

| No of Wards with planned Registered Nurse Staffing Levels below 80% Unify threshold - September 2014 | | | | | | | |
|--|--------------|--------------|-----------------|---|-------------------------|--------------------|--------------|
| Registered Nurses Fill rate - wards reporting an occasion of staffing shortage > 20% within the 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 | 0 | 0 | 0 | 0 | 0 | 0 |
| Day % wards registering a shortage | | 0% | 0% | 0% | 0% | 0% | 0% |
| Night wards registering a shortage | tbc | 1 | 1 | 0 | 0 | 0 | 0 |
| Night % wards registering a shortage | | 3% | 50% | 0% | 0% | 0% | 0% |

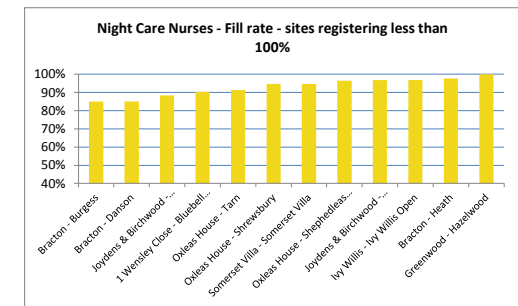
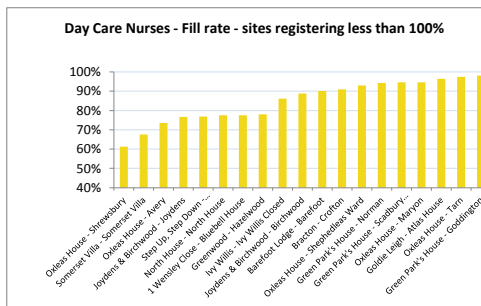
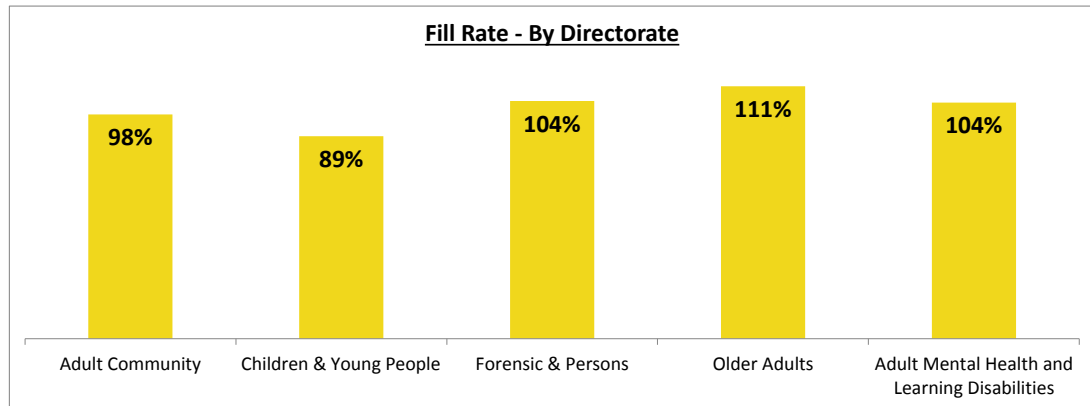
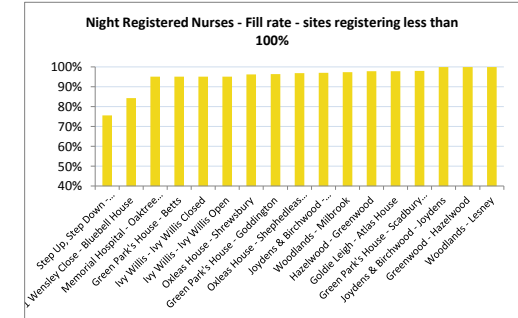
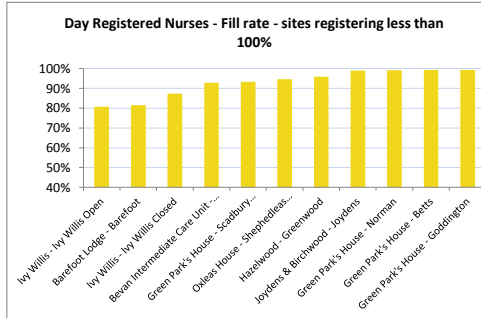
| No of Wards with planned Care Staffing Levels below 80% Unify threshold - September 2014 | | | | | | | |
|--|--------------|--------------|-----------------|---|-------------------------|--------------------|--------------|
| Care Nurses Fill rate - wards reporting an occasion of staffing shortage > 20% within the 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 | 1 | 4 | 1 | 2 | 0 |
| Day % wards registering a shortage | | 27% | 50% | 27% | 100% | 25% | 0% |
| Night wards registering a shortage | tbc | 0 | 0 | 0 | 0 | 0 | 0 |
| Night % wards registering a shortage | | 0% | 0% | 0% | 0% | 0% | 0% |

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 website with a link to this site 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 20 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.

The tables on the left provides a summary of Directorate and Trust performance in accordance with the 80% unify threshold. One adult ward shows greater than 20% shortfall for registered nurse cover. Eight wards are showing greater than 20% care staff cover shortfall. Exception report is overleaf.



| 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 | 92.8% | 115.6% | 110.8% | 113.4% | Due to observation and acuity | NONE |
| Step Up, Step Down | SUSD/Neuro/Chislehurst | 314 - Rehabilitation | 105.9% | 76.8% | 75.6% | 136.3% | Trained staff covering untrained | NONE |
| Adult Mental Health and Learning Disabilities | | | | | | | | |
| Barefoot Lodge | Barefoot | 710 - Adult Mental Illness | 81.5% | 90.1% | 118.6% | 118.6% | Worked within normal parameters - template error. Not reflecting accurate activity will be changed when all templates agreed. | NONE |
| Goldie Leigh | Atlas House | 700 - Learning Disability | 111.9% | 96.4% | 97.8% | 124.8% | Staffing levels increased due to new admission and demand | NONE |
| Green Park's House | Betts | 710 - Adult Mental Illness | 99.4% | 103.3% | 95.1% | 113.4% | Staff sent over to other ward as support. | NONE |
| Green Park's House | Goddington | 710 - Adult Mental Illness | 99.4% | 98.1% | 96.4% | 113.4% | Staff sent to the general hospital to do observations on a patient. | NONE |
| Green Park's House | Norman | 710 - Adult Mental Illness | 99.2% | 94.2% | 100.3% | 107.9% | Maintained within expected safe staffing levels | NONE |
| Ivy Willis | Ivy Willis Closed | 710 - Adult Mental Illness | 87.4% | 86.1% | 95.1% | 100.1% | Maintained within expected safe staffing levels | NONE |
| Ivy Willis | Ivy Willis Open | 710 - Adult Mental Illness | 80.8% | 101.6% | 95.1% | 96.8% | Maintained within expected safe staffing levels | NONE |
| North House | North House | 710 - Adult Mental Illness | 115.9% | 77.5% | 103.1% | 103.1% | Trained staff covering untrained | NONE |
| Oxleas House | Avery | 710 - Adult Mental Illness | 139.8% | 73.6% | 103.0% | 189.2% | Observation of patient in general hospital and also extra RMN booked for ward round days. | NONE |
| Oxleas House | Maryon | 710 - Adult Mental Illness | 105.3% | 94.7% | 101.3% | 125.0% | Extra RMN booked for Duty Senior Nurse cover and also for observations. | NONE |
| Oxleas House | Shrewsbury | 710 - Adult Mental Illness | 125.3% | 61.2% | 96.3% | 94.6% | Trained staff covering untrained | NONE |
| Oxleas House | Tarn | 710 - Adult Mental Illness | 124.7% | 97.5% | 109.9% | 91.4% | Maintained within expected safe staffing levels | NONE |
| Somerset Villa | Somerset Villa | 710 - Adult Mental Illness | 146.4% | 67.6% | 101.3% | 94.6% | Trained staff covering untrained | NONE |
| Woodlands | Lesney | 710 - Adult Mental Illness | 107.6% | 116.4% | 99.9% | 179.2% | Increased levels of observation throughout September: 1:1 obs and 2:1 obs both on days and night shift. RMNs being used to cover HCA shifts which could not be filled by bank. Extra RMN for ward round each week and supernumerary RMNs on shift (induction). Extra HCAs being booked for sleepovers at night. RMNs being booked to cover DSN role at night | NONE |
| Woodlands | Milbrook | 710 - Adult Mental Illness | 104.5% | 145.6% | 97.4% | 220.1% | Increased levels of observation throughout September: 1:1 obs on most shifts and 2:1 obs both on days and night shift. Extra RMN to cover ward rounds each week. HCA used to cover RMN post which could not be filled by bank. Young person admitted to ward - extra staff booked for 2:1 obs as per policy which included extra RMNs and HCAs particularly at night | NONE |
| Children & Young People | | | | | | | | |
| 1 Wensley Close | Bluebell House | 420 - Paediatrics | 103.1% | 77.6% | 84.3% | 90.3% | Planned nursing utilisation reflected service activity | NONE |
| Forensic & Persons | | | | | | | | |
| Bracton | Burgess | 712 - Forensic Psychiatry | 111.3% | 107.8% | 130.1% | 85.0% | Maintained within expected safe staffing levels | NONE |
| Bracton | Crofton | 712 - Forensic Psychiatry | 134.1% | 91.0% | 113.4% | 113.4% | Review of qualified staff on Crofton is underway they have a higher ratio than other areas. | NONE |
| Bracton | Danson | 712 - Forensic Psychiatry | 114.5% | 110.6% | 130.1% | 85.0% | Maintained within expected safe staffing levels | NONE |
| Bracton | Heath | 712 - Forensic Psychiatry | 102.6% | 108.6% | 117.3% | 97.6% | Maintained within expected safe staffing levels | NONE |
| Greenwood | Hazelwood | 712 - Forensic Psychiatry | 112.1% | 78.1% | 99.9% | 99.9% | Maintained within expected safe staffing levels | NONE |
| Hazelwood | Greenwood | 712 - Forensic Psychiatry | 96.0% | 120.9% | 97.8% | 111.5% | Due to special obs | NONE |
| Joydens & Birchwood | Birchwood | 712 - Forensic Psychiatry | 154.4% | 88.8% | 97.1% | 96.7% | Maintained within expected safe staffing levels | NONE |
| Joydens & Birchwood | Joydens | 712 - Forensic Psychiatry | 99.0% | 76.7% | 99.9% | 88.4% | Maintained within expected safe staffing levels | NONE |
| Older Adults | | | | | | | | |
| Green Park's House | Scadbury Ward | 715 - Old Age Psychiatry | 93.4% | 94.5% | 98.0% | 111.5% | Additional staff booked for high levels of acuity. | NONE |
| Memorial Hospital | Oaktree Lodge | 715 - Old Age Psychiatry | 103.7% | 112.1% | 95.1% | 115.2% | Additional staff booked for high levels of acuity. | NONE |
| Oxleas House | Shephedleas Ward | 715 - Old Age Psychiatry | 94.7% | 92.9% | 96.9% | 96.4% | Occasional non-availability of Care Staff covered by Reg. nurses or manager. | NONE |
| Woodlands | Camden / Leyton Ward | 715 - Old Age Psychiatry | 117.2% | 127.4% | 141.7% | 132.3% | 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 be available, therefore increasing demand from registered nursing. No impact on patient safety and experience. | | | | | | | | |