

## Safe staffing levels: January 2018 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 January 2018 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 January 2018:

- 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.
- **95.84%** of the hours exactly complied with the planned staffing levels.
- **3.34%** of the hours during January had a different staff skill mix than planned staffing however overall the staffing numbers were compliant and the needs of the patients were met.
- **0.82%** of the hours during January 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.

Following a review of the function of Staff Bank and the ability to improve efficiency of covering internally the fill for clinical, training and vacancies, the Staff Bank model changed in December 2017 and the new opening hours will be 6.00am-6.00pm, 7 days a week. This includes 7:30am – 3:30pm on Bank holidays.

- **Wotton Lawn January 2018**

- Greyfriars

The Code 1 exceptions were due to 2 x qualified nurse vacancies plus redeployment of staff to cover the hospital. In addition it relates to qualified and unqualified sickness absence rates; 2 x HCA vacancies.

- Abbey Ward

The code 1 exceptions are due to vacancies. However the ward has recruited into posts so this should improve.

- Priory Ward

The code 1 was due to ward vacancies for Band 5 nurses.

### Exception reporting in hours – all wards January 2018

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 patient or other
Dean	15	3255	7.5	0	0	0	0
Abbey	18	3255	240	0	22.5	45	0
Priory	18	3255	210	0	0	0	0
Kingsholm	15	3255	7.5	0	0	0	0
Montpellier	12	3565	10	15	0	7.5	0
Greyfriars	10	4030	447.50	0	0	0	0
Willow	16	4495	7.5	7.5	0	0	0
Chestnut	14	3022.5	45	7.5	0	0	0
Mulberry	18	3255	15	7.5	0	0	0
Laurel	12	2015	195	0	0	0	0
Honeybourne	10	2015	15	0	0	0	0
Berkeley House	8	8680	0	225	0	0	0
<b>Herefordshire</b>							
Mortimer	21	3208.5	3	0	0	0	0
Cantilupe	10	2991.5	333.5	0	0	0	0
Jenny Lind	8	1782.5	9.5	0	0	0	0
Oak House	10	1782.5	0	0	0	0	0
<b>TOTAL</b>		<b>52,125</b>	<b>1,546.00</b>	<b>262.50</b>	<b>22.5</b>	<b>52.5</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 – January 2018

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	960	1395	1590	620	600	310	490	103.2%	114.0%	96.8%	158.1%
RTQ02	WOTTON LAWN HOSPITAL	Abbey	710 - ADULT MENTAL ILLNESS		1395	1132.5	930	1372.5	620	570	310	420	81.2%	147.6%	91.9%	135.5%
RTQ02	WOTTON LAWN HOSPITAL	Priory	710 - ADULT MENTAL ILLNESS		1395	1177.5	930	1477.5	620	610	310	450	84.4%	158.9%	98.4%	145.2%
RTQ02	WOTTON LAWN HOSPITAL	Kingsholm	710 - ADULT MENTAL ILLNESS		930	937.5	1395	1402.5	620	610	310	320	100.8%	100.5%	98.4%	103.2%
RTQ02	WOTTON LAWN HOSPITAL	Montpelier	710 - ADULT MENTAL ILLNESS		930	855	1395	1425	620	620	620	630	91.9%	102.2%	100.0%	101.6%
RTQ02	WOTTON LAWN HOSPITAL	Greyfriars	710 - ADULT MENTAL ILLNESS		1395	1035	1395	1770	620	610	620	760	74.2%	126.9%	98.4%	122.6%
RTQ01	CHARLTON LANE HOSPITAL	Willow	715 - OLD AGE PSYCHIATRY		930	1027.5	2325	2302.5	310	310	930	990	110.5%	99.0%	100.0%	106.5%
RTQ01	CHARLTON LANE HOSPITAL	Chestnut	715 - OLD AGE PSYCHIATRY		930	990	1162.5	1192.5	310	320	620	610	106.5%	102.6%	103.2%	98.4%
RTQ01	CHARLTON LANE HOSPITAL	Mulberry	715 - OLD AGE PSYCHIATRY		930	945	1395	1687.5	310	320	620	620	101.6%	121.0%	103.2%	100.0%
RTQ11	LAUREL HOUSE CHELT	Laurel	710 - ADULT MENTAL ILLNESS		697.5	472.5	697.5	907.5	310	310	310	310	67.7%	130.1%	100.0%	100.0%
RTQ13	HONEYBOURE	Honeyboume	710 - ADULT MENTAL ILLNESS		697.5	577.5	697.5	782.5	310	310	310	310	82.8%	112.2%	100.0%	100.0%
RTQ54	BERKELEY HOUSE	Berkeley	700- LEARNING DISABILITY		930	1200	4500	4125	310	470	2790	2290	129.0%	91.7%	151.6%	82.1%
RTQHJ	STONEBOW UNIT	Mortimer	710 - ADULT MENTAL ILLNESS		1069.5	1092.5	713	1656	713	713	713	1564	102.2%	232.3%	100.0%	219.4%
RTQHJ	STONEBOW UNIT	Cantilupe	715 - OLD AGE PSYCHIATRY		713	742.5	1069.5	1603	713	356.5	496	1452	104.1%	149.9%	50.0%	292.7%
RTQHJ	STONEBOW UNIT	Jenny Lind	710 - ADULT MENTAL ILLNESS		713	690	356.5	782	356.5	368	356.5	782	96.8%	219.4%	103.2%	219.4%
RTQHM	OAK HOUSE	Oak House	710 - ADULT MENTAL ILLNESS		713	713	356.5	506	356.5	368	356.5	356.5	100.0%	141.9%	103.2%	100.0%