

## SOMERSET PARTNERSHIP NHS FOUNDATION TRUST

### SAFER STAFFING REPORT: MAY 2014

#### 1. PURPOSE

- 1.1 This report shows the percentage of times that actual staffing levels for shifts worked in Somerset Partnership's community hospital wards and mental health wards in May 2014 were the same as or higher than the recommended staffing levels. This is known as the 'fill rate'.
- 1.2 This is split down further in the appendices to the report, to show the fill rates for each ward, showing registered nurses and for health care assistants separately, for early shifts, late shifts, and night shifts.
- 1.3 This is the first ever version of this report, and it is based upon the actual staffing levels for May 2014, which was before the Trust moved to its new recommended safer staffing levels in June 2014.
- 1.4 The report is a summary of all the individual reports from every ward, for every shift across the whole month. Further details about safer staffing can be found on the Trust's public website:  
  
[http://www.sompar.nhs.uk/patients/ward\\_staffing](http://www.sompar.nhs.uk/patients/ward_staffing)
- 1.5 The report is based upon guidance issued by NHS England<sup>1</sup>, which shows that there is a link between having the right number of staff with the right skills on the ward, and the quality of the care delivered to patients.
- 1.6 The guidance sets out what Trust Boards are expected to do every month in relation to ward staffing, including:
  - receive information about wards where staffing falls short of what is recommended, including the reasons for the gap, any impact that this has, and what actions are being taken;
  - consider any risks associated with staffing issues;
  - make sure that plans are in place to:
    - prevent shortfalls wherever possible;
    - take any necessary actions;
    - report any incidents which happen because of gaps in staffing;
  - make sure that the Trust's Executive Team is supported to take action so that patients receive and experience safe, high quality care;
  - publish the report in a user-friendly form on the Trust website.

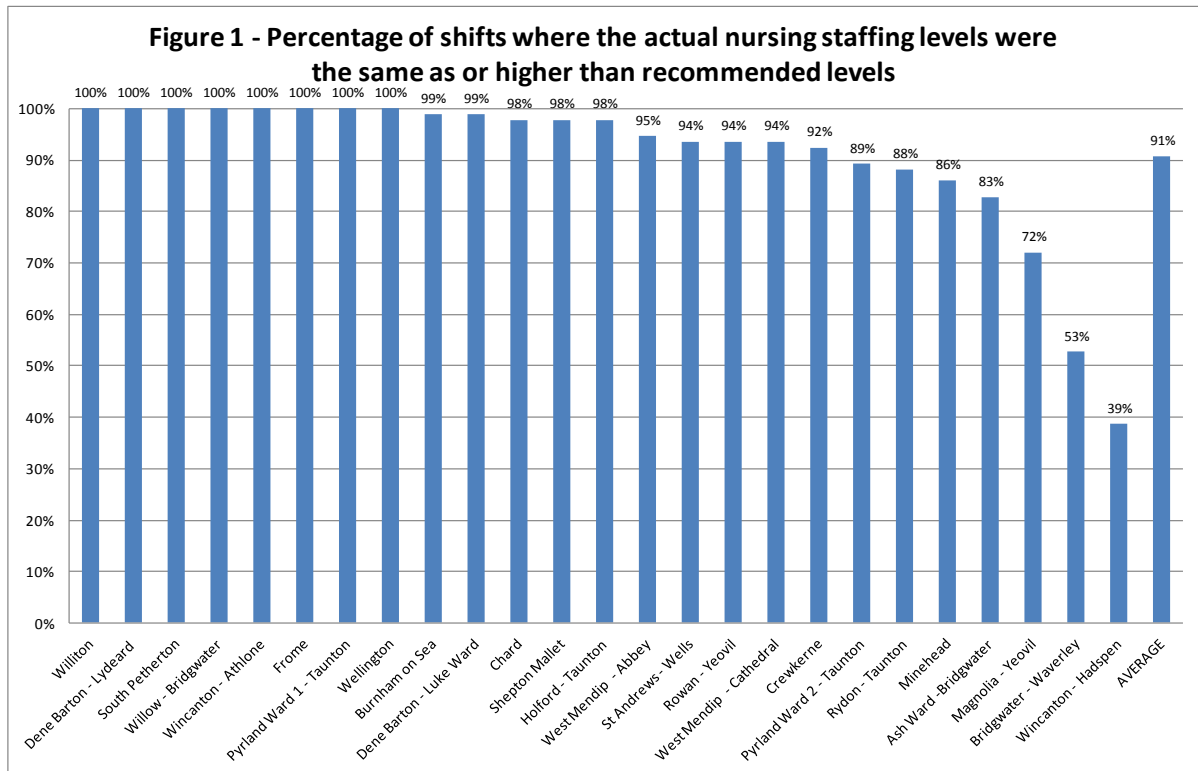
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<sup>1</sup> 'How to ensure the right people, with the right skills, are in the right place at the right time – a Guide to Nursing, Midwifery and Care Staffing Capacity and Capability'

## 2. RECOMMENDED AND ACTUAL STAFFING LEVELS

### Registered nurses

2.1 The percentage of shifts for each ward where the registered nursing staffing levels were the same as or higher than the recommended level in May 2014 is shown in Figure 1 below.



2.2 Figure 1 shows that the overall fill rate across the Trust in May 2014 was 91%.

2.3 The overall fill rates for registered nursing staff for the month, by shift type, across all of the Trust's wards were:

- Early shifts: 91%
- Late shifts: 90%
- Night shifts: 92%

2.4 A summary table is included in Appendix 1, showing the overall fill rates for nurses for every ward, and also the fill rates for early shifts, late shifts and night shifts.

2.5 Of the Trust's 25 wards, eight wards reported that registered nurse staffing levels were the same as or higher than the recommended levels for every shift, throughout the whole of May 2014. These wards were:

- Dene Barton Lydeard
- Frome

- Pyrland Ward 1, Taunton
- South Petherton
- Wellington
- Williton
- Willow, Bridgwater
- Wincanton Athlone

2.6 The wards reporting the lowest percentages of shifts with registered nurse staff levels the same as or higher than recommended levels were:

- Wincanton Hadspen: 39%
- Bridgwater Waverley: 53%
- Magnolia, Yeovil: 72%
- Ash Ward, Bridgwater: 83%

2.7 Table 1 below shows how these overall percentages were split by shift type for those four hospitals:

Hospital	% of shifts with nursing staff levels the same as or higher than recommended levels			
	Early shifts	Late shifts	Night shifts	Total for the month
Wincanton Hadspen	77%	39%	0%	39%
Bridgwater Waverley	32%	32%	94%	53%
Magnolia, Yeovil	68%	48%	100%	72%
Ash Ward, Bridgwater	81%	68%	100%	83%

2.8 May 2014 was the first month that the Trust collected safer staffing data in this way, and for the first part of the month, the Trust only collected information about the recommended and actual numbers of staff on each shift in each ward, and did not gather information about the reasons for any shortfalls and the actions which were taken.

2.9 Later in the month, the Trust started to collect data about the reasons for any shortfalls and the actions taken to ensure that staffing levels on the wards remained safe. The main reasons given, about why registered nurse staffing levels were below the recommended levels during the month were:

- unfilled vacancy;
- long term sickness (more than 28 days absence);
- short term sickness;
- reduced bed occupancy so staff not required.

2.10 The main actions that were taken to ensure the wards were staffed at safe levels were:

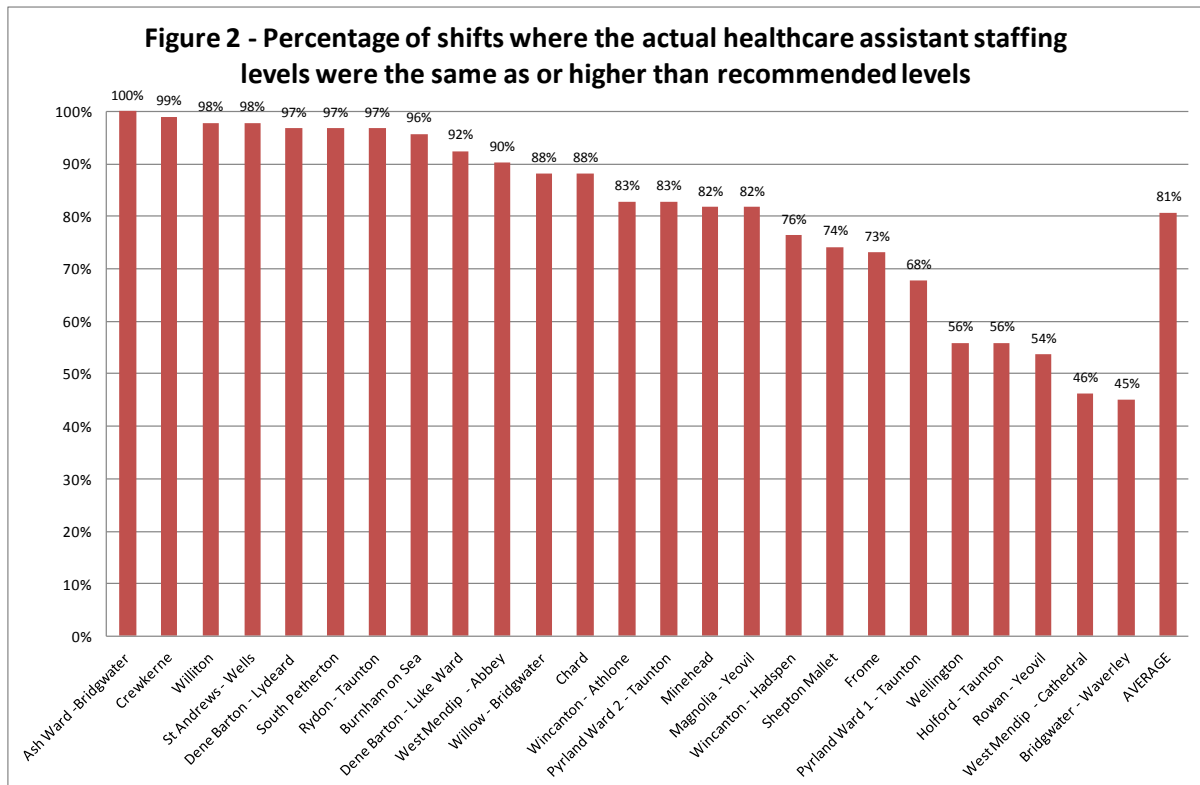
- adjust rota;
- requested support from other department / area;
- bank requested;

- replaced a registered nurse with health care assistant.

## Healthcare Assistants

2.11 The overall fill rate for healthcare assistants for each of the Trust's wards during May 2014 is shown in Figure 2 below.

2.12 Figure 2 shows that the overall percentage of shifts where the actual staffing level for healthcare assistants was the same as or higher than the recommended staffing level was 81%.



2.13 The overall fill rates for healthcare assistants for the month, by shift type, across all of the Trust's wards were:

- Early shifts: 75%
- Late shifts: 74%
- Night shifts: 94%

2.14 A summary table is included as Appendix 2, showing the overall fill rates for healthcare assistants for every ward, and also the fill rates for early shifts, late shifts and night shifts.

2.15 The wards reporting the highest percentages of shifts with healthcare assistant staffing levels the same as or higher than recommended levels were:

- Ash Ward, Bridgwater: 100%

- Crewkerne: 99%
- St Andrew's, Wells: 98%
- Williton: 98%

2.16 The wards reporting the lowest percentages of shifts with healthcare assistant staffing levels the same as or higher than recommended levels were:

- Bridgwater Waverley: 45%
- West Mendip Cathedral: 46%
- Rowan, Yeovil: 54%
- Holford, Taunton: 56%
- Wellington: 56%

2.17 Table 2 below shows how these overall percentages were split by shift type for the five hospitals:

Hospital	% of shifts with nursing staff levels the same as or higher than recommended levels			
	Early shifts	Late shifts	Night shifts	Total for the month
Bridgwater Waverley	26%	16%	94%	45%
West Mendip Cathedral	42%	45%	52%	46%
Rowan, Yeovil	39%	32%	90%	54%
Holford, Taunton	35%	32%	100%	56%
Wellington	65%	3%	100%	56%

2.18 The main reasons given, about why healthcare assistant staffing levels were below the recommended levels during the month were:

- short term sickness;
- reduced bed occupancy so staff not required;
- long term sickness (more than 28 days absence);
- maternity/paternity leave.

2.19 The main actions that were taken to ensure the wards were staffed at safe levels were:

- adjust rota;
- requested support from other department / area;
- bank requested;
- replaced a health care assistant with a registered nurse.

### **Patient safety and staffing indicators**

2.20 A summary of ward-level patient safety and staffing indicators for May 2014 is shown in Table 3 below:

Table 3: Safer Staffing: Patient Safety, Quality and Workforce Measures For May 2014

Ward	Percentage of nursing shifts meeting recommended levels	Percentage of healthcare assistant shifts meeting recommended levels	Bed occupancy (%)	Pressure ulcers (grade 2 and above) per 1,000 bed days	Infection control: Clostridium difficile and MRSA cases	Percentage of patients who have had nutritional screening	Sickness absence rates	Unfilled vacancy rate	Spend on temporary workforce solutions (Bank and agency) per 1,000 bed days	Mental health wards only	
										Incidents of self harm per 1,000 bed days	Number of incidents relating to the use of restraint per 1,000 bed days
Ash Ward -Bridgwater	82.8%	100.0%	59.1%	0	0		10.6%		19514	4.55	9.09
Bridgwater - Waverley	52.7%	45.2%	90.5%	0	0	97.4%	6.5%		2324		
Burnham on Sea	98.9%	95.7%	89.7%	1	0	100.0%	6.0%		8297		
Chard	97.8%	88.2%	78.7%	0	0	100.0%	6.4%		30248		
Crewkerne	92.5%	98.9%	95.3%	0	0	91.7%	0.2%		34190		
Dene Barton - Luke Ward	98.9%	92.5%	95.6%	1	0	92.0%	2.6%		11254		
Dene Barton - Lydeard	100.0%	96.8%	89.4%	0	0	100.0%	1.5%		11256		
Frome	100.0%	73.1%	92.9%	0	0	96.3%	5.3%		15519		
Holford - Taunton	97.8%	55.9%	95.2%	0	0		7.5%		31641	0	57.53
Magnolia - Yeovil	72.0%	81.7%	65.5%	0	0	100.0%	7.9%		997	0	6.15
Minehead	86.0%	81.7%	97.2%	0	0	100.0%	0.8%		5455		
Pyrland Ward 1 - Taunton	100.0%	67.7%	89.6%	0	0	100.0%	1.3%		15833	0	2.57
Pyrland Ward 2 - Taunton	89.2%	82.8%	89.6%	0	0	100.0%	1.3%		15834	0	6.86
Rowan - Yeovil	93.5%	53.8%	92.1%	0	0		4.4%		3218	5.84	5.84
Rydon - Taunton	88.2%	96.8%	100.2%	0	0		7.1%		46789	10.73	2.15
Shepton Mallet	97.8%	74.2%	67.9%	0	0	95.0%	6.0%		12620		
South Petherton	100.0%	96.8%	84.1%	0	0	100.0%	5.7%		40206		
St Andrews - Wells	93.5%	97.8%	95.5%	0	0		10.4%		26564	6.76	5.07
Wellington	100.0%	55.9%	85.9%	0	0	100.0%	16.0%		17010		
West Mendip - Abbey	94.6%	90.3%	71.1%	0	0	100.0%	8.2%		1293		
West Mendip - Cathedral	93.5%	46.2%	71.1%	0	0	100.0%	3.8%		1295		
Williton	100.0%	97.8%	90.5%	0	0	87.9%	10.5%		17373		
Willow - Bridgwater	100.0%	88.2%	95.2%	0	0		2.9%		1603	0	0
Wincanton - Athlone	100.0%	82.8%	85.8%	0	0	75.0%	4.0%		13940		
Wincanton - Hadspen	38.7%	76.3%	85.8%	0	0	90.0%	14.6%		13939		
<b>KEY</b>											
Top 4											
Bottom 4											
Not applicable											
Information not yet available											

2.21 Table 4 below provides a summary of notable performance in May 2014, against the patient safety and workforce indicators, for the wards with the highest fill rates for registered nursing staff:

Ward	✓	X
Dene Barton Lydeard	<ul style="list-style-type: none"> <li>amongst the highest percentage for nutritional screening of patients</li> <li>amongst the lowest sickness absence rates</li> </ul>	None.
Frome	None.	None.
Pyrland Ward 1, Taunton	<ul style="list-style-type: none"> <li>amongst the highest percentage for nutritional screening of patients</li> <li>amongst the lowest sickness absence rates</li> <li>no incidents of self harm</li> <li>amongst the lowest incidence of the use of restraint per 1,000 bed days</li> </ul>	None.
South Petherton	<ul style="list-style-type: none"> <li>amongst the highest percentage for nutritional screening of patients</li> </ul>	<ul style="list-style-type: none"> <li>amongst the highest spend on temporary workforce solutions (bank and agency) per 1,000 bed days</li> </ul>
Wellington	<ul style="list-style-type: none"> <li>amongst the highest percentage for nutritional screening of patients</li> </ul>	None.
Williton	None.	<ul style="list-style-type: none"> <li>amongst the lowest percentage for nutritional screening of patients</li> <li>amongst the highest sickness absence rate</li> </ul>
Willow, Bridgwater	<ul style="list-style-type: none"> <li>amongst the lowest spend on temporary workforce solutions (bank and agency) per 1,000 bed days</li> <li>no incidents of self harm</li> <li>amongst the lowest incidence of the use of restraint per 1,000 bed days</li> </ul>	None.
Wincanton - Athlone	None.	<ul style="list-style-type: none"> <li>amongst the lowest percentage for nutritional screening of patients</li> </ul>

2.22 Table 5 below provides a summary of notable performance in May 2014, against the patient safety and workforce indicators, for the wards with the lowest fill rates for registered nursing staff:

Ward	✓	X
Ash ward, Bridgwater	None.	<ul style="list-style-type: none"> <li>amongst the highest sickness absence rates</li> <li>amongst the highest incidence of self harm per 1,000 bed days</li> <li>amongst the highest incidence of the use of restraint per 1,000 bed days</li> </ul>
Bridgwater Waverley	None.	None.
Magnolia, Yeovil	<ul style="list-style-type: none"> <li>amongst the highest percentage for nutritional screening of patients</li> <li>amongst the lowest spend on temporary workforce solutions (bank and agency) per 1,000 bed days</li> <li>no incidents of self-harm</li> </ul>	<ul style="list-style-type: none"> <li>amongst the highest incidence of self harm per 1,000 bed days</li> </ul>
Wincanton Hadspen	None.	<ul style="list-style-type: none"> <li>amongst the lowest percentage for nutritional screening of patients</li> <li>amongst the highest sickness absence rate</li> </ul>

2.23 Ash ward and Magnolia ward also had amongst the lowest rates of bed occupancy during the month.

### 3. QUALITY EFFECTIVENESS AND SAFETY TRIGGER TOOL

3.1 The key findings arising from the monthly returns from Somerset Partnership NHS Foundation Trust's community hospital wards and mental health wards, in respect of the criteria contained within the Quality Effectiveness and Safety Trigger Tool, are as follows:

- all wards submitted a return for May 2014, with the exception of Wessex ward, which is currently closed;
- the highest score reported by any ward was 7pts, a decrease from the 10pts recorded in April 2014.
- no wards reached the trigger level of 12pts, signifying that the hospital will be required to submit an action plan covering the concerns highlighted by their reporting template.



- the average score of 3.5pts per ward was the same as recorded in April 2014.
- the number of wards reporting both a high vacancy rate and a high sickness absence rate in May 2014 was six, the same as reported in April 2014.

3.2 Further details are included in Appendix 3.

#### **4. RECOMMENDATION**

4.1 The Board is asked to note the report and to:

- consider any risks associated with staffing issues;
- confirm that it has assurance that plans are in place to:
  - prevent shortfalls wherever possible;
  - take any necessary actions;
  - report any incidents which happen because of gaps in staffing;
- confirm that it has assurance that the Trust's Executive Team is supported to take action so that patients receive and experience safe, high quality care.

**SOMERSET PARTNERSHIP NHS FOUNDATION TRUST**

**SAFER STAFFING SUMMARY FOR THE MONTH OF MAY 2014**

**Registered Nurses**

Ward	Compliance with Safer Staffing Complement (number of shifts)															
	Early Shifts				Late Shifts				Night Shifts				TOTAL			
	Yes	No	Total	% Yes	Yes	No	Total	% Yes	Yes	No	Total	% Yes	Yes	No	Total	% Yes
Ash Ward -Bridgwater	25	6	31	81%	21	10	31	68%	31	0	31	100%	77	16	93	83%
Bridgwater - Waverley	10	21	31	32%	10	21	31	32%	29	2	31	94%	49	44	93	53%
Burnham on Sea	31	0	31	100%	30	1	31	97%	31	0	31	100%	92	1	93	99%
Chard	29	2	31	94%	31	0	31	100%	31	0	31	100%	91	2	93	98%
Crewkerne	28	3	31	90%	30	1	31	97%	28	3	31	90%	86	7	93	92%
Dene Barton - Luke Ward	31	0	31	100%	31	0	31	100%	30	1	31	97%	92	1	93	99%
Dene Barton - Lydeard	31	0	31	100%	31	0	31	100%	31	0	31	100%	93	0	93	100%
Frome	31	0	31	100%	31	0	31	100%	31	0	31	100%	93	0	93	100%
Holford - Taunton	31	0	31	100%	31	0	31	100%	29	2	31	94%	91	2	93	98%
Magnolia - Yeovil	21	10	31	68%	15	16	31	48%	31	0	31	100%	67	26	93	72%
Minehead	30	1	31	97%	31	0	31	100%	19	12	31	61%	80	13	93	86%
Pyrland Ward 1 - Taunton	31	0	31	100%	31	0	31	100%	31	0	31	100%	93	0	93	100%
Pyrland Ward 2 - Taunton	28	3	31	90%	24	7	31	77%	31	0	31	100%	83	10	93	89%
Rowan - Yeovil	28	3	31	90%	28	3	31	90%	31	0	31	100%	87	6	93	94%
Rydon - Taunton	30	1	31	97%	31	0	31	100%	21	10	31	68%	82	11	93	88%
Shepton Mallet	30	1	31	97%	31	0	31	100%	30	1	31	97%	91	2	93	98%
South Petherton	31	0	31	100%	31	0	31	100%	31	0	31	100%	93	0	93	100%
St Andrews - Wells	29	2	31	94%	28	3	31	90%	30	1	31	97%	87	6	93	94%
Wellington	31	0	31	100%	31	0	31	100%	31	0	31	100%	93	0	93	100%
West Mendip - Abbey	26	5	31	84%	31	0	31	100%	31	0	31	100%	88	5	93	95%
West Mendip - Cathedral	25	6	31	81%	31	0	31	100%	31	0	31	100%	87	6	93	94%
Williton	31	0	31	100%	31	0	31	100%	31	0	31	100%	93	0	93	100%
Willow - Bridgwater	31	0	31	100%	31	0	31	100%	31	0	31	100%	93	0	93	100%
Wincanton - Athlone	31	0	31	100%	31	0	31	100%	31	0	31	100%	93	0	93	100%
Wincanton - Hadspen	24	7	31	77%	12	19	31	39%	0	31	31	0%	36	57	93	39%
<b>TOTAL</b>	<b>704</b>	<b>71</b>	<b>775</b>	<b>91%</b>	<b>694</b>	<b>81</b>	<b>775</b>	<b>90%</b>	<b>712</b>	<b>63</b>	<b>775</b>	<b>92%</b>	<b>2110</b>	<b>215</b>	<b>2325</b>	<b>91%</b>

APPENDIX 1

**SOMERSET PARTNERSHIP NHS FOUNDATION TRUST**

**SAFER STAFFING SUMMARY FOR THE MONTH OF MAY 2014**

**Healthcare Assistants**

Ward	Compliance with Safer Staffing Complement (number of shifts)															
	Early Shifts				Late Shifts				Night Shifts				TOTAL			
	Yes	No	Total	% Yes	Yes	No	Total	% Yes	Yes	No	Total	% Yes	Yes	No	Total	% Yes
Ash Ward -Bridgwater	31	0	31	100%	31	0	31	100%	31	0	31	100%	93	0	93	100%
Bridgwater - Waverley	8	23	31	26%	5	26	31	16%	29	2	31	94%	42	51	93	45%
Burnham on Sea	28	3	31	90%	30	1	31	97%	31	0	31	100%	89	4	93	96%
Chard	22	9	31	71%	29	2	31	94%	31	0	31	100%	82	11	93	88%
Crewkerne	30	1	31	97%	31	0	31	100%	31	0	31	100%	92	1	93	99%
Dene Barton - Luke Ward	27	4	31	87%	28	3	31	90%	31	0	31	100%	86	7	93	92%
Dene Barton - Lydeard	30	1	31	97%	29	2	31	94%	31	0	31	100%	90	3	93	97%
Frome	13	18	31	42%	24	7	31	77%	31	0	31	100%	68	25	93	73%
Holford - Taunton	11	20	31	35%	10	21	31	32%	31	0	31	100%	52	41	93	56%
Magnolia - Yeovil	28	3	31	90%	17	14	31	55%	31	0	31	100%	76	17	93	82%
Minehead	26	5	31	84%	30	1	31	97%	20	11	31	65%	76	17	93	82%
Pyrland Ward 1 - Taunton	25	6	31	81%	7	24	31	23%	31	0	31	100%	63	30	93	68%
Pyrland Ward 2 - Taunton	24	7	31	77%	22	9	31	71%	31	0	31	100%	77	16	93	83%
Rowan - Yeovil	12	19	31	39%	10	21	31	32%	28	3	31	90%	50	43	93	54%
Rydon - Taunton	30	1	31	97%	29	2	31	94%	31	0	31	100%	90	3	93	97%
Shepton Mallet	27	4	31	87%	30	1	31	97%	12	19	31	39%	69	24	93	74%
South Petherton	31	0	31	100%	28	3	31	90%	31	0	31	100%	90	3	93	97%
St Andrews - Wells	29	2	31	94%	31	0	31	100%	31	0	31	100%	91	2	93	98%
Wellington	20	11	31	65%	1	30	31	3%	31	0	31	100%	52	41	93	56%
West Mendip - Abbey	29	2	31	94%	24	7	31	77%	31	0	31	100%	84	9	93	90%
West Mendip - Cathedral	13	18	31	42%	14	17	31	45%	16	15	31	52%	43	50	93	46%
Williton	29	2	31	94%	31	0	31	100%	31	0	31	100%	91	2	93	98%
Willow - Bridgwater	27	4	31	87%	24	7	31	77%	31	0	31	100%	82	11	93	88%
Wincanton - Athlone	18	13	31	58%	28	3	31	90%	31	0	31	100%	77	16	93	83%
Wincanton - Hadspen	10	21	31	32%	30	1	31	97%	31	0	31	100%	71	22	93	76%
<b>TOTAL</b>	<b>578</b>	<b>197</b>	<b>775</b>	<b>75%</b>	<b>573</b>	<b>202</b>	<b>775</b>	<b>74%</b>	<b>725</b>	<b>50</b>	<b>775</b>	<b>94%</b>	<b>1876</b>	<b>449</b>	<b>2325</b>	<b>81%</b>

APPENDIX 2