

Safe Staffing Report – June 2017

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 (Appendix 1), 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.
- The monthly point prevalence sample audit of Care Indicators was suspended in September 2016. The Trust is currently developing a ward accreditation system which will support the collection of quality indicators alongside real time patient safety flags. It is envisaged that this work will be completed within the forthcoming financial year and be fully operational by the end of March 2018.
- 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. Figure 1 below shows CHPPD for the Trust (8.7) in comparison to the STP footprint (8.2) and the National figure (7.9) for April 2017. The chart demonstrates that despite the ongoing challenges with recruitment and sickness patients receiving care and treatment still experience a significant time of direct care contact.

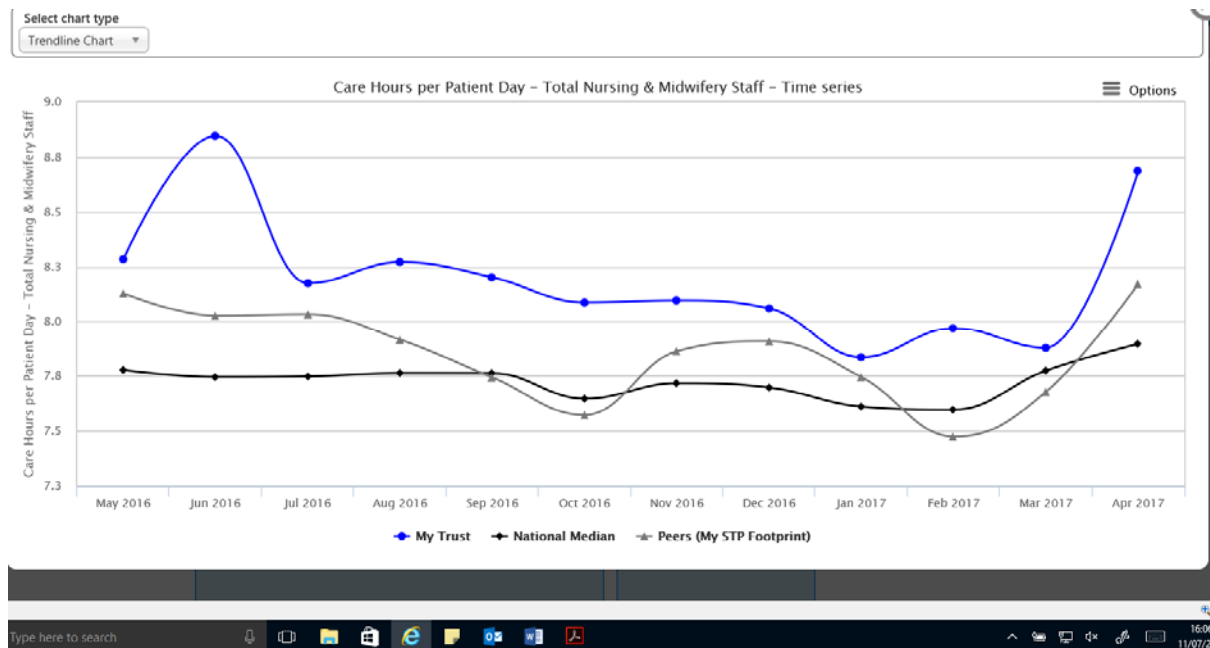


Figure 1.

There are a number of wards that have not been able to maintain full rates during the month of June, and this is clearly associated with higher rates of sickness/absence, vacancies or a combination of both. Active recruitment to the vacancies remain ongoing. The average fill rate across all areas has remained static for the last 2 years, with an average of 88.5% for Registered Nurses and Midwives and 99.8% 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.

The report shows continued utilisation of the unregistered staff on both days and nights across the Trust. This appears to be directly related to the launch of the Enhanced Care SOP advocating interventions to prevent harm to patients whilst in our care. It is evident within the month that the increase in staffing has impacted on the level of harm experienced by patient.

There have been 21 incidents reported under the nursing red flags criteria; all of these relate to a shortfall of more than 8 hours or 25% of registered nurses. The majority of these have been reported by Aspull ward (n7) and are attributed to vacancies, maternity leave and short term sickness. On review of occurrence of the reporting of nursing red flags, these are more likely to occur on Mondays and Fridays. There were no reported harms for the clinical area during the course of the shift. It has been identified that Maternity Red Flags are not included on Datix reporting and it is anticipated that these will be added to the system in June 2017 to enable Board reporting from July 2017.

Investigation into the falls resulting in harm on Astley, Ince and A&E concluded that staffing levels and skill mix were safe at the time and did not contribute directly to the incidents; similarly there were no red flag incidents reported for the time period that the falls occurred. 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. There was one medication incident on Standish ward reported in June 2017

which resulted in a low level of harm to the patient. Immediate action was taken by staff when the error was noted. The incident did not involve any high risk medication.

Rainbow Ward achieved 100% compliance with the presence of an APLS qualified nurse on every shift throughout June 2017. There continues to be a programme of education to support the clinical area to place 2 APLS trained nurses on duty on each shift.

5.0 SUMMARY

During the month of June 2017 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

Appendix 1
SAFE STAFFING EXCEPTION REPORT – June 2017

Division of Medicine – Scheduled Care

Ward	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?
Acute Stroke Unit	106.51%	90.00%	3.19	118.69%	142.00%	5.18	2.93%	0.00%	/	0	0	0 / 3	0 / 0	0 / 2	83%	100%
Astley	95.22%	78.99%	3.23	121.09%	183.21%	3.82	1.05%	4.54%	/	0	0	1 / 7	0 / 0	0 / 2	100%	92%
Coronary Care Unit	78.81%	100.10%	7.67	91.56%	-	2.87	15.77%	2.34%	/	1	0	0 / 0	0 / 0	0 / 0	100%	100%
Ince	89.84%	66.41%	2.48	105.20%	153.79%	3.29	5.48%	4.80%	/	0	0	2 / 4	0 / 0	0 / 2	100%	100%
Pemberton	71.30%	97.12%	4.59	149.44%	113.79%	5.04	1.82%	7.46%	/	0	0	0 / 5	0 / 0	0 / 0	100%	100%
Shevington	92.85%	103.48%	2.91	105.24%	138.18%	3.95	0.00%	3.00%	/	0	0	0 / 0	0 / 0	0 / 1	100%	100%
Standish	71.35%	102.73%	4.55	123.89%	147.98%	7.93	5.95%	13.46%	/	0	1	0 / 3	0 / 0	1 / 0	83%	100%
Taylor Unit	91.59%	100.00%	4.28	82.86%	160.00%	5.03	0.42%	10.53%	/	0	0	0 / 1	0 / 0	0 / 0	100%	100%
Winstanley	69.79%	100.00%	2.45	87.54%	146.97%	3.25	9.48%	13.60%	/	0	0	0 / 3	0 / 0	0 / 0	100%	100%

Division of Medicine – Unscheduled Care

Ward	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?
A&E Emg Care	88.5%	98.7%		93.5%	120.2%		2.01%	0.00%		0	0	1 / 5	0 / 4			
A&E Paeds	68.7%	112.5%					0.00%	16.60%		0	0	0 / 0	0 / 0			
CDW	80.3%	95.3%		95.3%	89.1%		5.82%	10.62%	/	1	0	0 / 2	0 / 0	0 / 0	100%	100%
Lowton	76.3%	96.3%		107.7%	100.1%		6.79%	8.59%	/	1	0	0 / 5	0 / 0	0 / 1	100%	100%
MAU	72.4%	95.6%		122.2%	91.0%		4.56%	16.83%	/	3	0	0 / 2	0 / 0	0 / 0	100%	100%

Division of Surgery

Ward	Average Fill Rates (%) & CHPPD						Staff Availability		Care Delivery	Staff Experience	Nurse Sensitive Indicators				Patient Experience % (Number surveyed)	
	RN / RM			CSW												
	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	73.21%	88.65%	27.89	60.72%	-	2.67	2.07%	5.71%	/	0	0	0 / 0	0 / 0	0 / 1	100%	100%
Orrell	57.25%	96.67%	4.18	100.18%	109.55%	4.67	6.62%	19.72%	/	0	0	0 / 1	0 / 0	0 / 0	100%	100%
Langtree	63.36%	87.88%	2.28	96.26%	116.67%	2.75	9.16%	8.04%	/	0	0	1 / 3	0 / 0	0 / 0	88%	100%
Swinley	76.70%	98.33%	2.74	85.52%	101.67%	2.58	1.47%	8.63%	/	0	0	0 / 1	0 / 0	0 / 0	80%	100%
Maternity Unit	84.27%	93.29%	8.32	85.57%	91.94%	2.70	4.11%	16.52%	/	0	0	0 / 0	0 / 0	0 / 0	93%	93%
Neonatal Unit	84.28%	98.35%	10.66	64.70%	-	1.84	1.20%	0.00%	/	1	0	0 / 0	0 / 0	0 / 1	100%	100%
Rainbow	89.59%	89.89%	9.45	88.19%	51.67%	3.35	6.82%	0.00%	/	0	0	0 / 0	0 / 0	0 / 0	100%	100%

Rainbow ward: During the month of June 2017 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

	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)
Ward	Day shift (%)	Night shift (%)	CHPPD	Day shift (%)	Night shift (%)	CHPPD										
Aspull	83.65%	86.77%	3.04	92.83%	162.50%	3.53	5.78%	10.76%	/	7	0	0 / 1	0 / 0	0/4	67%	83%
Ward A	84.53%	99.39%	3.73	90.06%	102.38%	3.81	3.12%	6.05%	/	1	0	0 / 0	0 / 0	0 / 0	94%	100%
Ward B	87.23%	90.56%	3.44	100.45%	105.07%	3.60	3.75%	4.46%	/	6	0	0 / 0	1 / 0	0 / 0	100%	100%
JCW	0.00%	0.00%	0.00	0.00%	0.00%	0.00	0.00%	0.00%	/	0	0	/	/	0 / 1		