TRUST BOARD PART 1

30 September 2015

Item 182

Purpose Monitoring

Title Update on Publishing of Nurse Staffing data on NHS Choices (August 2015 Planned & Actual)

Author Mrs Julie Molyneaux, Deputy Chief Nurse

Executive sponsor Mrs Christine Pearson, Chief Nurse

Summary: The paper details the Boards commitment to the publishing of staffing data regarding nursing, midwifery and care staff. It provides details of the staffing fill rates (actual versus planned) in hours published on the NHS Choices Website each month.

Report linkages

Related strategic aim and corporate objective
- Put safety and quality at the heart of everything we do
- Invest in and develop our workforce
- Work with key stakeholders to develop effective partnerships
- Become a successful Foundation Trust

Related to key risks identified on assurance framework
- The Trust fails to deliver and develop a safe, competent workforce
- Partnership working fails to support delivery of sustainable safe, personal and effective care
- The Trust fails to achieve a sustainable financial position
- The Trust fails to achieve required contractual and national targets and its improvement priorities
- Corporate functions fail to support delivery of the Trust’s objectives

Impact

Legal No
Equality No

Financial Yes
Confidentiality No

Previously considered by: NA

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Purpose of the report
1. This paper will provide an update to the Trust Board in respect of the expectations set out by the National Quality board (NQB) in November 2013, contained within “Hard Truths” (DoH 2013).
2. The report will also provide the Trust Board with an exception report for August 2015 actual and planned staffing figures.

Summary Headlines
3. August continued to be an extremely challenging month for nurse staffing within the organisation caused by similar factors as in previous months and anecdotally due to pressures of summer holidays. Other contributory factors detailed below:
   a) Vacancies
   b) Maternity leave
   c) Sickness and absence levels
   d) Limited coordinators on daylight shifts
   e) Ability to match demand for nurse staffing with bank and agency fill rate/availability

Areas for Concern – August (below 80% actual versus planned)
4. 18 wards fell below 80% for actual versus planned for registered nurse hours on daylight shifts.
5. 4 wards fell below 80% for actual versus planned for care staff for daylight hours
6. 0 wards fell below 80% actual versus planned for registered nurses for night duty
7. 2 wards fell below 80% actual versus planned for care staff for night duty

Composite percentage for all wards ELHT (Appendix 1 details Unify upload of safe staffing return)

<table>
<thead>
<tr>
<th></th>
<th>Day</th>
<th></th>
<th>Night</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Average fill rate</td>
<td>Average fill</td>
<td>Average fill rate</td>
</tr>
<tr>
<td></td>
<td>registered nurses/midwives (%)</td>
<td>rate registered nurses/midwives (%)</td>
<td>rate registered nurses/midwives (%)</td>
</tr>
<tr>
<td>Aug-15</td>
<td>86.3%</td>
<td>106.2%</td>
<td>98.0%</td>
</tr>
</tbody>
</table>
Issues Effecting Actual versus Planned (Appendix 2 highlights safe staffing return and nurse sensitive indicators)

8. Within Family Care and SAS no care issues or harms were identified as a consequence of staffing. Themes remain as in previous months, sickness, unfilled bank or agency shifts, no coordinator in daylight hours, vacancies, maternity leave and third nurse on night duty being moved. The staffing figures do not reflect the level of acuity, bed occupancy or women in labour.

9. Within ICG the themes remain similar as above but with a higher proportion of vacancies. A number of wards fell below 1:8 registered nurse ratios on several occasions and there were a limited number of coordinators shifts filled within daylight hours. There were 2 DATIX submitted from wards C2 and D3 relating to a fall with low/minor harm, which correlates to when registered nurse staffing ratio’s fell below 1:8.

10. All shifts above 100%, particularly for care staff are in relation to them being utilised to compensate for registered nurse deficits or to provide 1:1 care.

Staffing Related DATIX

11. There were 92 staffing related incidents reported in August. 8 of them red flag incidents. Of the red flag incidents, 5 relate to missed meal breaks, 2 relate to less than 2 registered nurses present during shift and 1 relates to unable to reliably carry out intentional rounding.

12. From the data reviewed it appears none of the incidents identified resulted in harm.

13. However further work is required to encourage staff to record staffing incidents within the correct section of DATIX.

August 2015 Recruitment Update

<table>
<thead>
<tr>
<th>Division</th>
<th>New starters April 14 To Aug 15 in post (WTE)</th>
<th>In pipeline recruitment (WTE)</th>
<th>Outstanding vacancies per division (not including in pipeline) 31 Aug 15 (WTE)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>RN</td>
<td>HCA</td>
<td>RN</td>
</tr>
<tr>
<td>ICG</td>
<td>149.99</td>
<td>35.00</td>
<td>53</td>
</tr>
<tr>
<td>SAS</td>
<td>55.43</td>
<td>30.73</td>
<td>40</td>
</tr>
<tr>
<td>Family Care</td>
<td>67.10</td>
<td>17.28</td>
<td>29</td>
</tr>
</tbody>
</table>
14. Active recruitment strategy continues, open days, attendance at national recruitment events, and use of social media

15. National lobbying from senior nursing leadership, to support nursing being added to shortage occupation list for international recruitment is on-going. On Trust’s recent trip to the Philippines, 98 post’s were offered with an anticipated conversion rate to 80 successful candidates being appointed to, all reliant on certificate of sponsorships, visa’s and several rigorous tests candidates have to undergo and pass.

16. 4 Allied Health Care Professionals have now been recruited to, to support the nursing workforce. 2 physiotherapists and 1 occupational therapist will be working at Pendle Hospital and 1 physiotherapist at Clitheroe Hospital as a test of change.

Bank & Agency Fill Rates August 2015

<table>
<thead>
<tr>
<th>Division</th>
<th>Duties Requested</th>
<th>Filled Hours</th>
<th>Overall Fill Rate</th>
<th>Unfilled</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Bank Filled</td>
<td></td>
<td>Duties</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Agency Filled</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Duties</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Surgery</td>
<td>1398</td>
<td>786</td>
<td>56.22%</td>
<td>73.2%</td>
</tr>
<tr>
<td>Integrated Care Group</td>
<td>3959</td>
<td>2501</td>
<td>63.17%</td>
<td>77.1%</td>
</tr>
<tr>
<td>Family Care</td>
<td>663</td>
<td>435</td>
<td>65.61%</td>
<td>85.1%</td>
</tr>
<tr>
<td>Diagnostics and Treatment</td>
<td>13</td>
<td>9</td>
<td>69.23%</td>
<td>69.2%</td>
</tr>
<tr>
<td>Organisation and Development</td>
<td>27</td>
<td>22</td>
<td>81.48%</td>
<td>81.5%</td>
</tr>
<tr>
<td>ELHT Total</td>
<td>6060</td>
<td>3753</td>
<td>61.93%</td>
<td>77.0%</td>
</tr>
</tbody>
</table>

Summary

17. Staffing continues to be challenging and active recruitment is on-going as well as robust sickness and absence management

18. A professional judgment review of safe staffing numbers in relation to the nursing establishments is underway. To date SAS and ICG have been undertaken, with very
little change recommended to registered nurse numbers. Health care support worker numbers are also being reviewed.

**Recommendation**

The Trust Board is asked to receive the report and agree its content

Christine Pearson, Chief Nurse, 21 September 2015