

| Registered Nurses Fill rate - wards reporting an occasion of staffing shortage within the month | This Month | | | | | | |
|--|--------------|--------------|-----------------|---|-------------------------|--------------------|--------------|
| | Trust Target | Trust Actual | Adult Community | Adult Mental Health and Learning Disabilities | Children & Young People | Forensic & Persons | Older Adults |
| Total Wards | | 30 | 2 | 15 | 1 | 8 | 4 |
| Day wards registering a shortage | tbc | 8 | 2 | 3 | 0 | 3 | 0 |
| Day % wards registering a shortage | | 27% | 100% | 20% | 0% | 38% | 0% |
| Night wards registering a shortage | tbc | 4 | 1 | 2 | 0 | 0 | 1 |
| Night % wards registering a shortage | | 13% | 50% | 13% | 0% | 0% | 25% |

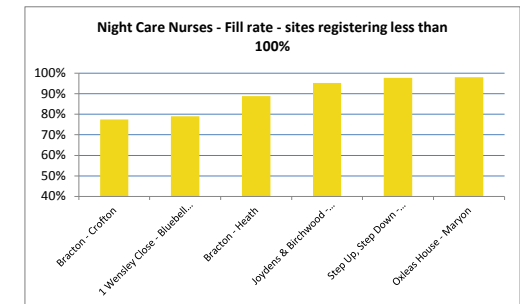
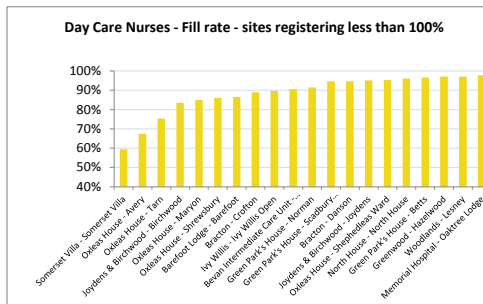
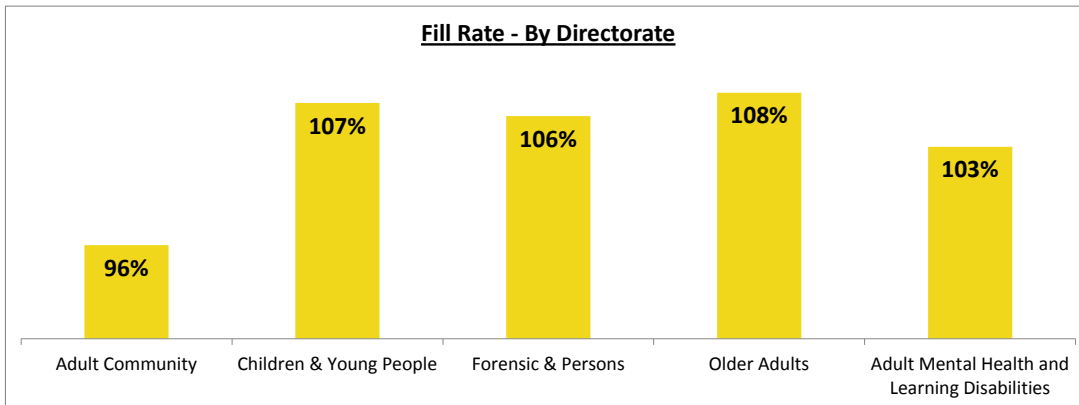
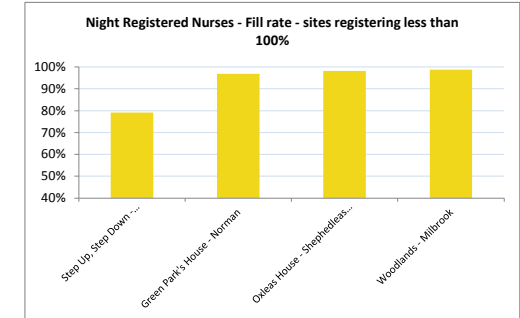
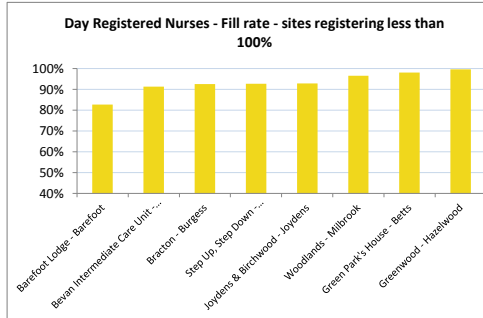
The National Quality Board (NQB) document "How to ensure the right people, with the right skills, are in the right place at the right time" (November 2013) set out expectations for providers of NHS services. Expectation 7 includes the requirement for boards to receive monthly updates on workforce information, including the number of actual staff on duty compared to the planned staffing level (day and night and registered and care staff), reasons for any gaps and actions taken to address these and impact on key quality and outcome measures. A more detailed Board Report is required 6 monthly and this will be included in Q1 and Q3 reporting.

NHS England have subsequently provided further information and a monthly UNIFY submission to record the 'fill rate' has been developed. In addition to this submission Trusts must publish actual v planned fill rates on a ward by ward basis on their webwards with a link to this from the NHS Choices website. The Board can receive monthly exception reports, providing the full information is published.

This month - Of the 30 wards providing in-patient services 10 wards reported an occasion of registered nurse staffing shortfall and 23 wards a care staffing shortfall. The graphs provide the 'fill rate' for those teams reporting less than 100%, by staff group and time of day and also 'fill rate' per clinical speciality as recorded on UNIFY. The table on the left provides a summary of Directorate and Trust performance.

The exception report for each of these clinical teams outlining the reasons for the shortfall are included overleaf.

| Care Nurses Fill rate - wards reporting an occasion of staffing shortage within the month | This Month | | | | | | |
|--|--------------|--------------|-----------------|---|-------------------------|--------------------|--------------|
| | Trust Target | Trust Actual | Adult Community | Adult Mental Health and Learning Disabilities | Children & Young People | Forensic & Persons | Older Adults |
| Total Wards | | 30 | 2 | 15 | 1 | 8 | 4 |
| Day wards registering a shortage | tbc | 20 | 1 | 11 | 0 | 5 | 3 |
| Day % wards registering a shortage | | 67% | 50% | 73% | 0% | 63% | 75% |
| Night wards registering a shortage | tbc | 6 | 1 | 1 | 1 | 3 | 0 |
| Night % wards registering a shortage | | 20% | 50% | 7% | 100% | 38% | 0% |



| Site Name | Ward Name | Unify Speciality | Average fill rate - registered nurses (%) Day | Average fill rate - care staff (%) Day | Average fill rate - registered nurses (%) Night | Average fill rate - care staff (%) Night | Reason for shortfall | Impact on quality of care or safety |
|---|------------------------|----------------------------|---|--|---|--|---|-------------------------------------|
| Adult Community | | | | | | | | |
| Bevan Intermediate Care Unit | Bevan Unit | 314 - Rehabilitation | 91.4% | 90.6% | 100.0% | 101.6% | Bed Occupancy Lower - No significant shortages overall | NONE |
| Step Up, Step Down | SUSD/Neuro/Chislehurst | 314 - Rehabilitation | 92.7% | 108.1% | 79.1% | 97.7% | Bed Occupancy Lower - No significant shortages overall | NONE |
| Adult Mental Health and Learning Disabilities | | | | | | | | |
| Barefoot Lodge | Barefoot | 710 - Adult Mental Illness | 82.8% | 86.5% | 122.7% | 126.8% | In some days worked with less than 4 staff on shift as unable to fill from bank. Difficulty booking HCA on bank and covering HCA with RMN where possible. Ward Manager also coming in to cover shifts. | NONE |
| Goldie Leigh | Atlas House | 700 - Learning Disability | 119.0% | 101.7% | 101.6% | 126.2% | MDT decision to increase level of observations - extra staff booked because of risk posed by patient (aggression to others). | NONE |
| Green Park's House | Betts | 710 - Adult Mental Illness | 98.2% | 96.6% | 120.1% | 109.7% | Extra RMNs booked for ward round and ECT. Extra HCA booked for sleepovers to older adults wards Difficulty booking HCA on bank and covered with RMN | NONE |
| Green Park's House | Goddington | 710 - Adult Mental Illness | 102.6% | 104.7% | 109.1% | 112.9% | Supernumerary new HCA's but shows on ward numbers. Increased levels of observation at the PRUH, booked RMN & HCA to cover. Booked HCA for 9-5 activities. | NONE |
| Green Park's House | Norman | 710 - Adult Mental Illness | 104.3% | 91.5% | 96.9% | 112.8% | Increased levels of sleep overs on older adult wards booked extra HCA | NONE |
| Ivy Willis | Ivy Willis Closed | 710 - Adult Mental Illness | 117.5% | 102.4% | 101.8% | 113.4% | Supernumerary new HCA staff but shows on ward numbers Observation of patient in general hospital covered by both extra RMN and HCA. | NONE |
| Ivy Willis | Ivy Willis Open | 710 - Adult Mental Illness | 110.7% | 89.7% | 101.8% | 106.7% | Increased levels of observations. Supernumerary RMN at the beginning of July shows on ward numbers. Using RMN to fill HCA underfill but this is not extra shifts. | NONE |
| North House | North House | 710 - Adult Mental Illness | 153.9% | 96.2% | 102.9% | 110.2% | 1 RMN supernumerary for the month due to HR procedures | NONE |
| Oxleas House | Avery | 710 - Adult Mental Illness | 119.0% | 67.4% | 103.0% | 110.0% | Used a band 2 to cover activity co-ordinator vacancy. Using RMN to cover HCA as not able to get HCA on bank. One part time HCA vacancy to be left vacant (0.5) Bank HCA booked for night shift for sleepovers. | NONE |
| Oxleas House | Maryon | 710 - Adult Mental Illness | 110.6% | 84.9% | 102.1% | 98.1% | Working with three RMNs on shift as part of rota - this is not bank, increased skill mix 1 vacancy for HCA - difficulty obtaining HCA on bank - usually replaced by RMN Extra RMNs booked on bank for escorts for two detained patients. | NONE |
| Oxleas House | Shrewsbury | 710 - Adult Mental Illness | 120.0% | 86.0% | 107.9% | 101.0% | Extra RMN's for Ward round, difficulty booking HCA's on bank therefore covering with RMN's. Increased levels of observation | NONE |
| Oxleas House | Tarn | 710 - Adult Mental Illness | 134.8% | 75.4% | 116.4% | 112.5% | Patient in QEH for most of the month on 1:1 observation with RMN Main door to ward broken and extra staff booked for a couple to days to ensure security whilst door was fixed. | NONE |
| Somerset Villa | Somerset Villa | 710 - Adult Mental Illness | 103.8% | 59.4% | 102.0% | 101.3% | HCA on jury service and not replaced for 2 weeks: WM covered shift instead of bringing in extra staff Emergency leave for staff: unable to find cover from HCA on the bank | NONE |
| Woodlands | Lesney | 710 - Adult Mental Illness | 100.8% | 97.2% | 115.1% | 173.2% | Increased levels of observations. Booking extra RMN's for DSN. High numbers of sleepovers with extra patients on ward so booked extra staff to cover | NONE |
| Woodlands | Milbrook | 710 - Adult Mental Illness | 96.6% | 114.7% | 98.8% | 121.3% | Increased levels of observations. Extra staff booked for assessment of new patients. Extra RMN booked for Ward Round. High numbers of sleepovers with extra patients on ward | NONE |
| Children & Young People | | | | | | | | |
| 1 Wensley Close | Bluebell House | 420 - Paediatrics | 111.0% | 101.3% | 139.3% | 79.1% | Registered staff covered unregistered staff | NONE |
| Forensic & Persons | | | | | | | | |
| Bracton | Burgess | 712 - Forensic Psychiatry | 92.6% | 119.7% | 113.0% | 125.9% | No significant shortages or incidents of staff working below threshold | NONE |
| Bracton | Crofton | 712 - Forensic Psychiatry | 101.6% | 89.0% | 155.0% | 77.5% | Registered staff covered unregistered staff | NONE |
| Bracton | Danson | 712 - Forensic Psychiatry | 124.0% | 94.6% | 100.1% | 101.7% | No significant shortages or incidents of staff working below threshold | NONE |
| Bracton | Heath | 712 - Forensic Psychiatry | 103.4% | 130.7% | 125.9% | 88.8% | No significant shortages or incidents of staff working below threshold | NONE |
| Greenwood | Hazelwood | 712 - Forensic Psychiatry | 99.6% | 97.1% | 100.0% | 104.7% | No significant shortages or incidents of staff working below threshold | NONE |
| Hazelwood | Greenwood | 712 - Forensic Psychiatry | 113.6% | 137.9% | 134.7% | 109.6% | No significant shortages or incidents of staff working below threshold | NONE |
| Joydens & Birchwood | Birchwood | 712 - Forensic Psychiatry | 121.8% | 83.6% | 103.4% | 103.0% | No significant shortages or incidents of staff working below threshold | NONE |
| Joydens & Birchwood | Joydens | 712 - Forensic Psychiatry | 93.0% | 95.1% | 109.7% | 95.3% | No significant shortages or incidents of staff working below threshold | NONE |
| Older Adults | | | | | | | | |
| Green Park's House | Scadbury Ward | 715 - Old Age Psychiatry | 102.8% | 94.6% | 103.0% | 107.9% | Additional staff booked for escorts. Reg. nurses covering Care Staff shifts when Care Staff not available. | NONE |
| Memorial Hospital | Oaktree Lodge | 715 - Old Age Psychiatry | 121.1% | 97.8% | 108.2% | 129.8% | Additional staff booked for high levels of acuity. Reg. nurses covering Care Staff shifts when Care Staff not available. | NONE |
| Oxleas House | Shephedleas Ward | 715 - Old Age Psychiatry | 100.2% | 95.3% | 98.2% | 102.7% | Occasional non-availability of Care Staff covered by Reg. nurses or manager. | NONE |
| Woodlands | Camden / Leyton Ward | 715 - Old Age Psychiatry | 109.4% | 110.1% | 151.8% | 112.4% | Additional staff booked for high levels of acuity | NONE |
| Proposed Actions | | | | | | | | |
| Directorates - The majority of shortfall was due to a need to increase staffing due to patient acuity or due to staff absence. Guidance to be given to areas re: commentary to support data. Need to support units where unregistered staff were not available, therefore increasing demand from registered nursing. No impact on patient safety and experience. | | | | | | | | |