

Ward and Community Nursing Team Assurance for May 2014

Purpose of the report

This report is to provide assurances for nursing team standards to the Board of Directors using agreed indicators. Indicators considered for wards are in appendix 1.

Findings

Indicator	RAG rating
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**Weekly worked numbers:
Were our wards safe? Yes**

As described in the table below for week commencing 5th May the instances when staffing numbers were correct was at 84.6% when combining all Business Units. During the week commencing 5th May 2014, 1198 shift requirements (instances) were reviewed.

	Total Reviewed	Instances when staffing numbers correct	Instances when staffing numbers correct - plus instances where reduced patient numbers reported	Instances when staffing numbers correct (%)	% Instances when staffing numbers correct - plus instances where reduced patient numbers reported
Medicine	651	560	603	86.0%	92.6%
Surgery	315	244	298	77.5%	94.6%
Child Health	130	141	144	88.1%	110.8%
Community	72	69	69	95.8%	95.8%
TOTAL	1198	1014	1114	84.6%	93.0%

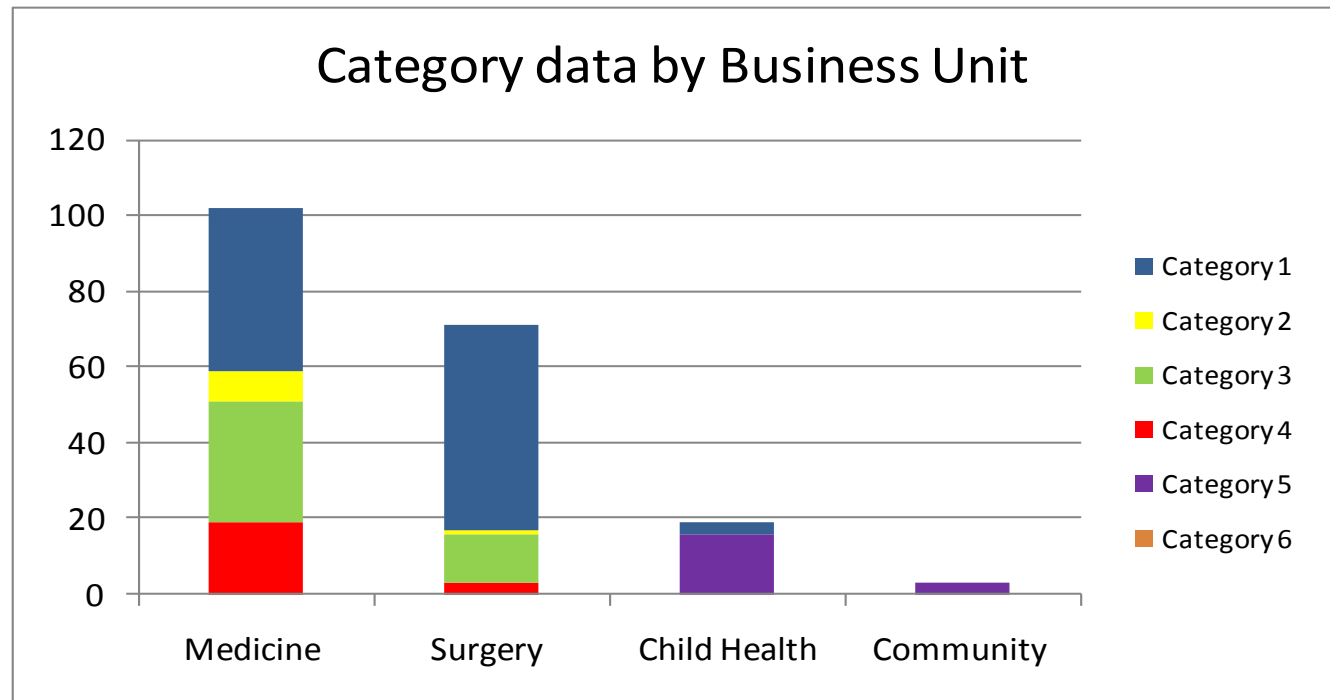
The following table shows the % of staff on duty and the % of registered nurses. Individual ward % scores are recorded as 'staff rostered' in the appendix 1.

Business unit	Total Staff on Duty %	Total Qualified staff on duty %
Medicine	101.3%	94.5%
Surgery	102.6%	96.3%
Child Health-in patient	107.6%	106%
Community-in patient	101.5%	103%
TOTAL	103.3%	99.95%

Incidents of category 4 (insufficient numbers) reported for May totals 22, this is a significant decrease from April. 15 of these category 4 incidents are reported for North Tyneside Elderly and Respiratory Medicine. 4 at Blyth Community Hospital and 3 from Surgery at Wansbeck. The category 4s reported were due to staff sickness and increased patient dependencies.

Decision was taken to reduce bed numbers on Ward 3 at North Tyneside and Matrons continue to undertake a daily review each ward, and move staff and seek addition support from nurse bank.

The table below shows this breakdown by Business Unit.



Admissions and occupancy levels have remained high during May across most specialties.

The data for the audit is collected over one week a calendar month and is commented upon by the OSM's and Matrons. For both measures where staff numbers are reduced the OSM/Matron categorises the staffing issue – categories 1-3 being that the ward was adequately covered and there was a reduction in beds, beds closed or patient dependency is assessed as being reduced, or category 4 where there was an assessment that more staff were needed but not available. This category might also be used if the ward had the agreed numbers but had additional requirements such as the need for 1:1 nursing and additional staff were not available.

The detail of both measures for each ward must be considered together to monitor numbers and skill mix. A full report of the monthly worked numbers audit goes to the Deputy Directors and Chief Matrons to comment for this report plus is shared at Senior Nurses Forum on a monthly basis.

The quality assurance for the audit is also taken from the DATIX reporting available to all staff.

There were 9 DATIX staff shortage reports completed in May.

Ward 4 Hexham – in hours	1
Ward 3 North Tyneside – evening & night duty	3
SAU North Tyneside – in hours	1
Ward 7 Wansbeck – night duty	1
MAU Wansbeck – night duty	2
Ward 10 Wansbeck – in hours	1
Totals:	9

Incidents reported were as a result of short term staff absence and unplanned additional staff requirements:

- **Ward 4** - patient requiring 1:1 observation due to them being assessed as being at high risk of falling. Following review by Matron an additional nurse was arranged.
- **Ward 3** – staff sickness and increased dependency of patients. Supported by Matron, and Night Nurse Practitioner as well as allocating staff from other clinical areas .
- **SAU** – deterioration of patient requiring additional support, Outreach and consultant attended.
- **Ward 7** – staff nurse moved at midnight to support opening of RATU, arranged by Night Nurse Practitioner and on-call manager.
- **MAU** – increased workload and patient dependency 19/20th May, supported by one of the Night Nurse Practitioner who worked on unit.
- **Ward 10** – increased workload reported retrospectively.

Matrons complete daily ward rounds, pick up and issues, respond to the situations as they arise, and report / escalate any staffing issues. These ward rounds plus the audit / indicators above provide the assurance for ward staffing.

In addition, Matrons have been asked to report any known shortages of staff in advance and when rosters are published (3 – 9 weeks in advance) as well as reporting imminent shortages of staff to the Deputy and Executive Director of Nursing as well as into the Business Unit governance and management structures.

Summary

	Total Shifts Reviewed	Under staffed	Acceptable Staffing levels			Over staffed	Instances when staff numbers were sufficient to meet demand
			Lower caseload or work retasked or rescheduled	Average caseload demand	Higher caseload or staff available to absorb rescheduled work		
Out of Hours - Northumberland	14	0%	0%	79%	21%	0%	100%
Out of Hours - North Tyneside	14	0%	0%	100%	0%	0%	100%
District Nursing - Northumberland	22	0%	32%	27%	41%	0%	100%
District Nursing - North Tyneside	22	0%	50%	36%	14%	0%	100%
Total	72	0%	25%	54%	21%	0%	100%

Commentary

The Community Nurse Worked Numbers across North Tyneside and Northumberland for this month were sufficient to meet the demand of the service.

Short term sickness in Wallsend and Whitley Bay required some retasking of work in those areas with minimum impact on service delivery. A mixture of short and long term sickness in Central Northumberland area resulted in retasking of some work in this area.

The reason for higher numbers of staff being available was a consequence of fewer staff on annual leave or sickness than allowed for within the calculation.

Performance Dashboard

	Data period	Northumberland			North Tyneside			
		North	South East / Central	West	North Shields	North West	Whitley Bay	Wallsend
IR1s – top 3 themes	May-14	Pressure Ulcers, Medication, Treatment			Pressure Ulcers, Medication, Patient Information			
Patient satisfaction - Postal survey	Q4 - 2013/14 N/A by locality	96%			95%			
Patient satisfaction - Two Minutes of Your Time	Q4 - 2013/14 N/A by locality	97%			95%			
Hand hygiene compliance	Q4 2013/14	100%	99%	94%	99%	100%	100%	100%
Safety Thermometer - No of returns received	May-14	124	232	123	76	122	94	57
End of Life – No of patients	May-14	48	204	105	137	67	36	61
End of Life – No. of patients with Advance Care Plan decision recorded	May-14	32	161	68	108	52	27	51

Commentary

Appropriate action plans were introduced for those staff who achieved less than 100% during Hand Hygiene audits. These individuals have subsequently been tested and all achieved a satisfactory pass.

Hard Truths

A presentation was made to the Board of Directors and Governors on Wednesday 11 June 2014 on the outcome of the collection of planned and actual staffing levels across the Trust for the month of May 2014.

The wards that fell below 90% for qualified staff were highlighted (see table below).

Site	Ward	RGN Days	HCA Days	RGN Nights	HCA Nights
Rothbury		77%	81.3%	98%	100%
North Tyneside	2	89%	120.7%	92%	112.7
North Tyneside	5	89%	126.4%	100%	169.2%
North Tyneside	15	88%	90.2%	100%	92.3%
Wansbeck	5	85%	129.5%	100%	130.7%
Wansbeck	6	88%	95.7%	100%	90.3%
Wansbeck	8	86%	115.2%	100%	196%
Wansbeck	17	85%	92.3%	87%	100%
Wansbeck	11 (Obs)	89%	84.5%	64%	72%

One ward was 77% and an explanation was given there were no concerns the ward had reduced number of patients.

Staff are encouraged to complete DATIX of any shortage of staff and none of the above wards have been highlighted within our Ward Assurance Report as being short staffed.

Discussions with Business Units / Matrons / Ward Managers regarding the investment money of £1.49m for additional nursing posts has commenced. This in line with the Director of Nursing undertaking a six monthly review of the ward establishments. The outcome of the review and allocation of additional posts to the Business Units will be discussed at the Public Board of Directors meeting in July 2014.

Registered Nurse & Healthcare Assistant Open Vacancies as of 21 May 2014

There has been a significant reduction in vacancies across most Business Units.

BU	RN	HCA	Total	%
Med & Emergency Care	15.33 ↑	7.53 ↑	22.86 ↑	1.8%
Surgery & Elective Care	40.42 ↓	10.11	51.53 ↓	5.1%
Maternity	3 ↓	0.4	3.4 ↓	8.2%
Child Health	13.56	1.0	15.0 ↓	5.4%
Clinical Support	0	0	0 ↓	0
Community Services	22.03 ↓	0.8 ↓	22.83 ↓	4.7
Grand total	94.34	19.84	114.18 ↓	5.04%

Nurse recruitment process continues to be closely monitored by the Chief Matrons and the recruitment team, with 2 weekly meetings being held where all Business Units are represented.

On the 12 June, 32 adult branch student nurses that are due to qualify in September 2014 were interviewed. These individuals have undertaken most of their clinical placements with Northumbria and opted to undertake their final 6 month internship placement within Northumbria Healthcare. All were successful and were interviewed using the value based interview process, which rigorously tests candidates over a number of domains.

Appointments as follows:

- Community Business Unit – 9 new staff nurses
- Medicine & Emergency Care – 15 new staff nurses
- Surgical Business Unit – 6 new staff nurses

There were 2 other successful candidates who will be offered posts at a later date, as they will not complete their course until November.

Patient Experience – Real Time

In May the domain average for all our wards and areas was 9.57.

No ward was below the Trust standard of 9.

All wards continue to receive the feedback positively, share with clinical and managerial teams.

Health and well-being hotspots:

Occupational Health identified no hotspots for May.

Ward infection control accreditation:

6 areas fell below the Trust standard of 98% for the month of May 2014.

Wansbeck:

- MAU – 95% missed submission of hand hygiene audit
- SCBU – 90% missed submission of hand hygiene audit

North Tyneside:

- Ward 6 – 75% catheter care plan compliance, 1 patient
- Ward 7 – 75% catheter care plan compliance, 1 patient
- Ward 18 – 90% missed submission of hand hygiene and commode audits
- RATU – 86.9% missed submission of hand hygiene and commode audits

Matrons and Infection Control Team are working with the above wards to improve compliance and recent changes in nursing care documentation may have lead to deterioration in the audit of catheter care plans.

Overall there continues to be a significant improvement in ward accreditation scores.

All of the wards in the Community Hospitals and Hexham General Hospital achieved 100% accreditation during May.

There were 2 reported outbreaks during the month of May, this was Ward 2 & 3 at Blyth Community Hospital and this was related to Norovirus.

SUI / SLE / SCR:

During May there were 6 SUI registered regarding significant harm from a fall:

NTGH

- Ward 2 - Fractured neck of femur
- Ward 5 - Fractured shoulder
- Ward 5 – Fractured humerus
- Ward 18 – Fractured neck of femur

Wansbeck

- Ward 6 – Fractured wrist and neck of femur

Hexham:

- Ward 1 – Fractured femur

There was 1 SUI registered regarding pressure ulcers:

- Whalton Unit Morpeth – category 4 pressure ulcer to right heel

No SCR

No 'never events' involving nursing to report.

Complaints

No significant complaints registered during May regarding nursing care.

Hospital acquired pressure ulcers:

The Tissue Viability Team have reported for the below information from Datix for May, this data has been reviewed further by the Chief Matron for Medicine:

- 28, category 2s
- 0, category 3s
- 1, category 4s

There were 3 lesions that were recorded as ungradeable.

Heel damage continues to be seen in increasing numbers.

Tissue Viability Nurses and Matrons are working on improving data quality and ensuring that the numbers and categories are correct. A validation process has been introduced for Satiety Thermometer data and changes are being made to Datix to support improvements.

CQC concerns

There have been no new CQC concerns registered during May.

15 Steps Ward Assessments:

During May 4 clinical areas were inspected by the assessment team:

Ward / Service	Site	Business Unit	Date of 2014/15 Visit	2014/15 Visit Overall Outcome
Endoscopy	WGH	Surgery	12/05/14	Outstanding
Ward 17 – Respiratory Medicine	WGH	Medicine	12/05/14	Good
Ward 7 - Surgery	NTGH	Surgery	28/05/14	Good
Ward 3 – Elderly Medicine	NTGH	Medicine	19/05/14	Requires Improvement

From April all assessments reflect the 5 domains used in the CQC's inspections:

- Safe
- Effective
- Caring
- Responsive
- Well-led

And will be rated as, 'Outstanding', 'Good', 'Requires Improvement' or 'Inadequate'.

Hospital Ward Assurance Report Findings:

50 wards are reviewed as part of ward assurance. In May, 11 wards have been highlighted as triggering 2 or more domains; this again is a significant improvement compared to February and March, when 20 and 13 wards triggered.

Appendix 1 shows ward areas that have triggered in two or more domains.

All wards and teams highlighted month on month and are being closely monitored and supported by Matrons and OSM's.

Summary and conclusion

Ward 3 North Tyneside is being supported and monitored closely by Matron and management team. Reduced bed numbers remain on this ward. There have been issues regarding staff sickness (not work related) and an increase in patient dependency on this ward. All proposed admissions to this ward are reviewed by Ward Manager and Matron to ensure the ward can meet the needs of that patient.

The other 10 wards that have triggered have been discussed with Business Units and are not causing further concern, but are working to improve.

Business Unit	Hospital - Ward	Occupancy	Staffing				Safety & Quality				Infection Control				Pat. Exp.	Number of months in last 12 where ward triggered						
			Worked Numbers		Vacancies (Full-time equivalents)	SUI's & SLE'S (excluding PU's)	Tissue Viability		15 Steps		Accreditation Scores											
			Fully staffed instances	Covered shifts (only triggers if occupancy =< 50%)			Cat 2	Cat 3+	Ward inspections non-compliant outcomes (latest inspection in 14/15) (will only trigger if target missed in current month)	Review visit results (latest review) (will only trigger if review occurs in current month)	Clean commodes	Hand hygiene	Cannula audits	Catheter care plans			Outbreaks					
Target	-	<90%	Total	Band 5+ =<2	Total =<2.5	0	0	0	>="Good"	"Complete"	>=98%				0	>=9						
Medicine and Emergency Care	Blyth - Ward 2 - Elderly Medicine	98%	67% ↓	104% ↔	97% ↓	0	0	0	2 ↑	0	↑	Requires Improvement	Complete	100% ↔	100% ↔	100% ↔	100% ↑	1	9.21 ↓	5		
	Blyth - Ward 3 - Elderly Medicine	101%	81% ↓	106% ↑	105% ↑	0	0	0	5 ↓	0	↔		Complete	100% ↔	100% ↔	100% ↔	100% ↔	1	9.75 ↑	4		
	North Tyneside - Ward 2 - Elderly Medicine	95%	100% ↑	95% ↑	104% ↓	2	2	↔	1 ↓	0	↑	0	↑	Outstanding	96% ↓	100% ↔	100% ↔	100% ↔	0	9.44 ↓	8	
	North Tyneside - Ward 3 - Elderly Medicine	94%	48% ↓	67% ↓	96% ↔	1.53	2.19	0	↑	0	↑	0	↔	Requires Improvement	100% ↔	97% ↓	100% ↔	100% ↔	0	9.02 ↑	8	
	North Tyneside - Ward 18 - Respiratory Med	90%	91% ↓	112% ↓	101% ↓	0	0	0	↑	0	↑	0	↔		80% ↓	80% ↓	100% ↔	100% ↔	0	9.47 ↓	2	
	North Tyneside - Ward 24 - Respiratory Med	96%	67% ↑	84% ↓	89% ↔	0	0	0	↔	1 ↓	0	↔			100% ↔	100% ↔	100% ↔	100% ↔	0	9.71 ↑	2	
Emergency Surgery and Elective Care	Wansbeck - Ward 3 - Cardiology	99%	100% ↑	100% ↑	100% ↑	1.66	1.66	↔	1 ↓	0	↔	0	↔	Good	100% ↔	96% ↓	100% ↔	100% ↔	0	9.77 ↓	4	
	North Tyneside - Ward 6 - Gen Surgery	94%	95% ↓	114% ↑	112% ↑	4	4	↔	0	↔	1 ↓	0	↔	Partial	100% ↔	100% ↑	100% ↔	0% ↓	0	9.77 ↓	7	
	North Tyneside - Ward 9 - T&O	47%	86% ↓	89% ↓	105% ↓	1	1	↔	0	↔	2 ↓	1 ↓	↓	Good	None	100% ↔	100% ↔	100% ↔	100% ↔	0	9.63 ↑	7
	Wansbeck - Ward 4 - Gen Surgery	84%	67% ↔	86% ↓	97% ↓	1	1	↓	0	↔	1 ↓	0	↔	Partial	100% ↔	100% ↑	100% ↔	100% ↑	0	9.86 ↑	8	
	Wansbeck - Ward 6 - T&O	81%	95% ↑	97% ↑	110% ↑	0.8	0.8	↔	1 ↓	1	↑	0	↑	Partial	100% ↔	97% ↓	100% ↔	100% ↔	0	9.74 ↓	5	

Elderly Medicine
Elderly Medicine
Elderly Medicine
Elderly Medicine
Respiratory Med
Respiratory Med
Cardiology
Gen Surgery
T&O
Respiratory Med
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