

## Open and Honest Care in your Local Hospital



## Safe Staffing



Report for:

**The Christie**

**NHS Foundation Trust**

Sep-15

# Open and Honest Care at The Christie NHS Foundation Trust:

## Safe Staffing Report - September 2015

The Christie specialises in cancer treatment, research and education and is the largest cancer centre in Europe. Treating 44,000 patients a year from across the UK, it became the first UK centre to be officially accredited as a comprehensive cancer centre and has its own dedicated hospital charity. The Christie employs 2,750 staff, all of whom are determined to provide the best possible cancer care and patient experience. Our organisation is committed to improving quality and delivering safe, effective and personal care, within a culture of learning and continuous service improvement.

**Getting the right staff with the right skills to care for our patients all the time is our priority**

This report is based on information from September 2015. The information is presented in three key categories: planned vs actual staffing, hospital overview, breakdown by ward and any actions taken. This information is complimented by the bed occupancy of the Trust which enables the senior nurse to make informed decisions on where to place a patient based on patient acuity, clinical speciality and ward staffing levels.

**NB:** This report should be read in conjunction with the Open and Honest Care - Patient Harms Report for the corresponding month.

## Staffing levels

### Planned vs Actual Hospital Overview

**Planned** staff means the number of staff, both registered nurses and care staff, required for each shift identified within the current funded establishment.

**Actual** staff means the number of staff, both registered nurses and care staff, in attendance for each shift

		DAY	NIGHT
		Hours	Hours
Registered Nurses	Total monthly PLANNED	16376.5	9874
	Total monthly ACTUAL	15964	9313.5
	Average Fill Rate %	97.5%	94.3%
Care Staff	Total monthly PLANNED	6704	2789
	Total monthly ACTUAL	6310	2675.75
	Average Fill Rate %	94.1%	95.9%
ALL Staff	Total monthly PLANNED	23080.5	12663
	Total monthly ACTUAL	22274	11989.25
	Average Fill Rate %	96.5%	94.7%

## Breakdown per ward

### Registered Nurses

	DAY			NIGHT		
	Hours Planned	Hours Actual	% Fill Rate	Hours Planned	Hours Actual	% Fill Rate
Critical Care Unit	1676	1643	98.0%	1410	1398.25	99.2%
Admissions Unit	2346.5	2314.5	98.6%	1125	1112.5	98.9%
Palatine Trt Centre	3308.5	3185	96.3%	2075	1950	94.0%
10 Ward-Surg Onc Unit	1587	1600.5	100.9%	1045.75	987	94.4%
11 Ward	1999.5	1884	94.2%	1139.75	1010.5	88.7%
12 Ward	2154.5	2106.5	97.8%	1151.5	1116.25	96.9%
03 Ward	928	928	100.0%	669.75	669.75	100.0%
04 Ward	2376.5	2302.5	96.9%	1257.25	1069.25	85.0%
<b>TOTAL</b>	<b>16376.5</b>	<b>15964</b>	<b>97.5%</b>	<b>9874</b>	<b>9313.5</b>	<b>94.3%</b>

### Care Staff

	DAY			NIGHT		
	Hours Planned	Hours Actual	% Fill Rate	Hours Planned	Hours Actual	% Fill Rate
Critical Care Unit	12.5	12.5	100.0%	0	0	0.0%
Admissions Unit	824	754.5	91.6%	462.5	462.5	100.0%
Palatine Trt Centre	981.5	767	78.1%	587.5	462.5	78.7%
10 Ward-Surg Onc Unit	1147.5	1091	95.1%	364.25	364.25	100.0%
11 Ward	1061.5	1061.5	100.0%	317.25	352.5	111.1%
12 Ward	1208	1168	96.7%	376	364.25	96.9%
03 Ward	442	442	100.0%	293.75	293.75	100.0%
04 Ward	1027	1013.5	98.7%	387.75	376	97.0%
<b>TOTAL</b>	<b>6704</b>	<b>6310</b>	<b>94.1%</b>	<b>2789</b>	<b>2675.75</b>	<b>95.9%</b>

## Action taken

Throughout September 95.9% of the required hours were filled with the planned numbers of registered nurses and care staff.

Where the actual staff numbers were less than the planned staff numbers the ward team followed an agreed escalation process based on the acuity and dependency of care required and a review of the bed occupancy. This has included using the hospital bank to support the patient acuity levels. There are daily planned staffing reviews as well as a review of the hospitals activity.

There has over the month been a fall in staffing numbers in the night time hours. These staffing issues were all escalated in line with the policy to the Matrons and the Matrons have worked across the organisation to look at skill mix, patient acuity to maintain safe staffing levels and this has included warding out of ward nursing staff and using the healthcare assistant bank to provide extra support. I have been advised by the Matrons that the staffing levels have been managed appropriately and patient care has not been compromised.

The recruitment open day on the 3rd October was well attended and all registered and unregistered vacancies were filled.

During this month the ward leaders and Matrons did not escalate any staffing issues to the Director of Nursing & Quality. Where actual staffing numbers were less than planned the staff followed an agreed escalation process based on the acuity and dependency of care required.