Safe staffing levels: December 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)
- Berkeley House (formally 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 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 December 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 dependence and the professional judgement of the nurse in charge of the shift.
- 95.40% of the hours exactly complied with the planned staffing levels.
- 3.36% of the hours during December had a different staff skill mix than planned staffing however overall the staffing numbers were compliant and the needs of the patients were met.
- 1.07% of the hours during December 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 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 December 2017**

- Greyfriars  
The code 1 exceptions were due to 2 x Qualified Nurse vacancies, 1 x Qualified Nurse redeployed and 2 x Qualified Nurse on long term sickness
- Abbey Ward  
The code 1,2 & 3 exceptions are due to current vacancies and levels of sickness. There were no patient safety issues raised.
- Dean Ward  
The code 4 exception relates to agency staff not turning up for shifts.

### **Berekley House December 2017**

- The Code 4 exceptions were to skill mix no-compliant and an inability to do all planned activities with the patients. There were no patient safety issues.

### **Herefordshire December 2017**

#### Cantilupe Ward

- Exceptions continue to relate specifically to the qualified nurse cover at night according to the model. The Director Quality is reviewing this as this has been the case for over two years with no patient safety concerns.

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 # and skill mix not met. Resulting in clinical incident / harm to
Dean	15	3255	50.00	0.00	0.00	10.00	0
Abbey	18	3255	297.00	22.50	7.50	0	0
Priory	18	3255	315.00	0.00	0.00	0	0
Kingsholm	15	3255	40.00	0.00	0.00	0	0
Montpellier	12	3565	17.50	22.50	0.00	0	0
Greyfriars	10	4030	392.50	0.00	0.00	0	0
Willow	16	4495	0.00	0.00	0.00	0	0
Chestnut	14	3022.5	37.50	0.00	0.00	0	0
Mulberry	18	3255	15.00	7.50	0.00	0	0
Laurel	12	2015	195.00	0.00	0.00	0	0
Honeybourne	10	2015	22.50	7.50	0.00	0	0
Berkeley House	8	8680	15.00	470.00	0.00	75.00	0
<b>Herefordshire</b>							
Mortimer	21	3208.5	0	0	0	0	0
Cantilupe	10	2991.5	360	11.5	0	0	0
Jenny Lind	8	1782.5	46	11.5	0	0	0
Oak House	10	1782.5	3.5	23	0	0	0
<b>Total</b>		<b>52,125.0</b>	<b>1806.50</b>	<b>576.00</b>	<b>17.50</b>	<b>85.00</b>	<b>0</b>

## 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	3	2	3	1	2
<b>Laurel House (13)</b> Adult MH rehabilitation	1	1	1	1	1	1
<b>Honeybourne (10)</b> Adult MH rehabilitation	1	1	1	1	1	1
<b>Berkeley House (7)</b> Habilitation – Learning Disabilities	2	10	2	10	10	9

### 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	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 – December 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	962.5	1395	1440	620	560	310	440	102.4%	103.2%	90.3%	141.9%
RTQ02	WOTTON LAWN HOSPITAL	Abbey	710 - ADULT MENTAL ILLNESS		1395	1087.5	930	1567.5	620	640	310	540	78.0%	168.6%	103.2%	174.2%
RTQ02	WOTTON LAWN HOSPITAL	Priory	710 - ADULT MENTAL ILLNESS		1395	1087.5	930	1252.5	620	620	310	310	78.0%	134.7%	100.0%	100.0%
RTQ02	WOTTON LAWN HOSPITAL	Kings holm	710 - ADULT MENTAL ILLNESS		930	907.5	1395	1402.5	620	620	310	330	97.6%	100.5%	100.0%	106.5%
RTQ02	WOTTON LAWN HOSPITAL	Montpelier	710 - ADULT MENTAL ILLNESS		930	922.5	1395	1402.5	620	610	620	640	99.2%	100.5%	98.4%	103.2%
RTQ02	WOTTON LAWN HOSPITAL	Greyfriars	710 - ADULT MENTAL ILLNESS		1395	1027.5	1395	1792.5	601	580	620	710	73.7%	128.5%	96.5%	114.5%
RTQ01	CHARLTON LANE HOSPITAL	Willow	715 - OLD AGE PSYCHIATRY		930	1117.5	2325	2250	310	350	930	940	120.2%	96.8%	112.9%	101.1%
RTQ01	CHARLTON LANE HOSPITAL	Chesnut	715 - OLD AGE PSYCHIATRY		930	922.5	1162.5	1200	310	330	620	620	99.2%	103.2%	106.5%	100.0%
RTQ01	CHARLTON LANE HOSPITAL	Mulberry	715 - OLD AGE PSYCHIATRY		930	1102.5	1395	1500	310	320	620	640	118.5%	107.5%	103.2%	103.2%
RTQ11	LAUREL HOUSE CHELT	Laurel	710 - ADULT MENTAL ILLNESS		697.5	510	697.5	877.5	310	0	310	0	73.1%	125.8%	0.0%	0.0%
RTQ13	HONEYBOURE	Honeybourne	710 - ADULT MENTAL ILLNESS		697.5	765	697.5	682.5	310	310	310	310	109.7%	97.8%	100.0%	100.0%
RTQ54	BERKELEY HOUSE	Berkeley	700 - LEARNING DISABILITY		930	1342.5	4650	3967.5	310	410	2790	2330	144.4%	85.3%	132.3%	83.5%
RTQHJ	STONEBOW UNIT	Mortimer	710 - ADULT MENTAL ILLNESS		1089.5	1081	713	989	713	713	713	966	101.1%	138.7%	100.0%	135.5%
RTQHJ	STONEBOW UNIT	Cantilupe	715 - OLD AGE PSYCHIATRY		713	710.5	1089.5	1488	713	368	496	1577.5	99.6%	139.1%	51.6%	318.0%
RTQHJ	STONEBOW UNIT	Jenny Lind	710 - ADULT MENTAL ILLNESS		713	664	356.5	685.5	356.5	368	356.5	678.5	93.1%	192.3%	103.2%	190.3%
RTQHM	OAK HOUSE	Oak House	710 - ADULT MENTAL ILLNESS		713	688.5	356.5	555.5	356.5	356.5	356.5	357	96.3%	155.8%	100.0%	100.1%