

Safe Staffing Report – November 2016

1.0 INTRODUCTION

This report provides a monthly summary of Safe Staffing on all in-patient wards across the Trust. It includes exception reports related to staffing levels, related incidents and red flags which are then triangulated with a range of quality indicators.

2.0 SAFER STAFFING EXCEPTION REPORT

The safe staffing exception report (Appendix1), provides the established versus actual fill rates on a ward by ward basis. Fill rates are RAG rated with supporting narrative by exception, and a number of related factors are displayed alongside the fill rates to provide an overall picture of safe staffing.

- Sickness rate and Vacancy rate are the two main factors that affect fill rates.
- A monthly point prevalence sample audit of Care Indicators demonstrates how consistently a range of aspects of patient care is being delivered: Nutrition and Hydration; Medicine Safety; Infection Control and Environment; Care and Welfare of Service Users; Temporary Induction of Staff; Right Patient Right Ward; Pain Management; Hourly Rounding; Clinical Observations; Always Events; Tissue Viability; Falls; and Catheter care. The performance is shown as the number of indicators that have been achieved out of the total of 13 indicators. This audit has been temporarily suspended and will be reinstated for January's report.
- Datix incident submissions related to staffing and Red Flags are monitored on a daily basis to act as an early warning system and inform future planning.
- Nurse Sensitive Indicators demonstrate the outcome for patients by measuring harm.
 - Cases of Clostridium Difficile (CDT);
 - Pressure Ulcers Grade 1&2 / Grade 3&4;
 - *Falls resulting in physical harm / not resulting in physical harm;
 - *Medication administration errors resulting in harm / not resulting in harm.(*All incidents displayed by: those that resulted in moderate and severe harm / resulted in minor or no harm)
- The impact of Nurse staffing on Patients' Experience is demonstrated by two specific questions from the monthly Real Time Patient Experience Survey. The NICE guidance on safe staffing in hospitals suggests using a number of questions in the form of a patient experience survey. For some of the NICE questions the trust has an equivalent question, or proxy question within the monthly Real Time Patient Experience survey or Always Events Survey, with the two questions matching most closely featuring in this report.

Care Hours Per Patient Day (CHPPD) are also featured alongside the fill rates for each ward / department. The use of CHPPD as a benchmark within and against other organisations is still under development by NHS Improvement and subsequent reports will be amended accordingly.

There are a number of wards that have not been able to maintain fill rates during the month of October, and this is clearly associated with higher rates of sickness / absence, vacancies or a combination of both. The average fill rate across all areas has remained stable for the past 2 years, with an average of 88% for Registered Nurses and Midwives and 103% for Care Support Workers.

Safe Staffing for each ward is assessed on a daily basis by the relevant Divisional Matrons and, during the evenings and at weekends the Duty Matron has responsibility for ensuring safe staffing of all ward areas across the Trust.

Investigation into the falls resulting in harm on Swinley and Astley Wards concluded that staffing levels and skill mix were safe at the time and did not contribute directly to the incidents. Similarly the investigation into the medication incident reported within A&E indicated that this was not related to staffing levels. Consequently all areas have been rated 'green' indicating that safe staffing was maintained throughout the month. This information will be shared with Trust Board prior to upload onto NHS Choices.

The Trust has successfully recruited to the 18 Nursing Associate training positions and applicants will commence their training in January 2017. The successful candidates will not be supervisory to practice throughout their training and will therefore be included within the staffing returns information in subsequent reports. NHS England have advised that on successful completion of the course, the Nursing Associates will be regulated by the Nursing and Midwifery Council (NMC).

NHS Improvement (NHSi) have also announced the release £200k funding to support improvements in efficiencies within e rostering systems and to embed the use of Care Hours per Patient Day (CHPPD) as a productivity measure for nursing. The intention is that Trusts working with NHS Employers will benefit from the sharing of best practice in e rostering and that this will impact on the requirement to utilise temporary spend on nursing staff.

Progress continues to be made with both the standardisation of hours and nursing establishment review. It is envisaged that the consultation for both projects will commence in January 2017. In the interim, work continues to improve efficiencies within the existing version of e roster to maximise staff utilisation and reduce variation within roster productions.

5.0 SUMMARY

During the month of November the wards were considered safe with low levels of harm and positive patient experience across all areas indicating that safe staffing has been maintained. Staffing levels and skill mix is managed and reviewed on a continuous shift by shift basis with staffing levels clearly displayed at the entrance to all wards.

6.0 RECOMMENDATIONS

The Board is asked to receive the paper for information and discussion.

Allison Edis
Deputy Director of Nursing

SAFE STAFFING EXCEPTION REPORT – OCTOBER 2016

Division of Medicine – Scheduled Care

Average Fill Rates (%) & CHPPD						Staff Availability		Care Delivery	Staff Experience	Nurse Sensitive Indicators				Patient Experience % (Number surveyed)	
RN / RM			CSW			Sickness (%)	Vacancies (%)	Nursing Care Indicators (Numbers achieved)	Datix Incidents - related to staffing/Red Flags	CDT	Falls (Harm / No Harm)	PU (Grade 1&2 / Grade 3 & 4)	Drug Admin Errors (Harm / No Harm)	Do you think the hospital staff did everything they could do to control your pain?	Have you been given the care you felt you required when you needed it most?
Day shift (%)	Night shift (%)	CHPPD	Day shift (%)	Night shift (%)	CHPPD										
95.61%	98.33%	2.97	99.41%	134.75%	4.47	1.13%	9.09%	/		0	0/9	0/0	0/0	83%	100%
94.00%	77.10%	3.23	104.06%	149.37%	3.27	4.53%	4.73%	/		0	1/3	0/0	0/1	100%	100%
77.96%	102.42%	6.98	80.33%	-	2.29	3.29%	0.00%	/		0	0/0	0/0	0/0	100%	100%
85.25%	67.93%	2.87	93.01%	146.06%	2.99	1.34%	4.20%	/	1	0	0/2	0/0	0/0	100%	100%
81.11%	100.00%	5.09	151.78%	127.27%	5.40	2.65%	3.73%	/		0	0/3	0/0	0/2		
80.28%	100.00%	2.52	101.67%	132.22%	3.69	1.56%	10.17%	/	1	0	0/7	0/0	0/0	50%	75%
101.88%	104.02%	3.03	108.38%	161.21%	3.97	3.00%	0.00%	/		0	0/5	0/0	0/1	100%	78%
112.49%	100.00%	4.65	65.16%	101.59%	4.10	6.96%	2.49%	/		0	0/4	0/0	0/0	100%	100%
73.10%	125.45%	2.70	102.21%	149.85%	3.60	5.37%	2.48%	/	6	0	0/11	0/0	0/2	100%	100%

Division of Medicine – Unscheduled Care

	Average Fill Rates (%) & CHPPD						Staff Availability		Care Delivery	Staff Experience	Nurse Sensitive Indicators				Patient Experience % (Number surveyed)	
	RN / RM			CSW												
Ward	Day shift (%)	Night shift (%)	CHPPD	Day shift (%)	Night shift (%)	CHPPD	Sickness (%)	Vacancies (%)	Nursing Care Indicators (Numbers achieved)	Datix Incidents - related to staffing/Red Flags	CDT	Falls (Harm / No Harm)	PU (Grade 1&2 / Grade 3 & 4)	Drug Admin Errors (Harm / No Harm)	Do you think the hospital staff did everything they could do to control your pain?	Have you been given the care you felt you required when you needed it most?
A&E Emg Care	82.90%	89.88%		92.90%	129.11%		3.93%	2.40%			0	0 / 2		0/6		
A&E Paeds	103.96%	101.95%					1.37%	0.00%			0	0 / 0		/		
CDW	86.76%	96.67%		95.56%	89.85%		0.58%	15.86%	/		0	0 / 2	0 / 0	/	100%	100%
Lowton	86.88%	105.81%		101.84%	149.62%		9.08%	0.00%	/	1	0	0 / 6	0 / 0	/	100%	75%
MAU	84.59%	95.76%		107.85%	148.94%		4.68%	7.21%	/	6	0	0 / 4	0 / 0	/	100%	100%

Division of Surgery

	Average Fill Rates (%) & CHPPD						Staff Availability		Care Delivery	Staff Experience	Nurse Sensitive Indicators				Patient Experience % (Number surveyed)	
	RN / RM			CSW												
Ward	Day shift (%)	Night shift (%)	CHPPD	Day shift (%)	Night shift (%)	CHPPD	Sickness (%)	Vacancies (%)	Nursing Care Indicators (Numbers achieved)	Datix Incidents - related to staffing/Red Flags	CDT	Falls (Harm / No Harm)	PU (Grade 1&2 / Grade 3 & 4)	Drug Admin Errors (Harm / No Harm)	Do you think the hospital staff did everything they could do to control your pain?	Have you been given the care you felt you required when you needed it most?
ICU/HDU	77.15%	89.97%	28.45	58.78%	-	2.54	9.08%	0.23%	/		0	0 / 2	0 / 0	0 / 1		
Orrell	78.37%	98.33%	5.24	90.15%	105.30%	4.33	5.04%	13.67%	/		1	0 / 3	0 / 0	0 / 3	67%	12%
Langtree	68.45%	99.32%	2.47	104.00%	103.48%	2.73	2.51%	5.47%	/		0	0 / 9	0 / 0	0 / 0	90%	100%
Swinley	84.82%	98.33%	2.83	79.26%	101.67%	2.37	4.99%	12.05%	/		0	1 / 1	0 / 0	0 / 0	100%	100%
Maternity Unit	92.37%	97.01%	10.53	92.45%	101.03%	3.47	3.99%	3.87%	/		0	0 / 0	0 / 0	0 / 0	100%	100%
Neonatal Unit	83.75%	90.83%	16.13	46.59%	-	1.84	5.01%	0.00%	/	1	0	0 / 0	0 / 0	0 / 1	100%	100%
Rainbow	100.58%	96.76%	8.20	98.18%	45.30%	2.78	8.71%	0.00%	/	1	0	0 / 0	0 / 0	0 / 0	100%	100%

Rainbow ward: During the month of November safe staffing has been maintained within the framework set out in the Standard Operational Procedures for the safe running of Rainbow ward and Escalation procedure.

Division of Specialist Services

Ward	Average Fill Rates (%) & CHPPD						Staff Availability		Care Delivery	Staff Experience	Nurse Sensitive Indicators				Patient Experience % (Number surveyed)	
	RN / RM		CSW		Sickness (%)	Vacancies (%)										
Day shift (%)	Night shift (%)	CHPPD	Day shift (%)	Night shift (%)			CHPPD									
Aspull	85.33%	72.22%	2.95	93.64%	166.67%	3.65	4.89%	7.65%	/		0	0 / 4	0 / 0	0 / 1	75%	100%
Ward A	84.52%	93.33%	3.66	91.90%	111.73%	4.02	3.38%	0.02%	/		0	0 / 0	0 / 0	0 / 1	100%	100%
Ward B	88.96%	92.22%	3.79	93.90%	110.42%	3.74	13.16%	0.02%	/		0	0 / 4	0 / 0	0 / 0	92%	100%
JCW	0.00%	0.00%	0.00	0.00%	0.00%	0.00	0.00%	0.00%	/		0	0 / 0	/	0 / 0		