

Staffing: Nursing, midwifery and care staff

April 2015

South Tyneside NHS Foundation Trust has led the way in the North East with our Open and Honest programme and is determined to take the same approach with Open and Honest Staffing.

The monthly report identifies staffing fill rates to demonstrate nursing and midwifery and care staffing levels. Fill rates of 100% mean that all planned staff were on duty. Fill rates of greater than 100% represent increased staffing levels to meet unplanned demand to meet patient care needs. Fill rates of less than 100% reflect unplanned sick leave, vacancies or when staff are moved to work in another clinical area due to low occupancy rates on their area, or where demands are higher in another area.

Where there are fill rates of less than 80% or above 150% we have provided additional information relating to that area to outline the reasons for this.

We make reference to the bed occupancy where this is relevant. Bed occupancy identifies how many patients we cared for on that ward or unit at midnight over the calendar month. It identifies how many beds are occupied by patients at midnight and this is converted to a % based on the number of beds available for that ward / unit. The lower the percentage the more empty beds there were over the calendar month. When there is reduced bed occupancy this can be a reason why the fill rates are lower than planned.

These are the overall Trust figures (South Tyneside District Hospital, Primrose Hill Hospital, Monkton Hall Hospital and St Benedict's Hospice)

| Trust | Day | | Night | |
|-------------------------------------|---|------------------------------------|---|------------------------------------|
| | Average fill rate - registered nurses/ midwives (%) | Average fill rate - care staff (%) | Average fill rate - registered nurses/ midwives (%) | Average fill rate - care staff (%) |
| South Tyneside NHS Foundation Trust | 88.5% | 94.6% | 98.0% | 107.0% |

| Ward 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 (%) |
| ASU - Acute Stroke Unit | 86.1% | 102.7% | 103.3% | 121.3% |
| EAU - Emergency Admission Unit | 91.9% | 106.0% | 101.1% | 96.7% |
| ITU / HDU | 88.9% | N/A | 101.3% | N/A |
| Primrose Ward | 98.5% | 75.4% | 101.7% | 98.3% |

Primrose ward was relocated from Primrose Hill Hospital in February to facilitate increasing the bed numbers at STDH to support winter pressures. Primrose ward at STDH has a potential capacity of 29 beds although was operating below this capacity during April. The low care staff fill rates on day duty were compensated by registered nurse fill rates being optimal at over 98%.

| | | | | |
|--|---------------|---------------|---------------|---------------|
| Special Care Baby Unit | 77.0% | 51.4% | 91.7% | 66.7% |
| <i>Recent changes in the system to allow for staffing taking breaks have led to changes in the planned levels of staff in eRoster; the numbers of nurses required have increased. The current establishment in SCBU is being managed to meet these changes with support from paediatric nurses and some joint cover being provided. Although the fill rates for registered nurses on day duty appear to be reduced in April the actual number of nurses on shift has increased. The bed occupancy was 56.7% in April with the average number of cots occupied being 4.</i> | | | | |
| Ward 1 | 93.2% | 103.8% | 95.0% | 96.7% |
| Ward 10 | 85.6% | 72.4% | 100.0% | 100.0% |
| <i>Fill rates for care staff were reported as low in April. The clinical operational manager suspected this was inaccurate and therefore an investigation was started. It was uncovered that there was a fault with the electronic roster rather than a reduction in the number of staff. This is now being rectified.</i> | | | | |
| Ward 19 | 86.4% | 93.5% | 100.0% | 101.7% |
| Ward 2 | 73.7% | 127.8% | 100.0% | 183.3% |
| <i>There have been a number of staffing changes on Ward 2 that have led to a temporary reduction in the level of registered nurses; active recruitment is underway to address these issues as quickly as possible. Further interviews will be held during May. One new band 6 nurse is about to complete her induction with another band 6 now in post. A new clinical operational manager has been appointed to ward 2 in May; she will act into the now vacant band 7 ward manager role until a new band 7 is appointed. The ward is supported by help from other wards and teams which is recorded in the fill rates.</i> | | | | |
| Ward 3 | 86.2% | 89.5% | 99.2% | 98.0% |
| Ward 5 | 86.0% | 89.5% | 100.0% | 100.0% |
| Ward 6 / CCU (Coronary Care Unit) | 87.9% | 106.9% | 100.0% | 100.0% |
| Ward 7 | 92.3% | 141.9% | 96.3% | 97.8% |
| Ward 9 | 96.7% | 88.7% | 85.8% | 160.3% |
| <i>Higher than planned levels of care staff on night duty reflect the demand for one to one support for patients on the ward with particularly challenging and complex needs.</i> | | | | |
| Delivery Suite | 91.0% | 94.2% | 100.1% | 100.0% |
| Ward 22 | 104.9% | 81.4% | 95.5% | 100.0% |
| Elmville | 124.6% | 91.3% | 67.3% | 93.8% |
| <i>Due to closure of the short breaks service for two days (3 nights) in April to accommodate staff training, and the ability to flex the level of service offered to meet patient demand, registered nurse fill rates fell below the originally planned level on night duty.</i> | | | | |

St Benedicts**77.8%****68.6%****101.7%****96.7%**

There is on-going work between the clinical operational manger and the eRoster team to ensure that the planned hours set in the eRoster system are accurate and meet the needs of the patients safely. This work is expected to be completed during in April. One band five nurse has been appointed but is yet to take up their post.