

## Open and Honest Care in your Local Hospital



## Safe Staffing



Report for:

**The Christie**

**NHS Foundation Trust**

Sep-16

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

## Safe Staffing Report - September 2016

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 2016. 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	16425.5	11116.75
	Total monthly ACTUAL	15819	10397.5
	Average Fill Rate %	96.3%	93.5%
Care Staff	Total monthly PLANNED	7218.5	2623.5
	Total monthly ACTUAL	6781.5	2690.25
	Average Fill Rate %	93.9%	102.5%
ALL Staff	Total monthly PLANNED	23644	13740.25
	Total monthly ACTUAL	22600.5	13087.75
	Average Fill Rate %	95.6%	95.3%

## Breakdown per ward

### Registered Nurses

	DAY			NIGHT		
	Hours Planned	Hours Actual	% Fill Rate	Hours Planned	Hours Actual	% Fill Rate
Critical Care Unit	1757.5	1725	98.2%	1662.5	1625	97.7%
Palatine Ward	2808	2665	94.9%	1900	1712.5	90.1%
Ward 10	1606	1541.5	96.0%	1362.5	1350	99.1%
Ward 11	1975.5	1919.5	97.2%	1374.75	1233.75	89.7%
Ward 12	2335.5	2271.5	97.3%	1386.5	1304.25	94.1%
Ward 4	2670.5	2488	93.2%	1621.5	1363	84.1%
Oncology Assessment Unit	2454	2398	97.7%	1125	1125	100.0%
Ward 1	818.5	810.5	99.0%	684	684	100.0%
<b>TOTAL</b>	<b>16425.5</b>	<b>15819</b>	<b>96.3%</b>	<b>11116.75</b>	<b>10397.5</b>	<b>93.5%</b>

### Care Staff

	DAY			NIGHT		
	Hours Planned	Hours Actual	% Fill Rate	Hours Planned	Hours Actual	% Fill Rate
Critical Care Unit	480	480	100.0%	0	0	0.0%
Palatine Ward	916.5	845	92.2%	600	537.5	89.6%
Ward 10	1064.5	1056	99.2%	375	375	100.0%
Ward 11	928	847	91.3%	376	517	137.5%
Ward 12	1319	1158.5	87.8%	329	329	100.0%
Ward 4	1222.5	1147.5	93.9%	493.5	481.75	97.6%
Oncology Assessment Unit	834.5	834.5	100.0%	450	450	100.0%
Ward 1	453.5	413	91.1%	0	0	0.0%
<b>TOTAL</b>	<b>7218.5</b>	<b>6781.5</b>	<b>93.9%</b>	<b>2623.5</b>	<b>2690.25</b>	<b>102.5%</b>

## Action taken

Throughout September 95.5% 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.

Two wards show a fill rate of less than 90% for registered staff on overnight shifts. On both wards this was due to a combination of sickness and vacancies. Both wards were assessed daily for acuity and dependency and at no point either ward was left at an unsafe staffing level.

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.