

Safe staffing levels: November 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 November 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 November 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.
- **96.40%** of the hours exactly complied with the planned staffing levels.
- **2.97%** of the hours during November had a different staff skill mix than planned staffing however overall the staffing numbers were compliant and the needs of the patients were met.
- **0.50%** of the hours during November 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 November 2017

- Greyfriars

The Code 1 exceptions are owing to 1 x Qualified Nurse vacancy plus long-term sickness.
- Priory Ward

The Code 1 exceptions are due to several Band 5 vacancies.
- Montpellier

The Code 1, 2 and 4 exceptions were due to sickness and the shifts could not be filled. There were no patient safety issues
- Abbey Ward

The Code 1 exceptions were due to current vacancies and sickness, the code 3 exceptions were due to either vacancies or sickness and the Code 4 exception was due to sickness. No patient safety issues were raised.
- **Herefordshire November 2017**

Code 1s on Canitlupe ward continue to relate specifically to the ability to cover qualified at night according to the model

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
Herefordshire							
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
TOTAL		52,125	1,546.00	262.50	22.5	52.5	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
Dean (14) 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 (22) 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	3	2	3	1	2
Laurel House (13) Adult MH rehabilitation	1	1	1	1	1	1
Honeybourne (10) Adult MH rehabilitation	1	1	1	1	1	1
Berkeley House (7) 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
Mortimer (21) Adult mental health	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 – November 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		900	1012.5	1350	1395	600	600	300	340	112.5%	103.3%	100.0%	113.3%
RTQ02	WOTTON LAWN HOSPITAL	Abbey	710 - ADULT MENTAL ILLNESS		1350	1057.5	900	1192.5	600	590	300	320	78.3%	132.5%	98.3%	108.7%
RTQ02	WOTTON LAWN HOSPITAL	Priory	710 - ADULT MENTAL ILLNESS		1350	1170	900	1177.5	600	600	300	310	86.7%	130.8%	100.0%	103.3%
RTQ02	WOTTON LAWN HOSPITAL	Kings holm	710 - ADULT MENTAL ILLNESS		900	900	1350	1342.5	600	600	300	300	100.0%	99.4%	100.0%	100.0%
RTQ02	WOTTON LAWN HOSPITAL	Montpelier	710 - ADULT MENTAL ILLNESS		900	915	1350	1582.5	600	590	600	770	101.7%	117.2%	98.3%	128.3%
RTQ02	WOTTON LAWN HOSPITAL	Greyfriars	710 - ADULT MENTAL ILLNESS		1350	1020	1350	1665	600	480	600	860	75.6%	123.3%	80.0%	143.3%
RTQ01	CHARLTON LANE HOSPITAL	Willow	715 - OLD AGE PSYCHIATRY		900	1072.5	2250	2205	300	340	900	900	119.2%	98.0%	113.3%	100.0%
RTQ01	CHARLTON LANE HOSPITAL	Chesnut	715 - OLD AGE PSYCHIATRY		900	870	1125	1125	300	300	600	600	96.7%	100.0%	100.0%	100.0%
RTQ01	CHARLTON LANE HOSPITAL	Mulberry	715 - OLD AGE PSYCHIATRY		900	967.5	1350	1560	300	300	600	730	107.5%	115.6%	100.0%	121.7%
RTQ11	LAUREL HOUSE CHELT	Laurel	710 - ADULT MENTAL ILLNESS		675	480	675	832.5	300	300	300	300	71.1%	123.3%	100.0%	100.0%
RTQ13	HONEYBOURE	Honeybourne	710 - ADULT MENTAL ILLNESS		675	735	675	660	300	300	300	300	108.9%	97.8%	100.0%	100.0%
RTQ54	BERKELEY HOUSE	Berkeley	700 - LEARNING DISABILITY		900	1252.5	4500	3982.5	300	440	2700	2260	139.2%	88.5%	146.7%	83.7%
RTQHJ	STONEBOW UNIT	Mortimer	710 - ADULT MENTAL ILLNESS		1035	1140	690	797.5	690	701.5	690	690	110.1%	115.6%	101.7%	100.0%
RTQHJ	STONEBOW UNIT	Cantilupe	715 - OLD AGE PSYCHIATRY		690	690	1035	1391.5	690	356.5	480	1338	100.0%	134.4%	51.7%	278.8%
RTQHJ	STONEBOW UNIT	Jenny Lind	710 - ADULT MENTAL ILLNESS		690	835.5	345	1001.5	345	517.5	345	922	121.1%	290.3%	150.0%	267.2%
RTQHM	OAK HOUSE	Oak House	710 - ADULT MENTAL ILLNESS		690	690.5	345	467	345	345	345	345	100.1%	135.4%	100.0%	100.0%