

<b>Document Title:</b>	Trust Assurance Report Section 5: Director of Nursing/Chief Operating Officer
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<b>Date of Meeting:</b>	Thursday 27 <sup>th</sup> November 2014

## **Safer Staffing Monthly Exception Report**

### **Summary**

This is the safer staffing report for publication of October 2014 data, on both the NHS Choices website and the Trust's website.

The report details monthly planned (our budgeted and expected staffing) against actual nursing staff fill rates for registered and unregistered nurse staffing, by day and night shifts; no other professional group of staff is to be included.

Trust Boards are to receive this published data monthly, advised, by exception, of those wards where staffing levels fall short of planned numbers. The report details cause and effect and the actions planned to address the shortfall.

**The October data demonstrates the overall number of red ratings remains unchanged. However in the main, those who are rated red have increased their percentage fill towards an amber rating. The overall number of amber ratings has reduced again this month from 10 to 6.**

**Overall fill rates for inpatient areas remains consistent at over 110% (Table 2)**

**Fill rates for registered nurses in the day shows an overall continuing improvement from May – October (Table 2)**

**Fill rates for registered nurses at night have reached the 100% target during October (Table 2)**

**The overall day fill rates for the trust are moving towards the target for registered and unregistered staff (Table 2a)**

### **Key Reporting Issues**

The ongoing development of this report and limitation of electronic systems necessitates a degree of manual collection and manipulation of data.

The monthly reporting requirements set out by the National Quality Board dictate that there is a very narrow timeline for data to be validated and submitted for publication.

### **Recommendation**

The Trust Board is asked to:

- Endorse the Safe Staffing Exception Report
- **October Data Reporting**

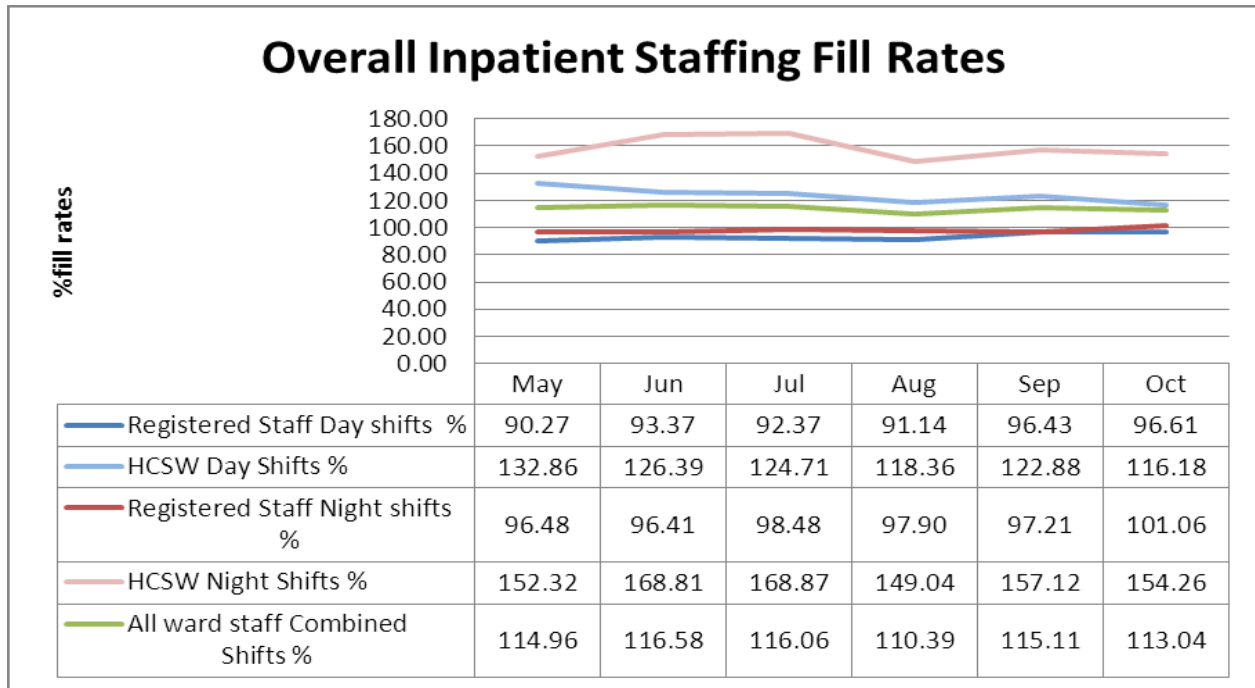
There has been no national requirement to RAG rate this data in respect of any shortfalls, or indeed any oversupply, although further guidance on this and tolerance rates are expected in due course.

Internal RAG rating	
Red	0-80%
Amber	80-90%
Green	> 90%

**Table 1 - Nurse Staffing Fill Rates by Ward and by Grade Type: October 2014**

Ward	Speciality	Day		Night	
		Registered Nurses (%)	Rate - Care ff (%)	Registered Nurses (%)	Rate - Care Staff (%)
Newport House	Forensic	78.12	151.39	121.46	139.81
Ashley House	Forensic	99.82	128.47	93.56	156.87
Radford House	Forensic	73.36	142.26	117.70	93.67
Norton House	Forensic	112.88	94.47	99.72	100.23
Ellesmere House	Forensic	81.15	144.58	73.41	155.23
IFOR Willow Shrops	Forensic	92.13	84.95	99.21	119.28
IFOR Yew	Forensic	95.33	91.00	100.38	106.66
Oak House	LD	91.25	95.30	105.40	105.49
Brockington	M&B	96.63	126.59	181.04	250.73
Kinver	ED	84.19	133.20	83.17	356.66
IDEM Holly Redwoods	AMH	108.52	91.49	101.39	144.06
IDEM Oak Redwoods	AMH	105.61	99.64	103.92	129.40
IFNCT Birch Redwoods	AMH	101.31	101.49	98.61	199.05
IFNCT Laurel Redwoods	AMH	102.96	134.19	109.53	284.24
IFNCT Pine Redwoods	AMH	99.51	93.70	109.60	152.05
IRER Rehab Rec Shrop T/W	AMH	90.85	89.35	100.22	100.07
Baswich	AMH	109.74	108.54	102.95	119.19
Brocton	AMH	98.73	113.45	74.24	178.39
Bromley	AMH	103.14	120.88	99.13	110.99
Chebsey House	AMH	102.99	86.19	96.15	103.40
Norbury	PICU	122.29	216.34	102.09	293.16
IAMH George Bryan Tamworth	AMH	111.44	93.30	98.24	150.87
ISFOP George Bryan Tamworth	AMH	79.18	128.25	102.88	101.52
ISS Inclusion Bham Tier 4	Sub M	125.91	71.51	97.48	101.41

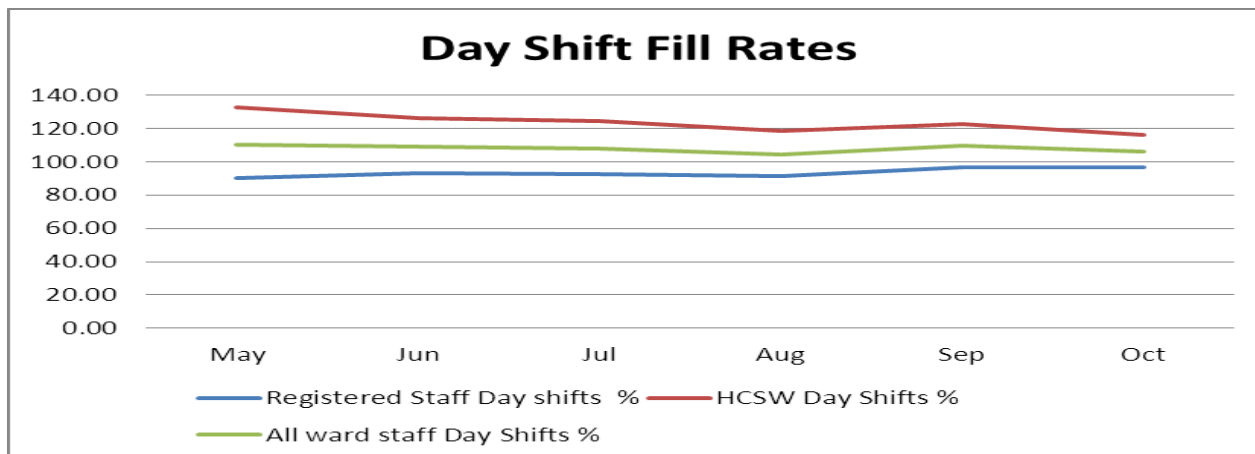
**Table 2**



- Overall fill rates for inpatient areas remains consistent at over 110%
- Fill rates for registered nurses in the day shows an overall continuing improvement from May – October
- Fill rates for registered nurses at night have reached the 100% target during October

The overall day fill rates for the trust are moving towards the target for registered and unregistered staff (see below)

**Table 2a**



ISFOP George Bryan Tamworth East Wing are a good example of this trend. Although rated red the unit is progressing well towards an amber rating and the data (table 9)

shows the required increase in registered nurse fill alongside a decrease in unregistered overfill, demonstrating harmonisation of fill rates with less reliance on backfilling registered shifts with HCSW's

The Trust trend for overfill of Health Care Support Worker (HCSW) shifts particularly at night continues, due to additional staff being used to provide increased levels of observation when fewer staff from other disciplines are available and engagement of patients with high risk needs is required.

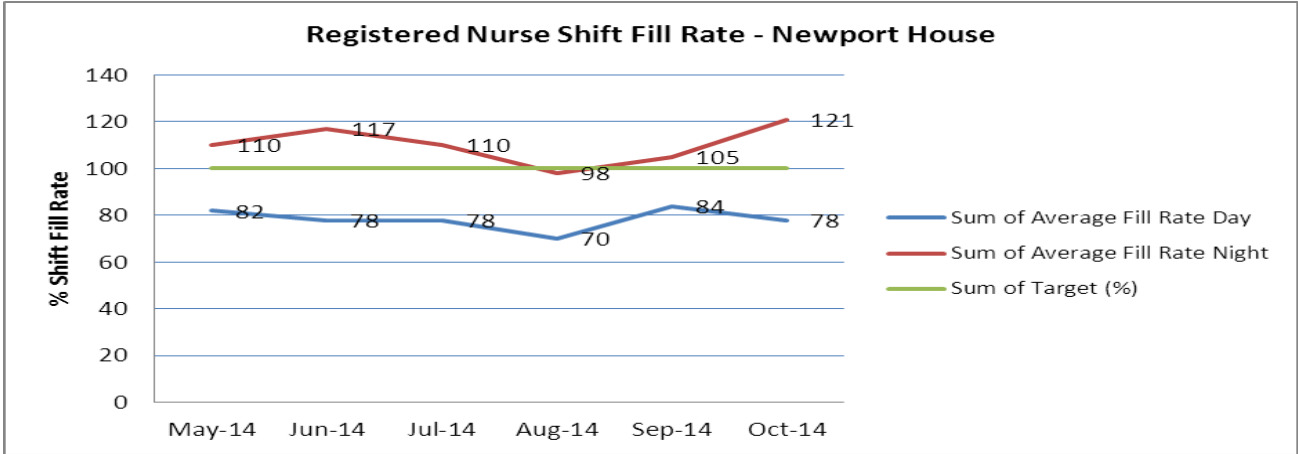
**Exceptions: Cause/Effect and Planned Actions**

**Forensic Directorate**

The number of wards rated red for registered staff fill rates during the day remains at two, however Ellesmere have moved out of the red and Newport have slipped slightly from 84-78%, which has pushed them into red rating

**Newport House:** Having previously been red rated (August) Newport have slipped back into red rating for registered nurse fill rates during the day.

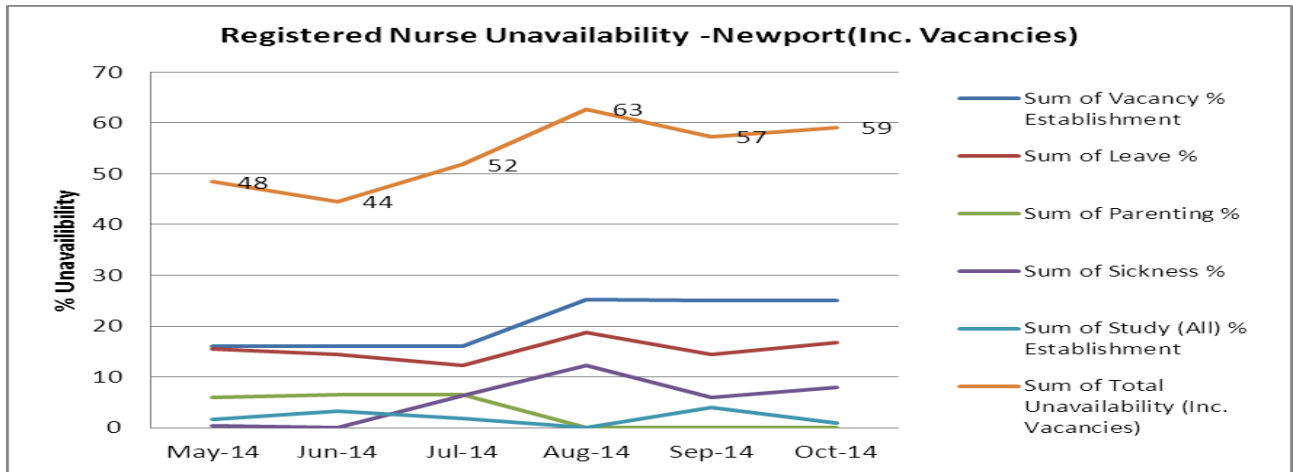
**Table 3**



**Cause and Effect**

Total unavailability for registered nurses is showing an overall increase for October (table 4) with increases noted in sickness and annual leave. Combined these have impacted on fill rates.

**Table 4**

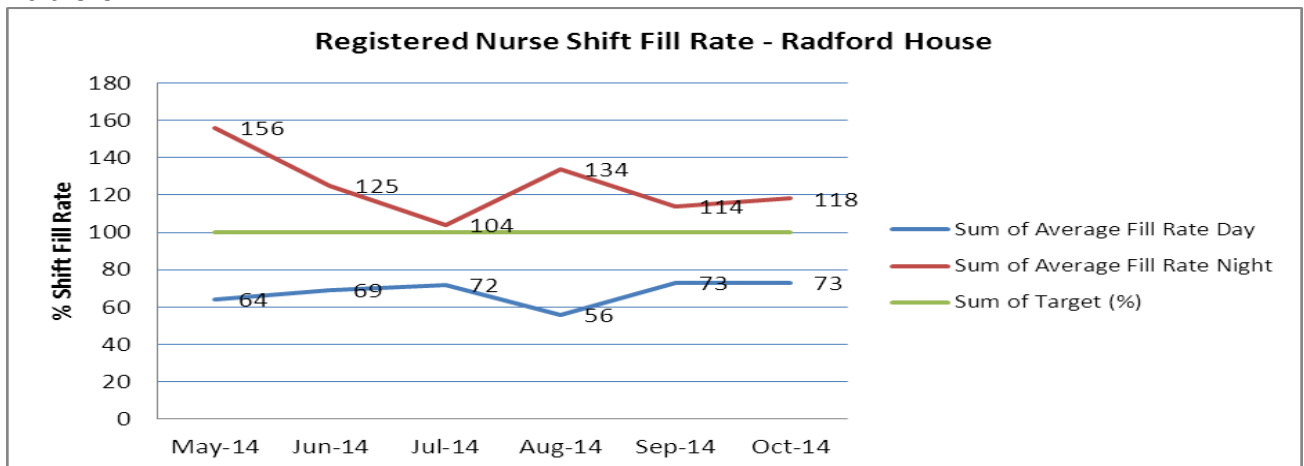


**Planned Actions**

The ward manager will examine the reduction in fill rates and is required to develop an action plan and present it at the next Safer Staffing Group.

**Radford House:** Registered nurse night fill rates are rated green; day fill rates for registered staff remain red rated, with no change in percentage fill rate.

**Table 5**

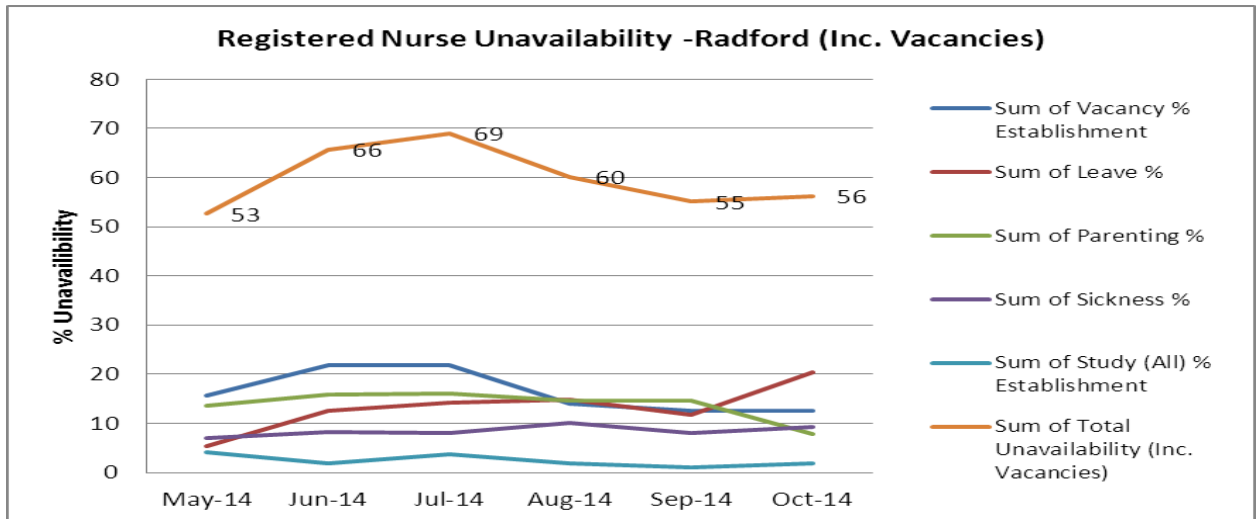


**Cause and Effect**

Total unavailability for registered nurses has shown no improvement from previous month (Table 4) and this is reflected in static fill rates. Areas remain subject to action plans to further improve availability and fill rates. AL shows a slight spike amongst registered nurses for October which will contribute to the reduced fill rates

- 1 whole time equivalent (wte) registered nurse vacancies
- 2 wte registered nurse maternity leave
- 1 wte registered nurse long term sick
- 1wte registered nurse seconded to another post within the Trust

**Table 6**

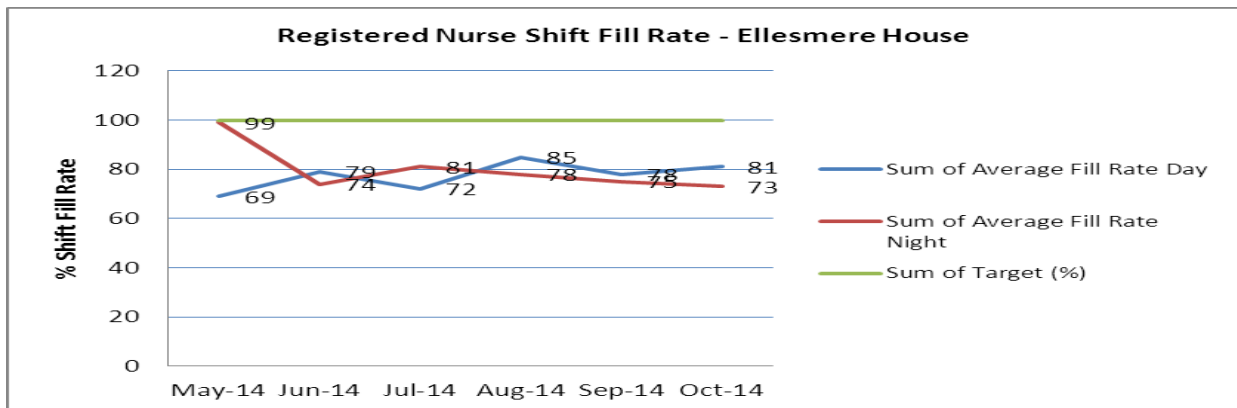


**Planned Actions**

1. Vacancies have been appointed to during October one wte remains vacant
2. Flexible staffing solutions are being employed to compensate for two nurses on maternity and one on long term sick leave
3. One maternity leave ends during October
4. Secondment scheduled to end late October

**Ellesmere House** has moved back out of red rating for day fill rates for registered nurses, however they remain red rated for registered nurse night fill rates.

**Table 7**

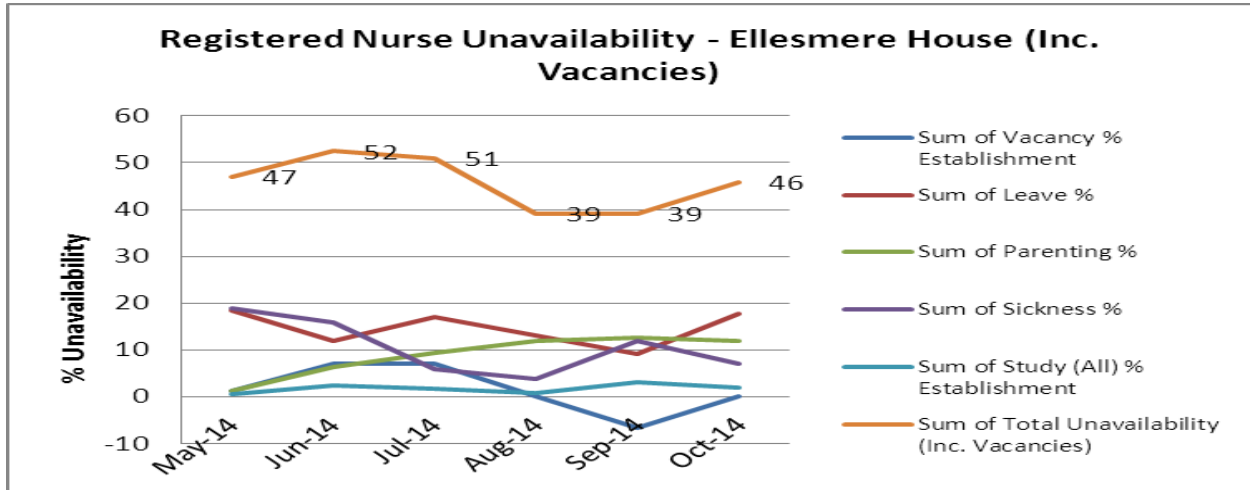


**Cause and Effect**

Total unavailability of registered nurses has increased in October for Ellesmere House, due in part to a slight spike in AL. This continues to lead to reduced fill rates at night.

- 2 wte registered nurse maternity leave
- 1wte registered nurse long term sick leave

**Table 8**



As with previous months reporting the shortfall in registered nurse fill rates for Ellesmere House is due, in part, to occasions when managers are unable to fill their registered nurse requirement and they make a professional judgement decision to use substantive HCSW's to cover these shifts either within contract or via NHS Professionals. This is preferable to having temporary staff with little or no knowledge of the client group.

**Planned Actions**

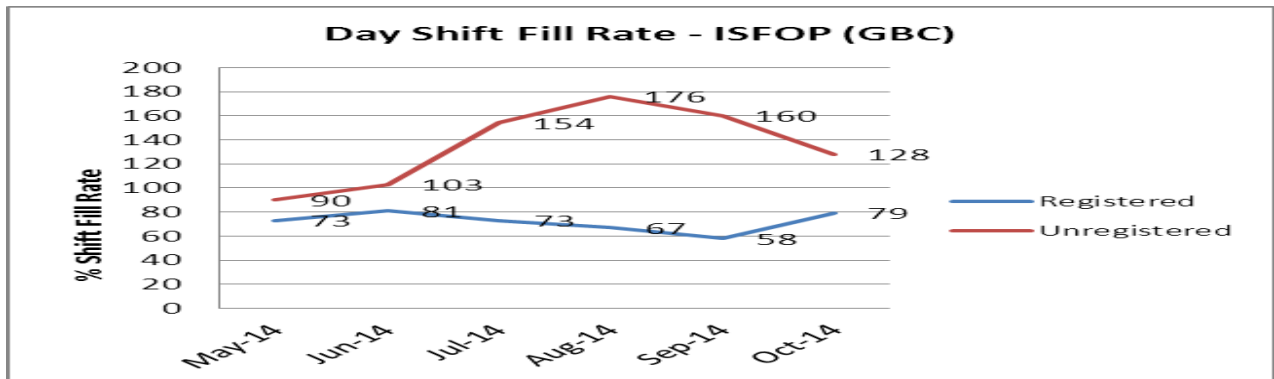
1. 1 wte registered nurse employed to backfill maternity leave
2. 1 wte vacancy appointed to via Milford re-deployment
3. 1wte registered nurse long term sick leave managed back to work during August, however new staff injury mid-September impacting on fill rates

**Mental Health Staffordshire**

Two wards remain red rated for fill rates for registered staff; ISFOP George Bryan Tamworth East Wing during the day and Brocton for night shifts.

**ISFOP George Bryan Tamworth East Wing:** Although rated red the unit is progressing well towards an amber rating and the data (table 9) shows the required increase in registered nurse fill alongside a decrease in unregistered overfill, demonstrating harmonisation of fill rates with less reliance on backfilling registered shifts with HCSW's

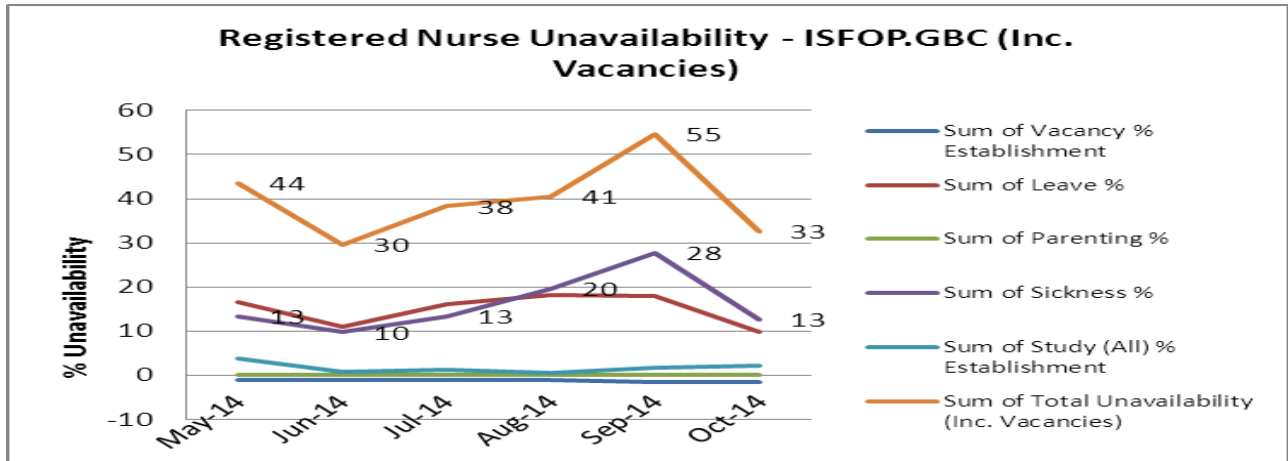
**Table 9**



**Cause and Effect**

Percentage of registered nurse unavailability has shown a sharp decline from September to October, reflective of continued efforts by the ward manager to manage sickness and leave and bring them back in line with budgeted headroom. This is reflected in an improvement in registered nurse day fill rates bringing the unit to just below the threshold for amber rating.

**Table 10**

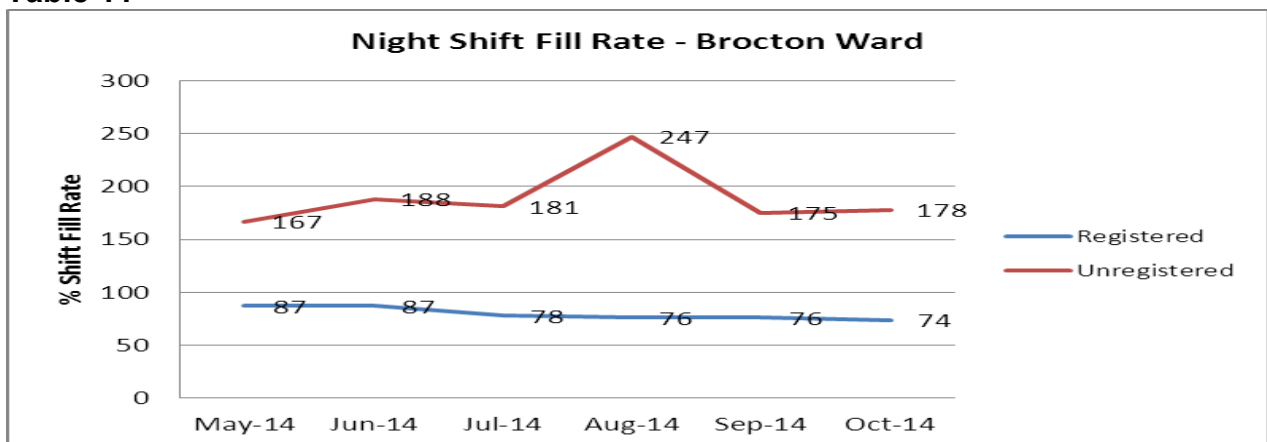


**Planned Actions**

1. Continuing proactive sickness management in place at levels 1 and 2;
2. Review of registered nurse requirement at November establishment reviews.
3. To reduce the clinical risks associated with this shortfall a band 4 assistant practitioner has been used to backfill some registered nurse shifts ensuring the most experience/qualified staff available
4. Ward Manager provides backfill for clinical shifts where planned safe staffing numbers are not met

**Brocton:** Delays to start dates for newly appointed staff have kept Brocton rated red for registered nurse night fill rates.

**Table 11**



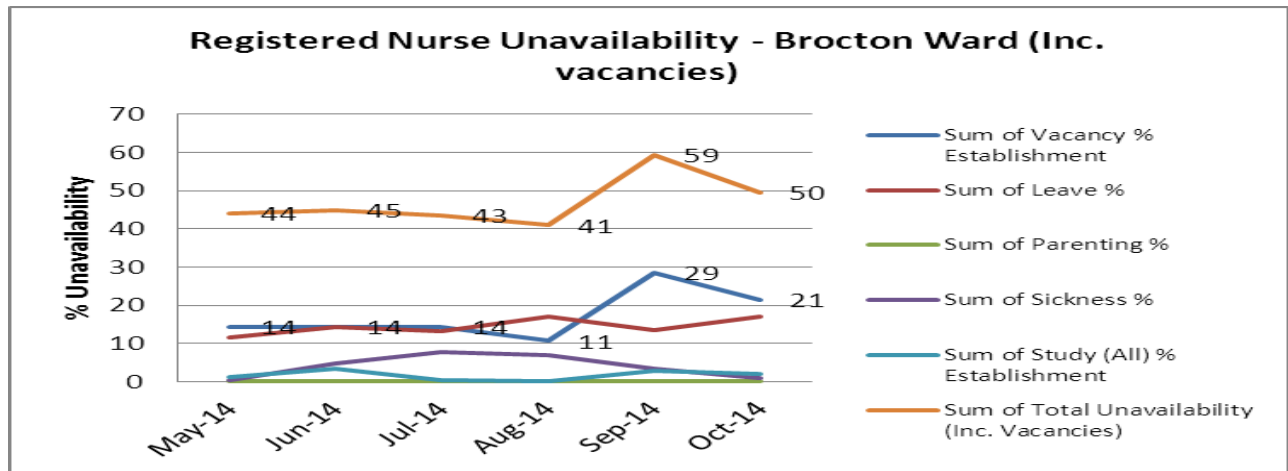
**Cause and Effect**

A reduction in vacancies has led to an overall reduction in total unavailability. This has not yet been reflected in a significant improvement in fill rates for registered nurses at night.



- 3 wte registered posts remain vacant

**Table 12**



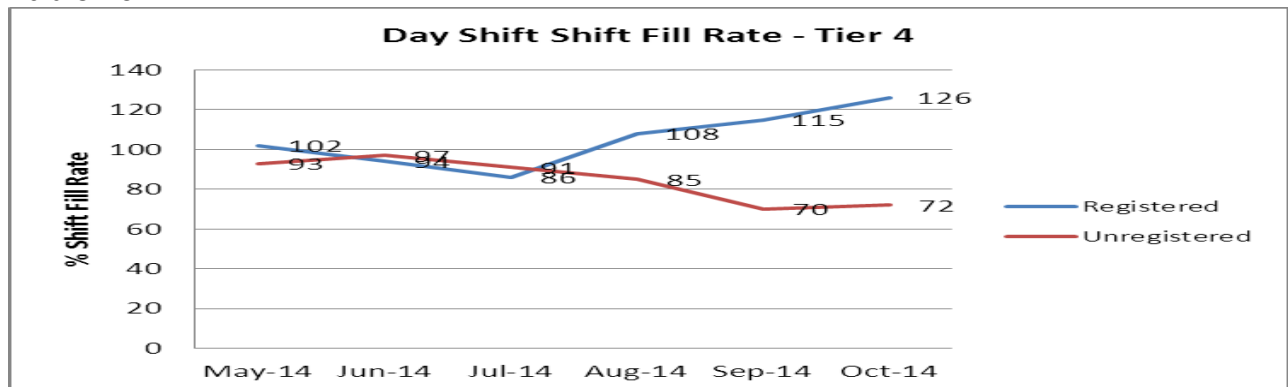
**Planned Actions**

1. The recruitment process continues for vacant post with posts appointed to and staff awaiting start dates
2. In response to time lag between recruitment and nurses being available to work effectively recruitment has already commenced in anticipation of expected turnover due early next year

**Specialist Services Directorate:**

For the second consecutive month T4 Birmingham substance misuse inpatient service (Park House) has been rated red for day time HCSW staffing.

**Table 13**

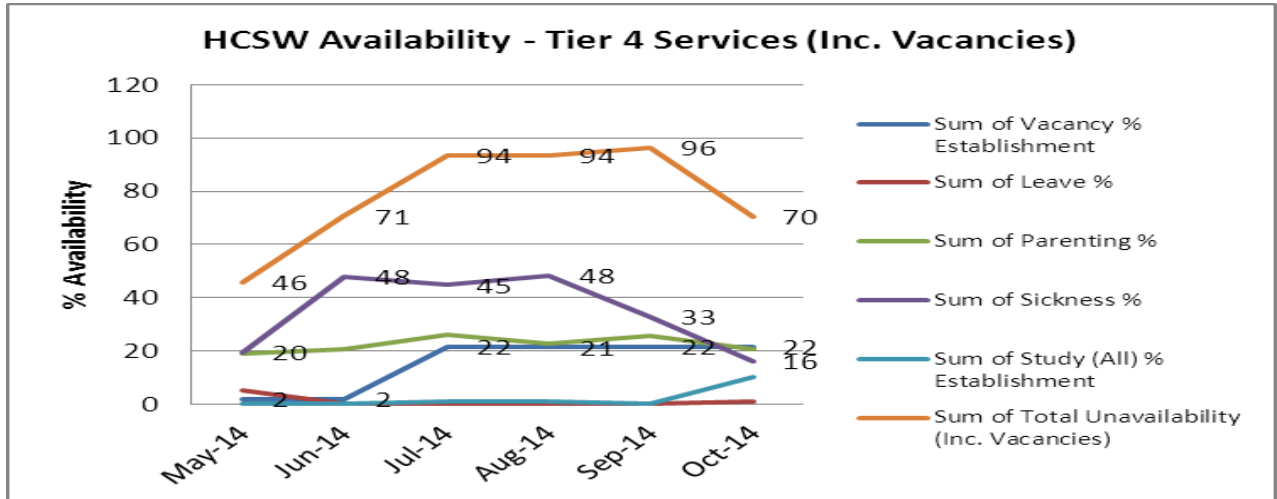


**Cause and Effect**

Total unavailability has decreased for October, with a fall in sickness levels amongst HCSW’s, however with persistent vacancies this has only had a slight positive effect on overall fill rates for HCSW’s which remain red rated at 72% during the day.

- Total unavailability of unregistered Drug Support Workers (DSW) is at 70%
- High but reducing sickness levels
- 1wte maternity leave
- There are particular difficulties recruiting people with this skill set across the Birmingham area health economy

**Table 14**



**Planned Actions**

1. Sickness is being managed within Trust policy
2. A specific specialist agency is used to fulfil their flexible staffing requirements
3. Where demand for DSW’s is not met the only safe measure is to backfill with registered staff. This is demonstrated in the increase to overfill rates for registered staff

It should be noted that Park House is part of the Birmingham substance misuse service which was retendered for earlier this year. As a result of this, a new provider will be taking over the running of this service in March/April next year. The Trust is working closely with this new provider to ensure that staff are recruited to any vacancies that arise during this transitional period.