



STANDARDISED REPORT COMMUNICATION

REPORT DETAILS

Report subject:	Ward Daily Staffing Levels September and October Data 2017
Agenda ref. no:	Click here to enter text.
Report to (meeting):	Board of Directors
Action required:	Information and noting
Date of meeting:	29/11/2017
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
Click here to enter text.	
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
Click here to enter text.	

REPORT BRIEFING

Situation – a concise statement of the purpose of this report
<p>This report details the ward daily staffing levels during the months of September and October 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.</p> <p>To inform the board of the trusts participation in the NHSI Care Hours per Patient Day [CHPPD] data collection exercise.</p>

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 Safer Staffing group led by the Associate Director of Nursing [Mental Health and Learning Disability] and are reported on in the next 6 monthly report.

Assessment – analysis and considerations of options and risks

During September 2017 the trust achieved staffing levels of 95.6% for registered nurses and 94% for clinical support workers on day shifts and 94% and 98.5% respectively on nights. During October 2017 the trust achieved staffing levels of 96.5% for registered nurses and 92.5% for clinical support workers on day shifts and 93.5% and 96.9% respectively on nights.

In the month of September and October the wards had pressures in terms of staffing in particular on the wards in Central and East locality due to staff sickness, 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.

From the 4th September 2017 until 1st October 2017 the trust participated in a data collection exercise undertaken by NHSI. Care Hours per Patient Day [CHPPD] is a calculation derived from dividing the number of actual care hours provided by the number of inpatients in a 24 hour period. NHSI recognise that the needs of patients using these services are often quite different; the CHPPD measure provides a representation of the number of care hours available to patients and is a measure that enables wards/units of a similar size, speciality and patient group to be benchmarked.

NHSI collected 1 months' data from all mental health and community inpatient wards nationally across September 2017. The aim being to undertake further testing to tailor the data collection and metric and ensure that it is fit for purpose ahead of mandating the metric in April 2018.

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]	20/11/2017
	Avril Devaney, Avril Devaney, Director of Nursing, Therapies and Patient Partnership	20/11/2017

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 September 2017
2	Ward Daily Staffing October 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	1381.25	1272.75	1107	1001.5	711.5	711.5	1301	1190	92.1%	90.5%	100.0%	91.5%	Ward Manager working in the clinical team. Nursing staff working additional unplanned hours. Cross cover arrangements.
	Alderley Unit	1028	924	1403	1338	690	642.5	690	711.5	89.9%	95.4%	93.1%	103.1%	Ward Manager working in the clinical team. Nursing staff working additional unplanned hours. Cross cover arrangements.
	Bollin	1256	1141	1372.5	1285	690	644	1346	1288.5	90.8%	93.6%	93.3%	95.7%	Nursing staff working additional unplanned hours. Cross cover arrangements. MDT supported the team.
	Croft	1192.5	1109	1779.5	1450.25	690	667	1380	1244	93.0%	81.5%	96.7%	90.1%	Ward Manager working in the clinical team. Nursing staff working additional unplanned hours. Cross cover arrangements.
	Greenways A&T	1170	1276	1734.5	1274	690	563.5	966	1024	109.1%	73.5%	81.7%	106.0%	Ward Manager working in the clinical team. Nursing staff working additional unplanned hours. Cross cover arrangements.
	LimeWalk Rehab	1044	868.5	1035	1112.5	690	609.5	690	717.5	83.2%	107.5%	88.3%	104.0%	Cross cover arrangements. Staff covered from other wards.
	Saddlebridge	1013	966.5	1318.5	1265.5	644	552	724.5	782	95.4%	96.0%	85.7%	107.9%	Ward Manager working in the clinical team. Cross cover arrangements.
Wirral	Brackendale	1050.5	1020	902	871	701.5	690	701.5	701.5	97.1%	96.6%	98.4%	100.0%	*
	Brooklands	991	941	1115.5	1073.5	597	516.5	769	882.9	95.0%	96.2%	86.5%	114.8%	Ward Manager working in the clinical team. Nursing staff working additional unplanned hours. MDT supported the team.
	Lakefield	1079.5	1033.5	954.5	977.6	690	609.5	736	701.5	95.7%	102.4%	88.3%	95.3%	Cross cover arrangements. Staff covered from other wards. Nursing staff working additional unplanned hours.
	Meadowbank	1120.5	1109	1449.5	1417.5	701.5	647.5	1104	1029.5	99.0%	97.8%	92.3%	93.3%	Nursing staff working additional unplanned hours.
	Oaktrees	1040.5	987	861.25	769.75	690	690	391	379.5	94.9%	89.4%	100.0%	97.1%	Ward Manager working in the clinical team. Nursing staff working additional unplanned hours.
	Willow PICU	1041	1017	899	832	690	614.5	793.5	751.5	97.7%	92.5%	89.1%	94.7%	Ward Manager working in the clinical team. Nursing staff working additional unplanned hours. Cross cover arrangements. MDT supported the team.
West	Beech	1327.15	1282.65	1012	989	693.5	693.5	717	695	96.6%	97.7%	100.0%	96.9%	*
	Cherry	1116	1077	1192.5	1167.5	704.5	693	950.5	919	96.5%	97.9%	98.4%	96.7%	*
	Eastway A&T	934.25	907.2	1146	1109	545	543.5	855	855	97.1%	96.8%	99.7%	100.0%	*
	Juniper	1199.5	1188	936.5	915	695	695	680	678.5	99.0%	97.7%	100.0%	99.8%	*
	Coral	1108.5	1051.5	1073	1035	557.5	536	954	954	94.9%	96.5%	96.1%	100.0%	*
	Indigo	918.5	899.5	1091.75	1068.75	638.5	595.5	771.5	760	97.9%	97.9%	93.3%	98.5%	Ward Manager working in the clinical team. Nursing staff working additional unplanned hours. Cross cover arrangements from other wards.
	Rosewood	1016.5	993.5	1353	1353	562.5	555.75	865	865	97.7%	100.0%	98.8%	100.0%	*
Trustwide	22028.15	21064.6	23736.5	22305.35	13272	12470.25	17385.5	17130.4	95.6%	94.0%	94.0%	98.5%		

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	1387.5	1337.25	966	931.5	724.5	713	1270.5	1259	96.4%	96.4%	98.4%	99.1%	*
	Alderley Unit	1066	974.5	1409	1309.5	713	678.5	713	726.5	91.4%	92.9%	95.2%	101.9%	Nursing staff working additional unplanned hours. Cross cover arrangements. Staff covered from other wards.
	Bollin	1325	1281	1394.75	1280.75	713	620	1587	1343.5	96.7%	91.8%	87.0%	84.7%	Nursing staff working additional unplanned hours. Cross cover arrangements. MDT supported the team.
	Croft	1197	1290.5	1841.5	1314.5	713	671.5	1426	1408	107.8%	71.4%	94.2%	98.7%	Ward Manager working in the clinical team. Nursing staff working additional unplanned hours. Cross cover arrangements.
	Greenways A&T	1227	1100.5	1792	1675	713	598	1069.5	1150	89.7%	93.5%	83.9%	107.5%	Ward Manager working in the clinical team. Nursing staff working additional unplanned hours. Cross cover arrangements.
	LimeWalk Rehab	1101	1042.75	1023.5	912	713	655.5	713	713	94.7%	89.1%	91.9%	100.0%	Cross cover arrangements. Staff covered from other wards. MDT supported the team. Ward Manager working in the clinical team.
	Saddlebridge	997	898.5	1414.5	1404	701.5	529	724.5	839.5	90.1%	99.3%	75.4%	115.9%	Ward Manager working in the clinical team. Cross cover arrangements.
Wirral	Brackendale	1094	1082.5	911.5	888.5	759	747.5	667	667	98.9%	97.5%	98.5%	100.0%	*
	Brooklands	1023	941.5	1352.5	1365.5	724.5	655.5	1133.5	1186	92.0%	101.0%	90.5%	104.6%	Nursing staff working additional unplanned hours. Cross cover arrangements.
	Lakefield	1176.5	1146	1052.5	1018.5	714	702.5	713	690	97.4%	96.8%	98.4%	96.8%	*
	Meadowbank	1326.5	1292	1457	1108.5	736	567	1000.5	736	97.4%	76.1%	77.0%	73.6%	Nursing staff working additional unplanned hours.
	Oaktrees	1191.4	1092	1007.75	812.25	713	736	563.5	483	91.7%	80.6%	103.2%	85.7%	Nursing staff working additional unplanned hours. Cross cover arrangements.
	Willow PICU	1050	951	926	834	713	701.5	828	733.5	90.6%	90.1%	98.4%	88.6%	Ward Manager working in the clinical team. Nursing staff working additional unplanned hours. Cross cover arrangements.
West	Beech	1360	1348.5	981.5	970	644	635	816.3	824.4	99.2%	98.8%	98.6%	101.0%	*
	Cherry	1090.25	1078.75	1162.65	1151.15	598	517.5	1058	1046.5	98.9%	99.0%	86.5%	98.9%	Cross cover arrangements. Staff covered from other wards. MDT supported the team. Ward Manager working in the clinical team.
	Eastway A&T	1092.5	1092.4	1154	1154	532.5	541	870.5	874.5	100.0%	100.0%	101.6%	100.5%	*
	Juniper	1475.5	1429.5	874	846.5	713	705	724.5	701.5	96.9%	96.9%	98.9%	96.8%	*
	Coral	1189	1179	1269.5	1235	616.5	605	1061	980.5	99.2%	97.3%	98.1%	92.4%	*
	Indigo	1051	1039.5	1129.5	1075	544	534.5	931.5	929.5	98.9%	95.2%	98.3%	99.8%	*
	Rosewood	838.25	837.25	1501	1478	587.25	587.25	963.75	952.25	99.9%	98.5%	100.0%	98.8%	*
Trustwide	23258.4	22434.9	24620.65	22764.15	13585.75	12700.75	18834.55	18244.15	96.5%	92.5%	93.5%	96.9%		