

STANDARDISED SBAR COMMUNICATION

REPORT DETAILS	
Report subject:	Ward Daily Staffing Levels September and October 2019
Agenda ref. number:	19.20.101
Report to (meeting):	Board of Directors
Action required:	Information and noting
Date of meeting:	27/11/2019
Presented by:	Gary Flockhart, 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 September and October 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 People Planning group which oversees the strategic approach to safe staffing. The Trust is engaged in the Mental Health 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 September 2019 the trust (with the exclusion of the CYP Inpatient areas) achieved staffing levels of 96.7% for registered nurses and 97.2% for clinical support workers on day shifts and 95.5% and 99.4% respectively on nights. During October 2019 the trust (with the exclusion of the CYP Inpatient areas) achieved staffing levels of 96.4% for registered nurses and 98.9% for clinical support workers on day shifts and 97.7% and 100% respectively on nights.

For the months of September and October 2019, publication of data for the CYP inpatient wards (Coral and Indigo) will be carried forward to the January 2020 reporting period. This is due to the requirement to update these wards' staffing levels data, identified as part of the Trust's data validation processes.

In the month of October 2019 Greenways experienced pressures in terms of staffing due a reduction in Band 6 leadership due to acting up arrangements. However the Band 5 nurses in charge were supported by the Acting Manager and Modern Matron who both had a continuous presence on the ward. There was a period of above average sickness for the Band 5 nurses however from investigating the reasons for absence no themes emerged. The below measures were also put in place to ensure the continuous safety on the ward:

- Staffing levels were monitored closely at the twice weekly staffing meetings.
- Incidents were reviewed regularly
- Patient activity was not effected during this time and this was monitored
- There was no delay reported in discharges, assessments or referrals during this period

During the months of September and October Bollin ward have reduced there requests for additional staff due to a planned reduction in bed numbers to support the Central and East service redesign. This has also included planned reallocation of staff to other clinical areas.

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, nor are the hours the multi disciplinary team who provide care to support the wards.

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?

Gary Flockhart, Director of Nursing, Therapies and Patient Partnership

Contributing authors:

Charlotte Hughes, Business and Innovation Manager, Educaion CWP

Distribution to other people/ groups/ meetings:

Version	Name/ group/ meeting	Date issued
1	Gary Flockhart, Director of Nursing, Therapies and Patient Partnership	14.11.19

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

Appendix No.	Appendix title
1	Ward Daily Staffing September 2019
2	Ward Daily Staffing October 2019