

STANDARDISED SBAR COMMUNICATION

REPORT DETAILS	
Report subject:	Ward Daily Staffing Levels May and June 2019
Agenda ref. number:	19.20.49a
Report to (meeting):	Board of Directors
Action required:	Information and noting
Date of meeting:	31/07/2019
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 NHSI Single Oversight Framework themes this report reflects:		CWP Quality Framework:		
Quality	Yes	Patient Safety	Safe	Yes
Finance and use of resources	Yes	Clinical Effectiveness	Effective	Yes
Operational performance	Yes		Affordable	Yes
Strategic change	No		Sustainable	Yes
Leadership and improvement capability	Yes	Patient Experience	Acceptable	Yes
			Accessible	Yes
http://www.cwp.nhs.uk/media/4142/quality-improvement-strategy-2018.pdf				

Does this report provide any information to update any current strategic risks? If so, which?	
Contact the corporate affairs teams for the most current strategic risk register.	No

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

REPORT BRIEFING

Situation – a concise statement of the purpose of this report
This report details the ward daily staffing levels during the months of May and June 2019 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. The recommendations made within the latest six monthly report are 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. The Trust is engaged in the national Optimum Staffing Project a programme of work commissioned by Health Education England to develop a generic tool (multi-

disciplinary) for Safe Staffing that can be used in any service setting for inpatient mental health services.

Assessment – analysis and considerations of the options and risks

During May 2019 the trust achieved staffing levels of 96.9% for registered nurses and 100.7% for clinical support workers on day shifts and 98% and 99.4% respectively on nights. During June 2019 the trust achieved staffing levels of 96.3% for registered nurses and 98.5% for clinical support workers on day shifts and 99% and 99.1% respectively on nights.

In the months of May and June 2019 the wards continued to experience 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.

Numbers of registered nurses on Bollin were lower due to increased vacancies, the ward were able to implement the following measures to give assurance that the ward staffing remained safe:

- Staffing levels were monitored closely at the twice weekly staffing meetings.
- The staffing levels for Bollin were escalated to the Head of Clinical Services and the Matron on a daily basis and reviewed at the end of each day to ensure RN cover was in place.
- Occupational therapy worked in the numbers supporting observations and section 17 leave (this is not captured as part of the return)..
- Head of Clinical Services had a more visible presence on the wards to support the team to ensure any shortfalls were addresses without any delay.
- The ward manager was included in the numbers to support the team on a regular basis.
- The ward has now recruited an acting band 6 to backfill into vacant post to provide some additional support and leadership
- The acting Matron has also spent more time on Bollin supporting the team and working in the numbers when needed. This is not reflected on the staffer staffing sheets
- Bollin had 3 RN vacancies

Note: Only full shifts are covered within the percentage rates, where wards are supported for less than this, this is not captured in the return. For example if the matron spends 2 hours on the ward this is not reflected in the return.

Appendix 1 and 2 details how all 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 has approved this report for receipt at the above meeting?

Avril Devaney, Director of Nursing, Therapies and Patient Partnership

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Distribution to other people/ groups/ meetings:

Version	Name/ group/ meeting	Date issued
1	Avril Devaney, Director of Nursing, Therapies and Patient Partnership	18.07.2019

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

Appendix No.	Appendix title
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1	Ward Daily Staffing May 2019
2	Ward Daily Staffing June 2019