York Teaching Hospital NHS
NHS Foundation Trust

?

Quality & Safety Committee – For Information

Staffing Exception Report

Action requested/recommendation

The Board are asked to receive the exception report for information

Strategic Aims	**Please cross as appropriate** (double click on the grey box check or uncheck the box)
1. Improve Quality and Safety	☒
2. Create a culture of continuous improvement	☒
3. Develop and enable strong partnerships	☒
4. Improve our facilities and protect the environment	☐

Implications for equality and diversity

The Trust has a duty under the Equality Act 2010 to have due regard to the need to eliminate unlawful discrimination, advance equality of opportunity and foster good relations between people from different groups. In relation to the issues set out in this paper, consideration has been given to the impact that the recommendations might have on these requirements and on the nine protected groups identified by the Act (age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, gender and sexual orientation).

Reference to CQC outcomes

Outcome 13

Progress of report	
Risk	
Resource implications	Potential resources implications where staffing falls below planned or where acuity or dependency increases due to case mix.
Owner	Beverley Geary Chief Nurse
Author	Nichola Greenwood Chief Nurse Team
Date of paper	December 2014
Version number	Version 1

Quality & Safety Committee – For Information

Staffing Exception Report

1. Introduction and background

The Board of Directors are aware that from May 2014 all organisations are required to report actual versus planned staff in public. This is the seventh submission to NHS choices of data of actual against planned staffing for day and night duty in hours; by ward.

As previously reported work continues to refine the reports in order to give an accurate reflection of the staffing levels on a shift by shift basis. As a result we have continued to base the return on the average bed occupancy rates by ward at 12 midday and 12 midnight, given that the staffing establishment is set on the number of beds on each ward; taking bed occupancy rates into consideration gives a more precise reflection of the safety of the staffing levels. Further work continues to further refine and simplify the process and also to give the greatest accuracy in order that the Board are assured that all areas are staffed appropriately and safely.

A detailed breakdown is attached at appendix 1.

2. High level data by site

Site Name	Day		Night	
	Average fill rate - registered nurses/ midwives (%)	Average fill rate - care staff (%)	Average fill rate - registered nurses/ midwives (%)	Average fill rate - care staff (%)
Archways Intermediate Care Unit	84.8%	90.0%	96.0%	95.7%
Bridlington And District Hospital	93.7%	82.0%	102.0%	144.0%
Malton Community Hospital	114.4%	118.4%	108.6%	108.6%
Scarborough General Hospital	84.0%	91.1%	99.3%	111.5%
Selby And District War Memorial Hospital	89.7%	95.0%	103.9%	106.6%
St Helens Rehabilitation Hospital	94.2%	90.3%	105.4%	105.4%
St Monicas Hospital	98.4%	82.1%	96.8%	96.8%
Whitby Community Hospital	99.3%	86.7%	96.9%	93.0%
White Cross Rehabilitation Hospital	91.5%	92.7%	183.3%	101.5%
York Hospital	96.3%	96.3%	113.2%	124.4%

3. Exceptions

York

Ward 11 - 66% HCA day fill rate, over established in RN therefore deliberate reduction in HCA'S

Ward 14- Day HCA fill rate less that 80% due to vacancies and sickness. Night full rate for RN and HCA above 100% due to bed occupancy.

Ward 15 - RN night fill rate over 100% due to bed occupancy

Ward 17 - RN day fill rate 154% and 157% night fill rate due to low bed occupancy. HCA fill rate 40% due to 1 HCA on maternity leave.

Ward 23 - RN below 85% due to vacancies and unfilled shifts. HCA day and night fill rate reflected in requirement for enhanced supervision of patients.

Ward 25 - HCA Day and Night fill rate above 100% due to requirement for enhanced supervision of patients.

Ward 26 - RN day fill rate below 85% due to vacancies and long term sickness. HCA day and night fill rate above 100% reflected in requirement for enhanced supervision of patients.

Ward 28 - HCA night fill rate over 100% due to requirement for enhanced supervision of patients. Day HCA fill rate above 100% due to long day efficiency being utilised for an additional HCA on late shift

Ward 29 - RN day fill rate above 100% due to supernumerary status and bed occupancy. HCA day and night fill rate above 100% due to occupancy levels plus supernumerary new HCA's and extended period where new RN was awaiting PIN and was therefore additional to HCA numbers.

Ward 31 –HCA Night fill rate 113.6% due to requirement of enhanced supervision of patients. RN Night fill rate 107.7% due to low bed occupancy. Night fill rate above 100% for RN and HCA due to low bed occupancy

Ward 32 – HCA day fill rate 105.4% and 132.7% HCA Night fill rate due to requirement for enhanced supervision of patients. Night RN fill rate above 100% due to bed occupancy.

Ward 33 – 102.5% HCA day fill rate and HCA night fill rate above 135% due to bed occupancy and requirement for enhanced supervision of patients.

Ward 34 –HCA Night fill rate 102% reflects requirements for enhanced supervision of patients.

Ward 35 – RN day fill rate below 85% due to vacancies and short term sickness and maternity leave. HCA day and night fill rate over 100% due to requirement for enhanced supervision of patients.

Ward 36 – HCA day and night fill rate 104% and 109% is due to enhanced supervision of patients and current establishment of HCA's is higher currently due to vacancies of RN's.

Ward 37 – Ward 37: HCA night fill rate 128% is due to enhanced supervision of patients.

Ward 39 - RN day fill rate 71% day duty due to deliberate increase in HCA in part due to RN vacancies, with new starters pending start dates.

AMU – RN Night fill rate 114.6% due to trial of the High Observation bays which required an 7 nights. HCA night fill rate above 100% due to requirement for enhanced supervision of patients.

CCU – HCA night fill rate 115.4% due to requirement for enhanced supervision of patients.

ESA – RN Day fill rate 122.6% and HCA day fill rate 123.5% and RN N fill rate 138.7% due to waiting list Initiatives running throughout November, requiring additional staff to open the unit outside of normal working hours.

ICU - 116% and 128% RN fill rate day and night reflects bed occupancy. HCA fill rate remains below 80% on a night due to deliberate under recruitment. This does not affect patient care.

G1 – HCA night fill rate above 100% due to agreement for an additional HCA overnight to support the dependency and acuity of patients.

G2 and G3 – HCA day fill rate of below 80% due to vacancies, recruited pending start dates, along with 1.8wte long term sickness. 70% day fill rate for RM is due to vacancies, recruited pending PIN numbers from NMC and start dates. RM and HCA night higher than 100% fill rate due to low bed occupancy.

Scarborough

AMU - Fill rate for RN shifts at 83.8% and HCA at 74.5% for day time shifts due to short term sickness and, maternity leave

Ann Wright – Fill rate of 193.5% for healthcare assistants to provide enhanced supervision

Beech - Fill rate for RN shifts at 76% and HCA at 86.1% for day time shifts due Maternity leave, vacancies and short term sickness

CCU - Fill rate for RN shifts at 86.5% for day time shifts due to vacancies, maternity leave and short term sickness

Chestnut - Fill rate for RN shifts at 88.5 and HCA at 95.7% for day time shifts due to long and short term sickness

Holly - HCAs over 100% due to backfilling RN deficit plus 1:1 requirement for enhanced supervision of patients.

ITU – Reporting fill rates of 62% for Registered Nurses . There are 4.5 vacancies

Bridlington

Lloyd - They continue to have low activity which means that they are slightly over resourced, although we have moved one RN up to Graham Ward and one more is leaving shortly.

Kent - RN and HCA fill rates over 100% due to bed occupancy. This does not reflect daytime higher activity. Night RN numbers at 130% despite many nights reduced to 1 RN, due to low

bed occupancy

Actions and Mitigation of risk
At least daily staffing meeting are taking place to deploy staff to high risk areas. Where there is low activity (for example Kent Ward) these staff are moved to other wards in order to improve levels.

4. Vacancies by Site

The vacancies reported below, for inpatient areas, shows the position as at 12th December 2014.

	Bridlington		Community		Scarborough		York	
	RN	HCA	RN	HCA	RN	HCA	RN	HCA
Actual Vacancies	4	0.54	4	3	31.58	11.22	46.47	15.14
Pending Start	2.2	0	0	0	1	12.00	11.35	5.32
Outstanding Posts	1.8	0.54	4	3	30.58	-0.78*	35.32	9.82**

*The Trust determined to over-recruit HCAs to wards at Scarborough Hospital which had a high vacancy position. These posts will overtime be subsumed into normal staffing levels as and when vacancies arise.

** For the outstanding HCA posts, these have been allocated through the HCA recruitment process and their recruitment is being progressed.

HCA recruitment, for the York sites took place on 5th December 2014 where a further 23 potential HCAs were identified. These individuals will be recruited as and when further vacancies arise or to backfill for the newly created Band 3 HCA posts from March 2015.

5. Recommendation

The Board are asked to receive the exception report for information.

6. References and further reading

National Quality Board. "*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"*. 2013

Author	**Nichola Greenwood, Chief Nurse Team**
Owner	**Beverley Geary, Chief Nurse**
Date	**December 2014**

Fill rate indicator return
Staffing: Nursing, midwifery and care staff

Please provide the URL to the page on your trust website where your staffing information is available

(Please can you ensure that the URL you attach to the spreadsheet is correct and links to the correct web page and include 'http://' in your URL)

http://www.yorkhospitals.nhs.uk/about_us/reports_and_publications/safer_staffing_data/

	Only complete sites your organisation is accountable for	Main 2 Specialties on each ward		Day				Night				Day		Night	
				Registered midwives/nurses		Care Staff		Registered midwives/nurses		Care Staff		Average fill rate - registered nurses/midwives (%)	Average fill rate - care staff (%)	Average fill rate - registered nurses/midwives (%)	Average fill rate - care staff (%)
Hospital Site name	Ward name	Specialty 1	Specialty 2	Total monthly planned staff hours	Total monthly actual staff hours	Total monthly planned staff hours	Total monthly actual staff hours	Total monthly planned staff hours	Total monthly actual staff hours	Total monthly planned staff hours	Total monthly actual staff hours				
YORK HOSPITAL - RCB55	11	100 - GENERAL SURGERY	101 - UROLOGY	1855.145089	1742.25	1114.553571	744	689.9487179	619	689.9487179	666.75	93.9%	66.8%	89.7%	96.6%
YORK HOSPITAL - RCB55	14	100 - GENERAL SURGERY	101 - UROLOGY	1898.159341	1680.17	1265.43956	1003.5	943.9511654	1069.5	629.3007769	664.5	88.5%	79.3%	113.3%	105.6%
YORK HOSPITAL - RCB55	15	120 - ENT	101 - UROLOGY	1659.66736	1582.5	1244.75052	1061.5	968.625	1010.75	322.875	319	95.4%	85.3%	104.3%	98.8%
YORK HOSPITAL - RCB55	16	100 - GENERAL SURGERY		2386.106928	2044.5	1020.519578	922	1307.88253	1319.75	608.8418675	596.17	85.7%	90.3%	100.9%	97.9%
YORK HOSPITAL - RCB55	17	420 - PAEDIATRICS		803.7931034	1244	535.862069	215	626.8965517	984.5	0	288.42	154.8%	40.1%	157.0%	-
YORK HOSPITAL - RCB55	23	430 - GERIATRIC MEDICINE		1730	1415	1081.25	1262.5	659.3333333	650.5	659.3333333	827.5	81.8%	116.8%	98.7%	125.5%
YORK HOSPITAL - RCB55	25	430 - GERIATRIC MEDICINE		1656	1418.5	1035	1013	631.12	651	631.12	651	85.7%	97.9%	103.1%	103.1%
YORK HOSPITAL - RCB55	26	430 - GERIATRIC MEDICINE		1736	1423.82	1085	1575.81	667	640.59	667	1071	82.0%	145.2%	96.0%	160.6%
YORK HOSPITAL - RCB55	28	110 - TRAUMA & ORTHOPAEDICS		1842.326733	1712.49	1023.514851	1061	594.8796499	609	594.8796499	713	93.0%	103.7%	102.4%	119.9%
YORK HOSPITAL - RCB55	29	110 - TRAUMA & ORTHOPAEDICS		1297.250362	1346.17	648.6251809	668.75	472	629.83	236	335.25	103.8%	103.1%	133.4%	142.1%
YORK HOSPITAL - RCB55	31	370 - MEDICAL ONCOLOGY		1808.302583	1759	803.6900369	680.17	594.5202952	640.5	297.2601476	337.75	97.3%	84.6%	107.7%	113.6%
YORK HOSPITAL - RCB55	32	320 - CARDIOLOGY		1928.456496	1632	1285.637664	1354.5	657.9642857	683.67	657.9642857	872.83	84.6%	105.4%	103.9%	132.7%
YORK HOSPITAL - RCB55	33	301 - GASTROENTEROLOGY	361 - NEPHROLOGY	1751.62374	1512.33	1313.717805	1347	659.023569	629.25	659.023569	889.83	86.3%	102.5%	95.5%	135.0%
YORK HOSPITAL - RCB55	34	340 - RESPIRATORY MEDICINE	301 - GASTROENTEROLOGY	1751.25	1565.5	1313.4375	1271.5	658.375	680.92	658.375	896.75	89.4%	96.8%	103.4%	136.2%
YORK HOSPITAL - RCB55	35	430 - GERIATRIC MEDICINE		1729.922136	1464	1081.201335	1269.33	661.6333333	650.5	661.6333333	819	84.6%	117.4%	98.3%	123.8%
YORK HOSPITAL - RCB55	36 - Acute Stroke Unit	430 - GERIATRIC MEDICINE		1553.684211	1501	971.0526316	1014	887.9210526	892.5	591.9473684	650.34	96.6%	104.4%	100.5%	109.9%
YORK HOSPITAL - RCB55	37	430 - GERIATRIC MEDICINE		1337.142857	1184.25	1560	1338.75	685.6190476	630	685.6190476	884	88.6%	85.8%	91.9%	128.9%
YORK HOSPITAL - RCB55	39	430 - GERIATRIC MEDICINE		1331.085814	948.5	1109.238179	1139	682.7495622	641.58	341.3747811	354.75	71.3%	102.7%	94.0%	103.9%
YORK HOSPITAL - RCB55	Acute Medical Unit	300 - GENERAL MEDICINE	430 - GERIATRIC MEDICINE	2355.015839	2287	1962.5132	1758.5	1382.188161	1584.67	1105.750529	1290.25	97.1%	89.6%	114.6%	116.7%
YORK HOSPITAL - RCB55	Coronary Care Unit	320 - CARDIOLOGY		1567.5	1623	195.9375	150	1177.095436	1320	0	0	103.5%	76.6%	112.1%	-
YORK HOSPITAL - RCB55	Extended Stay Area	100 - GENERAL SURGERY	120 - ENT	748.5396384	917.75	374.2698192	462.17	360.9230769	500.58	0	10.5	122.6%	123.5%	138.7%	-
YORK HOSPITAL - RCB55	Intensive Care Unit	192 - CRITICAL CARE MEDICINE		2731.666667	3929.75	248.3333333	175	2062.5	3190.92	187.5	77	143.9%	70.5%	154.7%	41.1%
YORK HOSPITAL - RCB55	Short Stay Ward	300 - GENERAL MEDICINE		1755.483871	1488.67	1316.612903	1146.33	644.4972973	640.5	644.4972973	619.42	84.8%	87.1%	99.4%	96.1%
YORK HOSPITAL - RCB55	G1	502 - GYNAECOLOGY		1497.079277	1472.75	748.5396384	748	564.9230769	660	282.4615385	508.92	98.4%	99.9%	116.8%	180.2%
YORK HOSPITAL - RCB55	G2	501 - OBSTETRICS		1232.307692	1128.5	616.1538462	488	535.8933718	649	267.9466859	472.5	91.6%	79.2%	121.1%	176.3%
YORK HOSPITAL - RCB55	G3	501 - OBSTETRICS		442.5	773	221.25	302.5	300.9166667	633.25	0	0	174.7%	136.7%	210.4%	-
ARCHWAYS INTERMEDIATE CARE UNIT	Archways	925 - COMMUNITY CARE SERVICES		900	763.25	1125	1012.5	345	331.25	690	660.5	84.8%	90.0%	96.0%	95.7%
MALTON COMMUNITY HOSPITAL - RCBL8	Fitzwilliam	925 - COMMUNITY CARE SERVICES		855	978	1496.25	1771.42	627.7857143	682	627.7857143	682	114.4%	118.4%	108.6%	108.6%
SELBY AND DISTRICT WAR MEMORIAL HOSPITAL - RCB07	Inpatient Unit	925 - COMMUNITY CARE SERVICES		1050.108538	941.75	1050.108538	997.92	308.4782609	320.51	616.9565217	657.58	89.7%	95.0%	103.9%	106.6%
ST HELENS REHABILITATION HOSPITAL - RCBTV	St Helens	430 - GERIATRIC MEDICINE		863.5135135	813	1079.391892	974.5	327.2727273	345	327.2727273	345.08	94.2%	90.3%	105.4%	105.4%
WHITBY COMMUNITY HOSPITAL - RCBG1	War Memorial	925 - COMMUNITY CARE SERVICES		900	816.5	1350	1068.75	360	341	720	627	90.7%	79.2%	94.7%	87.1%
WHITBY COMMUNITY HOSPITAL - RCBG1	Abbey	925 - COMMUNITY CARE SERVICES		637.5	711	1062.5	1022	344	341	344	362	111.5%	96.2%	99.1%	105.2%
BRIDLINGTON AND DISTRICT HOSPITAL - RCBNH	Johnson	430 - GERIATRIC MEDICINE		890.625	937	1246.875	1188.67	550.8870968	566.83	275.4435484	314.75	105.2%	95.3%	102.9%	114.3%
BRIDLINGTON AND DISTRICT HOSPITAL - RCBNH	Kent	110 - TRAUMA & ORTHOPAEDICS		742.96875	970.75	594.375	738.75	257.3125	336	0	294	130.7%	124.3%	130.6%	-
BRIDLINGTON AND DISTRICT HOSPITAL - RCBNH	Waters	430 - GERIATRIC MEDICINE		1079.6875	904	1079.6875	1063.24	667	640.5	333.5	366.25	83.7%	98.5%	96.0%	109.8%
ST MONICAS HOSPITAL - RCB05	St Monicas	925 - COMMUNITY CARE SERVICES		495.8333333	488.08	750.8333333	616.5	372	360	372	360	98.4%	82.1%	96.8%	96.8%

Hospital Site name	Ward name	Main 2 Specialties on each ward		Registered midwives/nurses		Care Staff		Registered midwives/nurses		Care Staff		Average fill rate - registered nurses/midwives (%)	Average fill rate - care staff (%)	Average fill rate - registered nurses/midwives (%)	Average fill rate - care staff (%)
		Specialty 1	Specialty 2	Total monthly planned staff hours	Total monthly actual staff hours	Total monthly planned staff hours	Total monthly actual staff hours	Total monthly planned staff hours	Total monthly actual staff hours	Total monthly planned staff hours	Total monthly actual staff hours				
SCARBOROUGH GENERAL HOSPITAL - RCBCA	Ann Wright	430 - GERIATRIC MEDICINE		1347.5	1055.42	1122.916667	1313.5	652.6666667	682	326.3333333	479	78.3%	117.0%	104.5%	146.8%
SCARBOROUGH GENERAL HOSPITAL - RCBCA	Ash	100 - GENERAL SURGERY		923.8565489	742.25	739.0852391	577.75	546.5488565	408.5	0	10.5	80.3%	78.2%	74.7%	-
SCARBOROUGH GENERAL HOSPITAL - RCBCA	Beech	300 - GENERAL MEDICINE		1780.645161	1353.92	1558.064516	1341.94	1060.363636	924	706.9090909	561	76.0%	86.1%	87.1%	79.4%
SCARBOROUGH GENERAL HOSPITAL - RCBCA	Cherry	300 - GENERAL MEDICINE	430 - GERIATRIC MEDICINE	2065.836299	1730.17	1652.669039	1231	1405.803571	1412.25	1124.642857	1196.67	83.8%	74.5%	100.5%	106.4%
SCARBOROUGH GENERAL HOSPITAL - RCBCA	Coronary Care Unit	320 - CARDIOLOGY		2383.191654	2062.25	433.3075734	416.25	1334.857143	1152	333.7142857	385	86.5%	96.1%	86.3%	115.4%
SCARBOROUGH GENERAL HOSPITAL - RCBCA	Chestnut	301 - GASTROENTEROLOGY	300 - GENERAL MEDICINE	1774.285714	1570.75	1330.714286	1259.75	698.2857143	757.33	698.2857143	671	88.5%	94.7%	108.5%	96.1%
SCARBOROUGH GENERAL HOSPITAL - RCBCA	Duke of Kent	420 - PAEDIATRICS		1260	1194.67	315	424.83	461	660	230	319	94.8%	134.9%	143.2%	138.7%
SCARBOROUGH GENERAL HOSPITAL - RCBCA	Maple	100 - GENERAL SURGERY		2146.428571	1782.47	1502.5	1081	1229.904762	952.67	614.952381	608.42	83.0%	71.9%	77.5%	98.9%
SCARBOROUGH GENERAL HOSPITAL - RCBCA	Haldane	100 - GENERAL SURGERY	502 - GYNAECOLOGY	1298.571429	1276.25	1082.142857	921.5	641.8095238	671.5	320.9047619	346.5	98.3%	85.2%	104.6%	108.0%
SCARBOROUGH GENERAL HOSPITAL - RCBCA	Holly	110 - TRAUMA & ORTHOPAEDICS		1244.073456	1122.42	1036.72788	1190.25	602.4540902	651	602.4540902	672	90.2%	114.8%	108.1%	111.5%
SCARBOROUGH GENERAL HOSPITAL - RCBCA	Intensive Therapy Unit	192 - CRITICAL CARE MEDICINE		2290.521327	1771	381.7535545	176	1562.5	1643	0	0	77.3%	46.1%	105.2%	-
SCARBOROUGH GENERAL HOSPITAL - RCBCA	Oak	430 - GERIATRIC MEDICINE		1785.826772	1367.76	1562.598425	1579.5	680.5294118	778.5	680.5294118	765.08	76.6%	101.1%	114.4%	112.4%
SCARBOROUGH GENERAL HOSPITAL - RCBCA	Stroke	430 - GERIATRIC MEDICINE		1723.660714	1413.09	861.8303571	906.84	1009.775785	998	336.5919283	375	82.0%	105.2%	98.8%	111.4%
SCARBOROUGH GENERAL HOSPITAL - RCBCA	Hawthorn	501 - OBSTETRICS		838.4305835	758.75	419.2152918	338.5	588.3295964	702.75	0	276	90.5%	80.7%	119.4%	-
BRIDLINGTON AND DISTRICT HOSPITAL - RCBNH	Lloyd	100 - GENERAL SURGERY		1035	701.17	863	110.58	90	52.5	90	31.5	67.7%	12.8%	58.3%	35.0%
WHITE CROSS REHABILITATION HOSPITAL - RCBP9	Whitecross Court	430 - GERIATRIC MEDICINE		879.9107143	805.5	1099.888393	1020	333.8461538	612	333.8461538	339	91.5%	92.7%	183.3%	101.5%
YORK HOSPITAL - RCB55	24	430 - GERIATRIC MEDICINE		900.3353204	879.66	720.2682563	778.16	562.6153846	559.5	281.3076923	555.91	97.7%	108.0%	99.4%	197.6%
	Total			76479.32064	70707.23	52692.80432	49293.41	37699.40677	40693.85	23068.08314	27077.17				