

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	14	2	8	1	1	2
Day % wards registering a shortage		47%	100%	53%	100%	13%	50%
Night wards registering a shortage	tbc	10	2	5	0	2	1
Night % wards registering a shortage		33%	100%	33%	0%	25%	25%

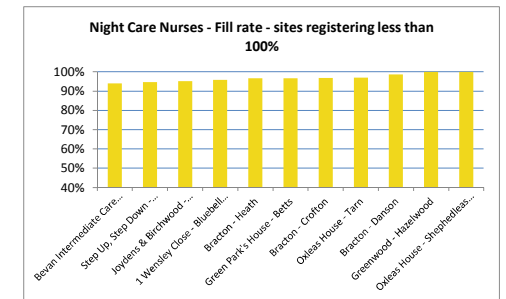
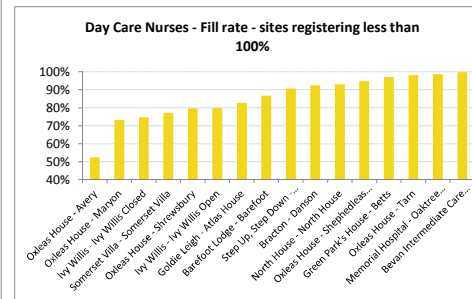
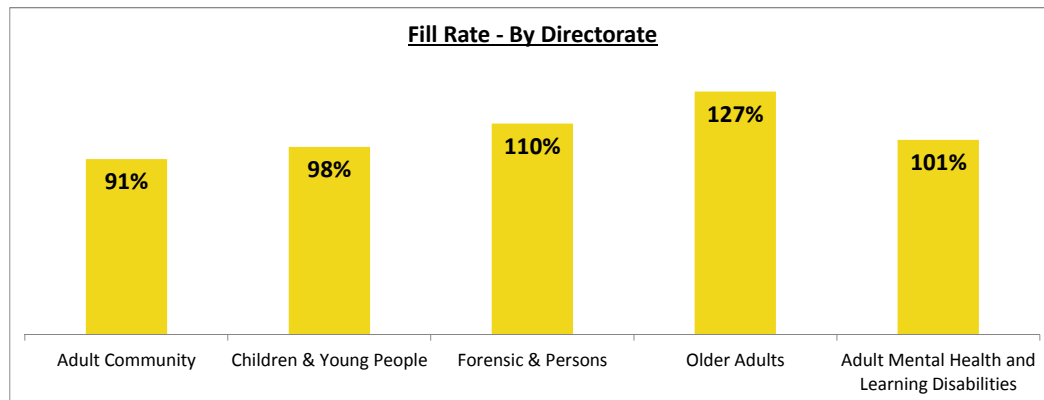
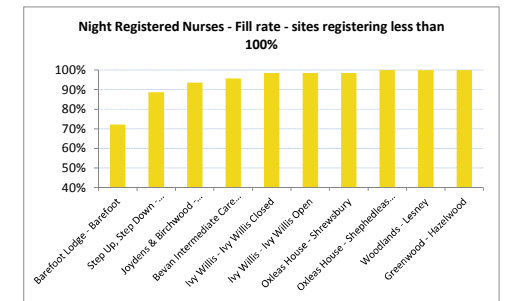
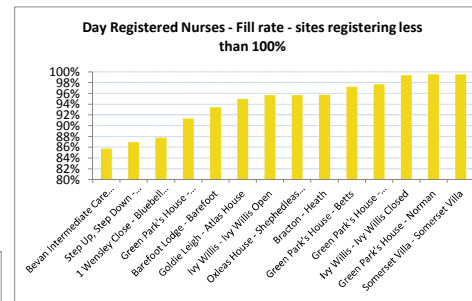
The National Quality Board (NQB) document "How to ensure the right people, with the right skills, are in the right place at the right time" (November 2013) set out expectations for providers of NHS services. Expectation 7 includes the requirement for boards to receive monthly updates on workforce information, 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 18 wards reported an occasion of registered nurse staffing shortage and 21 wards care staff shortage. 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 Division 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	16	2	11	0	1	2
Day % wards registering a shortage		53%	100%	73%	0%	13%	50%
Night wards registering a shortage	tbc	11	2	2	1	5	1
Night % wards registering a shortage		37%	100%	13%	100%	63%	25%



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	85.7%	99.9%	95.7%	94.0%	Fill rate for registered nurses is lower as the band 7 nurse shifts should be supernumerary (and are counted in the total) however the band 7 often works a day shift to cover registered nurse absence.	NONE
Step Up, Step Down	SUSD/Neuro/Chislehurst	314 - Rehabilitation	87.0%	90.8%	88.7%	94.6%	Fill rate for registered nurses is lower as the band 7 nurse shifts should be supernumerary (and are counted in the total) however the band 7 often works a day shift to cover registered nurse absence.	NONE
Adult Mental Health and Learning Disabilities								
Barefoot Lodge	Barefoot	710 - Adult Mental Illness	93.4%	86.7%	72.2%	122.7%	Adjusted skill mix at night	NONE
Goldie Leigh	Atlas House	700 - Learning Disability	94.9%	82.7%	101.3%	101.2%	No commentary provided	NONE
Green Park's House	Betts	710 - Adult Mental Illness	97.2%	97.2%	104.0%	96.7%	No commentary provided	NONE
Green Park's House	Goddington	710 - Adult Mental Illness	91.3%	129.9%	111.6%	150.5%	Additional staff to support observation	NONE
Green Park's House	Norman	710 - Adult Mental Illness	99.5%	103.0%	108.4%	110.3%	No commentary provided	NONE
Ivy Willis	Ivy Willis Closed	710 - Adult Mental Illness	99.4%	74.6%	98.4%	100.1%	Difficulty booking HCA's through the bank. Some shifts are short.	NONE
Ivy Willis	Ivy Willis Open	710 - Adult Mental Illness	95.7%	79.8%	98.4%	103.4%	Difficulty booking HCA's through the bank. Some shifts are short.	NONE
North House	North House	710 - Adult Mental Illness	126.5%	93.1%	106.8%	106.7%	Reviewing Planned numbers	NONE
Oxleas House	Avery	710 - Adult Mental Illness	147.1%	52.5%	101.2%	101.3%	Utilised trained staff to meet shortfall in HCA's	NONE
Oxleas House	Maryon	710 - Adult Mental Illness	119.0%	73.2%	101.3%	105.1%	Surplus RMN on shift some days due to internal rotation and staff supernumerary status. Additional RMN escorts. Difficulty booking HCA's on bank but surplus RMN's covered this.	NONE
Oxleas House	Shrewsbury	710 - Adult Mental Illness	122.2%	79.7%	98.6%	106.7%	Difficulty booking HCA on bank so using RMN to cover. Detained patient requiring additional RMN for escort three times per week.	NONE
Oxleas House	Tarn	710 - Adult Mental Illness	143.1%	98.1%	109.9%	96.9%	Additional trained staff to manage acuity	NONE
Somerset Villa	Somerset Villa	710 - Adult Mental Illness	99.5%	77.1%	101.7%	101.3%	Untrained staff not required - worked under plan	NONE
Woodlands	Lesney	710 - Adult Mental Illness	105.3%	102.4%	99.9%	123.2%	Additional Observation	NONE
Woodlands	Milbrook	710 - Adult Mental Illness	102.5%	124.0%	103.2%	170.7%	Additional Observation	NONE
Children & Young People								
1 Wensley Close	Bluebell House	420 - Paediatrics	87.8%	102.8%	109.2%	95.8%	Ward figures provided. Roster originals used.	NONE
Forensic & Persons								
Bracton	Burgess	712 - Forensic Psychiatry	119.6%	118.2%	104.1%	112.2%	No commentary provided	NONE
Bracton	Crofton	712 - Forensic Psychiatry	135.4%	105.5%	113.4%	96.8%	Higher rate of trained staff on days reflects current skill mix of the ward this will be resolved in autumn rotation. Where care staff are under 100% on nights this is because there is a higher rate of trained staff.	NONE
Bracton	Danson	712 - Forensic Psychiatry	131.8%	92.5%	103.7%	98.6%	Higher rate of trained staff on days reflects current skill mix of the ward this will be resolved in autumn rotation. Where care staff are under 100% on nights this is because there is a higher rate of trained staff.	NONE
Bracton	Heath	712 - Forensic Psychiatry	95.7%	109.9%	110.1%	96.6%	Shortages in trained staff on days reflect the difficulty in finding bank staff to cover shortages. In these circumstances additional support is provided to the ward by locating the unit coordinator on site. Where care staff are under 100% on nights this is because there is a higher rate of trained staff.	NONE
Joydens & Birchwood	Joydens	712 - Forensic Psychiatry	103.7%	101.6%	103.4%	95.1%	Shortages in care staff on night reflect the difficulty in finding bank staff to cover shortages. In these circumstances additional support is provided to the ward by locating the unit coordinator on site.	NONE
Joydens & Birchwood	Birchwood	712 - Forensic Psychiatry	106.2%	116.1%	93.6%	100.1%	No commentary provided	NONE
Greenwood	Hazelwood	712 - Forensic Psychiatry	128.9%	106.7%	99.9%	99.9%	Higher rate of trained staff on days reflects current skill mix of the ward this will be resolved in autumn rotation. Where care staff are under 100% on nights this is because there is a higher rate of trained staff.	NONE
Hazelwood	Greenwood	712 - Forensic Psychiatry	112.0%	115.6%	100.5%	124.0%	No commentary provided	NONE
Older Adults								
Green Park's House	Scadbury Ward	715 - Old Age Psychiatry	97.7%	103.4%	129.3%	124.8%	Extra staff booked for 1:1 observations	NONE
Memorial Hospital	Oaktree Lodge	715 - Old Age Psychiatry	106.8%	98.7%	105.3%	101.9%	HCA staff unfilled shifts covered by RMNs	NONE
Oxleas House	Shepherdleas Ward	715 - Old Age Psychiatry	95.7%	94.9%	99.9%	99.9%	RMN staff unfilled covered by ward manager due to sickness	NONE
Woodlands	Camden / Leyton Ward	715 - Old Age Psychiatry	114.3%	175.7%	173.9%	195.8%	High acuity (1:1 observations)	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.								