

TRUST BOARD

Date of Meeting: 25/06/13	Agenda Item No: 6.2	Enclosure: 6
Intended Outcome:		
For noting	For information	For decision ✓
Title of Report: Ward Nursing Team Assurance for May 2013		
Aims: This report is to provide assurances for ward nursing standards to the Board of Directors using agreed indicators.		
<p>Executive Summary: This is the first draft of the nursing ward assurance report which covers the numbers of staff on duty, ward manager cover over five days, ward manager appraisal, mandatory training, qualified ratio of nursing staff, ward clerk cover, sickness rates qualified/unqualified and substantive consultant's/locums.</p> <p>As highlighted in recent inspections there are priority ward areas which require close monitoring due to the geographical layout of the wards and vacancies. The priority wards are; Overwater 1 and 2, Gable/CCU and across the Trust, Accident and Emergency, Critical Care and the acute frail elderly ward areas.</p> <p>This report will provide assurance to the Board of Directors for ward nursing teams using the above indicators.</p> <p>This new reporting format is replicated from Northumbria Health Care Foundation Trust and attempts to predict when specific ward areas are developing the potential to become problematic and therefore avoid issues by prompt intervention.</p> <p>The development of this assurance report and indicators are on-going and it is anticipated that by September 2013 all acute wards will be included in this report along with ward level complaints, patient experience and staff experience.</p> <p>No major cause for concern about any one ward, department or team has been highlighted.</p>		
Specific implications and links to the Trust's Strategic Aims:		
We deliver excellent clinical outcomes along closely integrated pathways		✓
We provide excellent patient-centred services		✓
We deliver excellence in safety, quality and regulatory compliance		✓
We deliver efficient care and work within budgets		✓
Recommendations: To approve the contents of the report.		
Prepared by: Lesley Carruthers Deputy Director of Nursing		Presented by: Lesley Carruthers Deputy Director of Nursing

**Ward Nursing Team Assurance for May 2013
Report for the Board of Directors
25 June 2013**

Purpose of the report

This is the first nursing ward assurance report which covers the numbers of staff on duty, ward manager cover over five days, ward manager appraisal, mandatory training, qualified ratio of nursing staff, ward clerk cover, sickness rates qualified/unqualified and substantive consultant's/locums.

The priority wards are; WCH, Overwater 1 and 2, Gable/CCU and across the Trust, Accident and Emergency, Critical Care and the acute frail elderly ward areas; Elm A,B,C, Willow A, Maple C and Jenkin.

The development of this assurance report and indicators is on-going and it is anticipated that by September 2013 all acute wards will be included in this report along with ward level complaints, patient experience and staff experience. This first report has focused on the priority ward areas as identified in the Keogh review and the CQC unannounced inspection based on the acute frail elderly ward areas where a judgment of non-compliance was received.

Findings

Indicator	RAG rating
<p>Weekly worked numbers for May 2013:</p> <p>Were our wards safe? Yes</p> <p>97% of the priority wards identified in the audit period for May 2013 were reported as having the agreed nursing numbers, ratio and skill mix. It must be noted that the use of nurse bank and extra hours were required to achieve this. In future reports this will be identified and reported separately in this report. This will also be monitored by the Deputy Director of Nursing (DDoN) at the weekly vacancy and rota review meetings where the Heads of Nursing and Business Unit Accountants will report to the DDoN on their vacancies and shortfalls and discuss plans in place to minimise risk and ensure patient safety.</p> <p>The table below is the audit of shifts reviewed in the priority ward areas as identified above;</p>	

	Total Shifts Reviewed	Instances when staffing numbers correct	Instances when staffing numbers correct (%)
Gable	651	651	100%
Jenkin	651	649	99%
CCU (WCH)	434	420	96%
ITU (WCH)	434	398	91%
Overwater 1	651	599	99%
Overwater 2	651	651	100%
A&E (WCH)	651	621	95%
Willow A	651	643	98%
Maple C	651	646	99%
Elm A	651	648	99%
Elm B	651	650	99%
Elm C	651	638	98%
ITU(CIC)	434	427	98%
A&E (CIC)	651	645	99%
TOTAL	8463	8286	97%

Serious Incidents & Complaints/Serious Case Review:

No major nursing team concerns involving these wards and departments for areas reported in this report have been expressed by the Medical Director or Director of Nursing when signing off investigations.

4 serious complaints were upheld pre May and none received in this reporting month. Emergency care and medicine CIC (4) Emergency care and medicine WCH (2) and Surgical and Elective care (CIC). Robust improvement plans are in place to address these concerns regarding communications and better handover. The patient experience improvement plan presented by the staff to the Trust Board last month is the way forward.

CQC Action Plan Cumberland Infirmary & West Cumberland Hospital

The acute frail elderly ward managers are on track with actions they have identified in response to the CQC unannounced inspection and are presenting their work to the Trust Board in June 2013. A progress report was shared with the Care Quality Commission on Friday 14 June and they were assured of the positive progress in place.

Director of Nursing Standards

The chart in Appendix 1 covers;

- the numbers of staff on duty
- ward manager cover over five days
- ward manager appraisal
- mandatory training
- qualified ratio of nursing staff
- sickness qualified/unqualified
- ward clerk

- substantive consultant's/locums
- qualified nurse vacancies.

This demonstrates that there are improvements to be made in relation to ward manager cover, and this is being addressed. Less sickness and more permanent members of the clinical team is required and a recruitment plan is in place for these team members.

Vacancies and recruitment remain a challenge for the Accident and Emergency at WCH and ITU, however a more proactive and promotional recruitment has led to an increase in applicants and interviews take place soon.

A rolling advertisement is in place for medicine and a targeted advert for Accident and Emergency which has seen an increase in number of applicants and interviews are planned W/C 01/07/13 at WCH.

Summary and conclusion

No major cause for concern relating to the ward areas across the Trust for any one ward, department or team has been highlighted.

L Carruthers
Deputy Director of Nursing

18 June 2013

*C= Complete, B= Booked, O=Overdue, sickness data for April 2013

APPENDIX 1

WCH

Ward	Ward Manager Days of Week		Ward Manager Appraisal		Ward Manager Mandatory Training completed			Qualified Ratio			Sickness Nursing Qualified			Sickness Nursing HCA			Substantive Consultants			Middle Grades			Ward Clerk Cover			Vacancies	
	>5	<5	C	B	C	B	O	>60	50-60	<50	<4%	4-5%	>5%	<4%	4-5%	>5%	90%>	75-90%	<75%	>90%	75-90%	<75%					
Rag Rating Criteria																										Band 5+	
A & E	7 days							81			5.67%			6.62%												128 hours	
Pillar/ Patterdale	7 days							71			4.62%			1.51%													
Honister								61			5.61%			4.64%													
Gable – Stroke								53			4.89%			7.25%												39.5 hours	
Gable – CCU								66			0.82%			3.91%												37.5 hours	
Jenkin								62			4.89%			2.75%													
Kirkstone								62			3.85			3.50%				Ortho									
ITU	7 days							89			6.94%			16.39%													37.5
Overwater 1								75			10.88%			12.79%												75 hours	
Overwater 2								68			4.87%			0%												75 hours	
Fairfield								75			5.36%			15.76%													
SCBU								94			0%																

North Cumbria University Hospitals NHS Trust

Ward CIC	Ward Manager Days of Week Cover		Ward Manager Appraisal		Ward Manager Mandatory Training completed			Qualified Ratio			Sickness Nursing Qualified			Sickness Nursing HCA			Substantive Consultants			Middle Grades			Ward Clerk cover			Vacancies		
	>5	<5	C	B	C	B	O	>60	50-60	<50	<4 %	4-5%	>5%	<4%	4-5%	>5%	90%>	75-90%	<75%	>90%	75-90%	<75%				Band 5 +		
A & E	7 day							86			4.25%			7.93%													0	
Larch AB	P/T							70			1.45%			12.50%												Extra Bank cover		
Larch C			B 20/6					57			1.19%			2.59%												Extra Bank cover		
Larch D	P/T							63			3.86%			1.43%												Extra Bank cover		
Maple C								80			0.93%			26.39%												Extra Bank cover	0	
Beech A								56			0.23%			0.78%														
Elm A								53			5.55%			4.48%														75 hours
Elm B	P/T							63			10.16%			9.93%												Elm B	18 hours	
Elm C	P/T							54			6.45%			4.18%												Elm B	0	
Willow A								57			1.77%			20.98%														30 hours
Willow B								66			1.14%			28.12%														
Willow C	P/T							61			4.53%			0.93%														16 hours
CCU								100																				PCI
Beech CD								72			4.95%			19.14%												24/7 req		
Beech B								74			9.67%			0.75%														

North Cumbria University Hospitals NHS Trust

Maple D B				65	MD 5.48%	9.62%		N/A		
					MB 8.54%	0.55%				
Aspen				73	1.14%	13.33%	1 locum covering sickness			
ITU	7 day			94	12.71%	0%				117 hours
Children's				70	7.82%	23.81%				
SCBU				66	7.01%	50%				