



STANDARDISED REPORT COMMUNICATION

REPORT DETAILS

Report subject:	Ward Daily Staffing Levels November and December Data 2017
Agenda ref. no:	
Report to (meeting):	Board of Directors
Action required:	Information and noting
Date of meeting:	31/01/2018
Presented by:	Avril Devaney, Director of Nursing, Therapies and Patient Partnership

Which strategic objectives this report provides information about:	
Deliver high quality, integrated and innovative services that improve outcomes	Yes
Ensure meaningful involvement of service users, carers, staff and the wider community	No
Be a model employer and have a caring, competent and motivated workforce	Yes
Maintain and develop robust partnerships with existing and potential new stakeholders	No
Improve quality of information to improve service delivery, evaluation and planning	Yes
Sustain financial viability and deliver value for money	Yes
Be recognised as an open, progressive organisation that is about care, well-being and partnership	Yes
Which CQC quality of service domains this report reflects:	
Safe services	Yes
Effective services	Yes
Caring services	Yes
Well-led services	Yes
Services that are responsive to people's needs	Yes
Which Monitor quality governance framework/ well-led domains this report reflects:	
Strategy	No
Capability and culture	Yes
Process and structures	Yes
Measurement	Yes
Does this report provide any information to update any current strategic risks? If so, which?	
See current risk register in the agenda of the public meeting of the Board of Directors at http://www.cwp.nhs.uk/about-us/board-members/our-board-meetings	No
35T	
Does this report indicate any new strategic risks? If so, describe and indicate risk score:	
See current integrated governance strategy. CWP policies – policy code FR1	No
35T	

REPORT BRIEFING

Situation – a concise statement of the purpose of this report
This report details the ward daily staffing levels during the months of November and December 2017 following the submission of the planned and actual hours of both registered nurses (RN) and clinical support workers (CSWs) to UNIFY (appendix 1 and 2). The themes arising within these monthly submissions continue to mirror those that have arisen previously. These themes identify how patient safety is being maintained on a shift by shift basis.

Background – contextual and background information pertinent to the situation/ purpose of the report

The monthly reporting of daily staffing levels is a requirement of NHS England and the National Quality Board in order to appraise the Board and the public of staffing levels within in-patient units.

A number of recommendations are made within the latest six monthly report including consistency checking, national benchmarking, and widening the consideration of the multi-disciplinary team role within safer staffing. These recommendations are currently being followed through and will be monitored via the Inpatient Service Improvement Forum and the People Planning group which oversees the strategic approach to safe staffing. They are reported on in the 6 monthly report presented to Board of Directors in January 2018.

Assessment – analysis and considerations of options and risks

During November 2017 the trust achieved staffing levels of 96.4% for registered nurses and 96.3% for clinical support workers on day shifts and 96.3% and 98.2% respectively on nights. During December 2017 the trust achieved staffing levels of 95.8% for registered nurses and 93.1% for clinical support workers on day shifts and 94.7% and 96.8% respectively on nights.

In the month of November and December the wards had pressures in terms of staffing in particular on the wards in Central and East locality due to staff sickness, maternity leave, patients on increased levels of observations and vacancies.

Where 100% fill rate was not achieved patient safety on in-patient wards was maintained by nurses working additional unplanned hours, staff cross covering across wards, the multi-disciplinary team and ward manager supporting nursing staff in the delivery of planned care and patient care being prioritised over non-direct care activities. Appendix 1 and 2 details how wards, who did not achieve overall staffing of 95%, maintained patient safety.

Recommendation – what action/ recommendation is needed, what needs to happen and by when?

The Board of Directors are recommended to note the report.

Who/ which group has approved this report for receipt at the above meeting?	Gary Flockhart, Associate Director of Nursing [MH and LD]	
Contributing authors:	Anne Casey	
Distribution to other people/ groups/ meetings:		
Version	Name/ group/ meeting	Date issued
1	Gary Flockhart, Associate Director of Nursing [MH and LD]	18/01/2018
	Avril Devaney, Avril Devaney, Director of Nursing, Therapies and Patient Partnership	18/01/2018

Appendices provided for reference and to give supporting/ contextual information:

Provide only necessary detail, do not embed appendices, provide as separate reports

Appendix no.	Appendix title
1	Ward Daily Staffing November 2017
2	Ward Daily Staffing December 2017

Ward	Day				Night				Fill Rate				Safe Staffing was maintained by:	
	Registered		Care Staff		Registered		Care Staff		Day		Night			
	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	Average fill rate - registered nurses/ midwives (%)	Average fill rate - care staff (%)	Average fill rate - registered nurses/ midwives (%)	Average fill rate - care staff (%)		
East	Adelphi	1233	1164	1119	1070.5	701.5	701.5	1150	1085.5	94.4%	95.7%	100.0%	94.4%	Nursing staff working additional unplanned hours. Cross cover arrangements.
	Alderley Unit	1055	985	1369	1352.5	690	632.5	690	706	93.4%	98.8%	91.7%	102.3%	Nursing staff working additional unplanned hours. Cross cover arrangements.
	Bollin	1272	1170	1323	1230.5	655.5	664.5	1368.5	1204	92.0%	93.0%	101.4%	88.0%	Ward Manager working in the clinical team. Nursing staff working additional unplanned hours. Cross cover arrangements.
	Croft	1200	1114.95	1860	1468.5	690	560.5	1380	1266.5	92.9%	79.0%	81.2%	91.8%	Ward Manager working in the clinical team. Nursing staff working additional unplanned hours. Cross cover arrangements.
	Greenways A&T	1132.5	958.35	1725	1607.5	690	667	1035	1012	84.6%	93.2%	96.7%	97.8%	Ward Manager working in the clinical team. Nursing staff working additional unplanned hours. Cross cover arrangements.
	LimeWalk Rehab	1104.5	1087.5	1035	1077.5	690	540.5	690	774.5	98.5%	104.1%	78.3%	112.2%	Nursing staff working additional unplanned hours. Cross cover arrangements.
	Saddlebridge	1039	994	1345.5	1265	690.5	587	678.5	778	95.7%	94.0%	85.0%	114.7%	Nursing staff working additional unplanned hours. Cross cover arrangements.
Wirral	Brackendale	1105	1116	933.5	933.5	678.5	667	678.5	690	101.0%	100.0%	98.3%	101.7%	*
	Brooklands	1026.5	1026.5	1114.5	1114.5	621	621	1104	1104	100.0%	100.0%	100.0%	100.0%	*
	Lakefield	1034	1034	1012	977.5	667	667	701.5	667	100.0%	96.6%	100.0%	95.1%	*
	Meadowbank	1141	1140.5	1520	1497	747.5	782	1107	1061	100.0%	98.5%	104.6%	95.8%	*
	Oaktrees	1256	1213	724.5	724.5	540.5	540.5	753.5	753.5	96.6%	100.0%	100.0%	100.0%	*
	Willow PICU	1056	989.5	877.5	866.5	724.5	701.5	678	666	93.7%	98.7%	96.8%	98.2%	Ward Manager working in the clinical team. Cross cover arrangements.
West	Beech	1267	1289	1150	1121.5	701.5	697.5	681	654.5	101.7%	97.5%	99.4%	96.1%	*
	Cherry	1168.75	1105.25	1239.5	1210.5	644	632	1068.5	1057	94.6%	97.7%	98.1%	98.9%	Cross cover arrangements. Staff covered from other wards. MDT supported the team. Ward Manager working in the clinical team.
	Eastway A&T	1041	1041	1082.5	1058	609.5	609.5	806	806	100.0%	97.7%	100.0%	100.0%	*
	Juniper	1396.5	1379.5	967	932.5	685.5	685.5	724.5	724.5	98.8%	96.4%	100.0%	100.0%	*
	Coral	989.5	936.5	1317.5	1317.5	632.8	632.8	770.5	770.5	94.6%	100.0%	100.0%	100.0%	Ward Manager working in the clinical team. Cross cover arrangements.
	Indigo	1088.5	1040.5	897	897	542.5	531	874	845	95.6%	100.0%	97.9%	96.7%	*
	Rosewood	1028.5	1024.35	1523	1523	517.5	517.5	816.5	816.5	99.6%	100.0%	100.0%	100.0%	*
Trustwide	22634.25	21809.4	24135	23245.5	13119.8	12638.3	17755.5	17442	96.4%	96.3%	96.3%	98.2%		

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	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	Average fill rate - registered nurses/ midwives (%)	Average fill rate - care staff (%)	Average fill rate - registered nurses/ midwives (%)	Average fill rate - care staff (%)		
East	Adelphi	1245.5	1069	1289	1154	727.5	705.5	1253	1077.5	85.8%	89.5%	97.0%	86.0%	Nursing staff working additional unplanned hours. Cross cover arrangements. Staff covered from other wards.
	Alderley Unit	1128.5	1094.8	1397.5	1286.5	713	609.5	713	770.5	97.0%	92.1%	85.5%	108.1%	Nursing staff working additional unplanned hours. Staff covered from other wards.
	Bollin	1269.04	1174	1268	1176.25	730.5	712	1426	1292.5	92.5%	92.8%	97.5%	90.6%	Nursing staff working additional unplanned hours. Cross cover arrangements. Staff covered from other wards.
	Croft	1227	1194.65	1922	1267.5	713	529	1426	1393.5	97.4%	65.9%	74.2%	97.7%	Cross cover arrangements. Staff covered from other wards. MDT supported the team. Ward Manager working in the clinical team.
	Greenways A&T	1197	1084	2001	1666	713	736	1288	1184.5	90.6%	83.3%	103.2%	92.0%	Ward Manager working in the clinical team. Nursing staff working additional unplanned hours. Cross cover arrangements.
	LimeWalk Rehab	1051	911	1069.5	1006.5	713	568	713	711	86.7%	94.1%	79.7%	99.7%	Cross cover arrangements.
	Saddlebridge	998.5	914.5	1234.5	1173	678.5	544.5	747	745.5	91.6%	95.0%	80.3%	99.8%	Nursing staff working additional unplanned hours. Cross cover arrangements. Staff covered from other wards.
Wirral	Brackendale	987.5	966	1045	1033	713	713	713	701.5	97.8%	98.9%	100.0%	98.4%	*
	Brooklands	898.5	852.5	1207.5	1207.5	644	609.5	1092.5	1069	94.9%	100.0%	94.6%	97.8%	Nursing staff working additional unplanned hours. Cross cover arrangements.
	Lakefield	1105.5	1105	1049	1025.5	690	690	908.5	885.5	100.0%	97.8%	100.0%	97.5%	*
	Meadowbank	1098.5	1086.5	1387.5	1355.5	724.5	724.5	1138.5	1127	98.9%	97.7%	100.0%	99.0%	*
	Oaktrees	1174.5	1170.5	1323.5	1307	724.5	724.5	397.5	352.5	99.7%	98.8%	100.0%	88.7%	Cross cover arrangements.
	Willow PICU	918.5	907	943.5	909	667	655.5	770.5	747.5	98.7%	96.3%	98.3%	97.0%	*
West	Beech	1326	1314.5	1007.5	936.5	713	704.5	701.5	701.5	99.1%	93.0%	98.8%	100.0%	Nursing staff working additional unplanned hours. Cross cover arrangements.
	Cherry	1362.25	1311.29	1288.5	1232	684	666	1101	1090.5	96.3%	95.6%	97.4%	99.0%	*
	Eastway A&T	835	812	1136	1136	616.5	605	786	774.5	97.2%	100.0%	98.1%	98.5%	*
	Juniper	1392	1398	1034.5	977	663.5	652	951.1	933.6	100.4%	94.4%	98.3%	98.2%	*
	Coral	905.5	894	1358	1358	586.5	586.5	901.5	901.5	98.7%	100.0%	100.0%	100.0%	*
	Indigo	900.5	854.5	1086.5	1086.5	598	586.5	897.5	895.5	94.9%	100.0%	98.1%	99.8%	*
	Rosewood	958.3	945.3	1389	1389	542	520.5	827.5	804.5	98.6%	100.0%	96.0%	97.2%	*
Trustwide	23258.4	22434.9	24620.65	22764.15	13585.75	12700.75	18834.55	18244.15	95.8%	93.1%	94.7%	96.8%		