



# Safe Staffing Escalation for In-Patient Areas Policy (Nursing & Midwifery)

This procedural document supersedes: PAT/PS 18 v.1 – Safe Staffing Escalation for In-Patient Areas Policy (Nursing and Midwifery)



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Author/reviewer: (this version)	Lib Jones, Head of Nursing Workforce
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Approved by:	Heads of Nursing Meeting – 22 October 2015
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Target audience:	Nursing and Midwifery staff, Trust-wide

## Amendment Form

Please record brief details of the changes made alongside the next version number. If the procedural document has been reviewed **without change**, this information will still need to be recorded although the version number will remain the same.

Version	Date Issued	Brief Summary of Changes	Author
Version 2	24 November 2015	<ul style="list-style-type: none"> <li>• Update General Ward Escalation Process to reflect current processes</li> <li>• Update terminology - Matron on call altered to Duty Matron</li> <li>• Update processes to reflect current Operational Flow meeting</li> <li>• Update processes to reflect current temporary staffing planning and requests</li> </ul>	Lib Jones
Version 1	27 November 2014	This is a new procedural document as a result of two pieces of major guidance from the National Quality Board and NICE, please read in full.	Lib Jones

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**Flowchart 1 General Ward Escalation Process if Sudden Acute Staffing Shortfall**



**IN HOURS**  
 Consider:

1. Professional judgement of staffing needs
2. Utilise un-used hours
3. Realign rotas including skill mix needed, sharing of staff
4. Ring own part time staff
5. Ring Nurse bleep holder for unit support
6. Consider cancelling management time, training, students, time owing and short/long term leave plans
7. Contact NHSP
8. ACTION: Report on Bedstate and Patient Flow Meeting (via unit bleep) - exact shortage and plan
9. Report Red Flags using the incident reporting system

**OUT OF HOURS**  
 As above

Director of Nursing, Midwifery & Quality reports weekly to Executive Team and monthly to Board of Directors regarding exception and consequence

**Review Meeting at Speciality Level**

**IN HOURS**

1. Escalate to Matron responsible for ward
2. Check Level 1 complete. Review plans and risks identified. Review staffing across level of responsibility
3. Consider other registered nurses who can support e.g. specialist nurses and educators
4. Ask other Care Groups to review rotas and workload across sites
5. Short notice leave cancelled across site/organisation e.g. time owing, annual leave
6. Consider additional hours/overtime and agency
7. ACTION: Report on Bedstate and Patient Flow Meeting - exact shortage and plan
8. Escalate to Head of Nursing & Quality for site wide management
9. Ensure outcome of decisions is shared to the relevant managers

**OUT OF HOURS**  
 Escalate Clinical Site Manager / Duty Matron . Check Level 1 &2 carried out If unresolved refer to Senior Manager On Call/Executive Director on call for removal of Golden Key for Third Tier Agency

**Review Meeting with Decision Makers**  
 Head of Nursing and Quality  
 Director of Nursing or Deputy Director of Nursing, Chief Operating Officer or Deputy Chief Operating Officer, Clinical Lead, Care Group Director

**IN HOURS**  
 Consider:

- All non ward based nurses to work in clinical area has been explored
- closing beds
- cancelling planned admissions
- Internal ED divert
- External ED divert

Ensure outcome of decisions is shared to the relevant managers

**OUT OF HOURS**  
 SMOc to Escalate to Executive Director on Call

CONTACT DETAILS	
Director of Nursing, Midwifery & Quality	Ext 3183
DD Nursing, Midwifery & Quality	Ext 3884
Chief Operating Officer	Ext 3675
Deputy Chief Operating Officer	Ext 6500
Clinical Site Manager DRI Bleep 1393	BDGH Bleep 3235



## 1. INTRODUCTION

Nursing, Midwifery and Care Staff, working as part of a multi-disciplinary team, play a critical role in delivering safe, high quality care to patients and service users. The Doncaster and Bassetlaw Hospitals NHS Foundation Trust Strategy puts patients at the heart of all that we do. There is strong evidence from a range of recent reports (Hard Truths Department of Health 2013, Francis 2013, Keogh, 2013, Berwick, 2013) that having the right number of staff delivering care in the right place impacts positively on both clinical outcomes and patient experience. Addressing these issues ensures that we prioritise the safety and experience of our patients and staff.

In November 2013, the National Quality Board clearly articulated 10 expectations which require all NHS Trusts to ensure that nursing and midwifery staffing levels are safe and optimal at all times and across all areas. Central to these expectations is the requirement to publish staffing information in the public domain and to ensure that the roles and responsibilities of those with responsibility for responding to gaps in staffing establishments are clearly outlined.

In July 2014 the National Institute for Health and Care Excellence (NICE) published Safe staffing for nursing in adult inpatient wards in acute hospitals. It makes recommendations on safe staffing for nursing in adult inpatient wards in acute hospitals. It also identifies organisational and managerial factors that are required to support safe staffing for nursing, and indicators that should be used to provide information on whether safe nursing care is being provided in adult inpatient wards in acute hospitals.

## 2. PURPOSE

The purpose of this policy is to provide effective support to those staff who have responsibility for safe staff decision making on a shift by shift basis. It addresses the following questions:

- 1 - How do we know that there are enough staff deployed?**
- 2 - What do we do when there are not enough staff?**
- 3 - How and to whom is it escalated when there are concerns?**

The person in charge of the relevant area is responsible for assessing that staffing numbers are as expected on the rota and the ward / team is assessed as being safely staffed taking into consideration workload, patient acuity, dependency and skill mix.

## 3. DUTIES AND RESPONSIBILITIES

### 3.1 Director of Nursing, Midwifery and Quality

Report monthly staffing information to Board of Directors on expected vs. actual numbers of staff on duty on a shift by shift basis.

Provide assurance to the Board that there are effective nursing and midwifery workforce plans in place for all patient care pathways.

Hold Heads of Nursing/ Midwifery to account for having appropriate staffing capacity and capability on a shift by shift basis.

Agree with the Head of Nursing / Midwifery, changes in planned staffing levels.

Where staffing issues occur, ensure Datix; Trusts incident reporting system is completed to reflect staffing concerns and actions taken throughout the use of the Escalation Process if sudden day by day Acute Staffing Shortfall (see flowchart 1 on page 4).

With Chief Operating Officer, be part of Decision Making meeting at Level 3, chaired by Head of Nursing or Midwifery

Consider any Third Tier agency request following review of Escalation to Third Tier Agencies proforma, completed by the Matron /Head of Nursing and authorise the release of the Golden Key on NHSP booking system when there is sufficient evidence to do so. This duty is fulfilled by Chief Operating Officer / DDNM&Q in absence of DNMQ in hours and Executive Director on Call out of hours.

### **3.2 Head of Nursing Workforce**

Develop the nursing and midwifery leadership teams so that they can demonstrate an understanding of the principles of workforce planning and can use evidence based tools informed by professional judgement to develop workforce plans and make decisions about staffing safely.

Ensure that there are systems and processes in place to capture accurate data on establishment, staffing levels and skill mix. Support the Director of Nursing, Midwifery and Quality to report accurate and timely data to the Board of Directors.

### **3.3 Head of Nursing (HoN) and Midwifery (HoM)**

Develop a strategic workforce plan for nursing and midwifery to respond to vacancies and provide the required resource to fill them. The Heads of Nursing and Midwifery will ensure that the strategic workforce planning process forecasts the future nursing workforce requirements, taking into account changes to service, the acuity of patients accessing the services, matched to the bed plan, skill mix and will take into account the training, sickness and absence and existing vacancy rate.

Develop local processes that ensure staff work safely within the limits of their competency.

Approve prospective staffing plans with the Director of Nursing, Midwifery and Quality.

Reallocate staff across areas of responsibility to ensure safe levels throughout where the matron has been unable to do so.

Daily workforce planning across Care Group to ensure staff are distributed according to clinical need.

Chair the Review Meeting at level 3. This includes the correct people are involved to ensure appropriate decision making.

Where necessary, review clinical activity on the wards and consider use of non-ward based nurses e.g. corporate teams, educators; cancellation of all training, the cancellation of in-patient planned activity and closure of beds in collaboration with the Chief Operating Officer and Director of Nursing, Midwifery and Quality. Request for release to Third Tier Agency will also be considered.

Communicate use of corporate nurses through the DDNM&Q and cancellation of training and use of educators via Deputy Director of Education.

Identify with the corporate communication team and usual operational channels, a communication plan to ensure all staff are aware of decisions and how it will affect them

Undertake risk assessment for staffing issues, including vacancies, sickness and absence, excessive demands and document these on the Care Group Risk Register. The risk assessments and risk register entries must be under regular review to mitigate the risk, using the Red Flags reported and other quality indicators, such as patient experience contacts, surveys and the Quality Metrics for the departments concerned.

### **3.4 Out of Hours Senior Manager On-Call**

Review the actions taken to date by the Clinical Site Manager and Duty Matron and suggest any additional measures that may be taken to support the safety of patients.

Contact the executive director on call if unable to resolve the risks to patient safety.

Feedback outcome to staff involved in the escalation.

### **3.5 Matrons**

Ensure effective and efficient use of nurse staffing resources, including 24% headroom, to support safe, effective, fair staffing planned in advance by reviewing, revising and authorising the monthly roster.

Proactive daily workforce planning across patch to ensure staff are distributed according to clinical need.

Reallocate staff across area of responsibility to ensure safe levels throughout using the Escalation Process if Sudden Acute Staffing Shortfall (see flowchart 1 on page 4). This includes deployment of non-ward nurses.

Escalate to agency where NHSP are unable to fill shifts.

Escalate to Heads of Nursing/Midwifery, informing where areas of concerns are.

Feedback outcome to staff involved in the escalation.

### **3.6 Clinical Site Management Team/Duty Matron**

On a shift by shift basis the Clinical Site Manager will have an overview of staffing and patient acuity across the whole organisation. At the Operational Flow Meeting the site manager will be responsible for escalating staffing issues to the responsible care group. The Clinical Site Management Team will be responsible for ensuring that all actions pertinent to staffing shortage are enacted.

Out of hours, escalate to senior manager on call where actions by Clinical Site Management Team to triggered Red Flags identified in section 4.3 are insufficient.

Out of hours, Duty Matron escalates the requirement of Third tier Agency to the Executive on Call (request to release the Golden Key) having assessed the situation using the Escalation to Third Tier Agencies Proforma.

Feedback outcome to staff involved in the escalation.

### **3.7 Unit Bleep Holders**

On a shift by shift basis the unit bleep holder will have an overview of staffing and patient acuity and dependency within their area of responsibility.

Review staffing rosters within their unit of responsibility and consider using staff from other areas to support patient care.

Relay information to the Matron 'in hours' and Clinical Site Management Team at the Operational Flow Meetings Meeting throughout the 24 hour period.

Feedback outcome to staff involved in the escalation.

### **3.8 Ward Manager/Charge Nurse/Ward Clinical Co-ordinator**

Respond to unplanned changes to staffing e.g. Sickness.

Respond to changing patient acuity/dependency.

Escalate to Matron or out of hour's Clinical Site Manager where inadequate staffing levels vs. patient needs still exist.

Produce monthly staffing roster in line with e roster guidance.

Request NHSP replacement where nursing/midwifery shortages in planned rosters are identified.

### 3.9 All Staff

To ensure patient safety all staff must be aware that they may be moved to another area if required. This includes all staff who work for NHSP or with an agency.

Report episodes where staffing falls below plan to the Sister/nurse in charge/team leader.

Report absence as soon as possible, and always to the person in charge of the ward/team.

Incident reporting should be used to highlight when there is any actual harm caused by a shortfall of staff, or where there is a high risk identified that cannot be mitigated through the management actions taken through the escalation process. These types of incidents may be prompted from the examples in the Red Flags list in section 4.3.

## 4. PROCEDURAL INFORMATION

### 4.1 General Ward Escalation Process if Sudden Acute Staffing Shortfall

**4.1.1 See flowchart 1 on page 4.**

#### 4.1.2 Use of Operational Flow Meeting

In line with the Clinical Site Manager Team Operational Policy the site manager has an overall responsibility of a 24 hour overview of the staffing across the Trust.

The Operational Flow Meeting will be chaired on a rota basis by the Senior Manager on Call. Data will be updated throughout the day. A review of staffing and patient acuity and dependency by ward will take place at the Patient Flow meeting. The meeting will comprise of the clinical site manager, a care group representatives to enable decision making.

The meeting will use the information provided by the nurse in charge of the ward from the electronic bed state in order to exception report for the next 72 hours:

- Actual staffing against plan
- Specific ward based situations e.g. increased capacity due to Winter Pressures that may require additional staff

- Wards where a Red Flag has been triggered

A documented plan will be developed following the staffing briefing meeting which will be recorded as part of the daily situation report.

In hours any actions are the responsibility of the Matron of the area.

Out of hours any actions are the responsibility of the Clinical Site Management Team.

To maintain communication Trust wide, variance is reported to the Operational Flow Meeting.

#### **4.1.3 Safe Staffing levels for Midwives**

The Policy for Safe Staffing levels for Obstetricians, Midwifery and Support Staff (MSG181) includes The Maternity Services Escalation Plan and Suspension of Services Guidance can be found on the intranet (last reviewed July 2015).

## **4.2 Application to Practice – How do we know enough staff are deployed?**

### **4.2.1 Use of E Roster - Planning Ahead**

The Trust Allocate E Roster tool, is used to provide a prospective overview of staffing per shift per ward. Each ward has pre-determined threshold levels of staff, against which current staff levels are reviewed. These thresholds are reviewed on a quarterly basis and adjusted as necessary.

The purpose of the four weekly Fully Approve and Analyse Process is to provide an overview and status at a glance report of the actual number of staff rostered per shift against the number planned. It is completed by the matron every four weeks.

It is reviewed by the HON/HOM if any indicators are red. It provides a means of initiating response to identified staffing gaps in a timely and proactive way.

The Matron will review the staffing summary with all area matrons and where staffing numbers fall below plan will undertake:-

- Review all duty rotas across all clinical areas and consider using staff from other wards to support patient care.
- Assessment of overall skill mix of nursing, midwifery and support staff and utilise appropriately.
- Contact NHSP to support appropriate use of temporary staff.
- Contact Flexible staffing to request that additional staff are requested.
- Contact Part-time staff, who have indicated that they are willing to work additional hours.
- Review of all planned study/ annual leave and reschedule if risk assessment supports.
- Review the distribution of nurse specialists and non -ward based nurses/midwives/staff.

Where these actions have not resolved the staffing deficit the Matron will:-

- Approve additional hours, overtime and agency use as she considers professionally required.
- Refer to the HON/HOM who will review and distribute staff across the Care Group so that the whole Group has safe staffing levels or will be escalated to the Director of Nursing, Midwifery and Quality and a Datix incident report will be completed.

#### **4.2.2 Use of ward based staffing boards**

The purpose of the ward based staffing boards is to enable staff numbers to be displayed publically on each ward on a shift by shift basis. White boards and electronic boards have been placed at the entrance to all ward areas and must be updated by the nurse/ midwife in charge at every shift change.

In order to ensure a consistent approach to the use of Ward Staffing Information Boards a Standard Operating Procedure is to be used.

At the same time as the Ward Staffing Information Board is updated, the hours on each shift must be recorded on the Actual Staffing Template, to collate actual hours of staff in clinical practice. This will be superseded by the e roster tool as the e roster tool is used to record substantive and temporary staffing accurately and contemporaneously.

Each ward also has staffing boards at the bedside that will be up to date and includes name of nurse and doctor responsible for the patient's care at the time.

#### **4.2.3 'Real Time' management of staffing levels to mitigate risk**

The ward sister/charge nurse or their deputy will use their professional judgement to manage nurse/midwifery staffing levels on a day to day, shift by shift basis. They will use judgement to determine if the activity/ acuity of the ward is matched by the skill mix and levels of staff present in order to ensure safe effective care. This will include:

##### **Patient factors**

- Individual patients nursing needs (acuity and dependency) – further detail can be found in Table 1 below
- Holistic assessment of nursing needs taking into account specific nursing requirements and disabilities – further detail can be found in Table 2 below.

##### **Ward factors**

- Expected patient turnover (including planned, unscheduled admissions, discharges and transfers)
- Ward layout and size

##### **Nursing staff factors**

- Nursing activities and responsibilities, other than direct patient care e.g. communicating with relatives and carers, managing the nursing team and ward, professional supervision

and mentoring, communicating with and providing nursing clinical support to healthcare staff involved with the care of patients on the ward and undertaking audit, performance reviews, staff appraisals.

These activities and responsibilities may be carried out by more than one member of the nursing team.

Support from non-nursing staff e.g. the medical team, allied health professionals and administration also needs to be taken into account.

Table 1: Ongoing Nursing Care Activities that Affect Nursing Staff Requirements

	<b>Routine Nursing Care Needs</b>	<b>Additional Nursing Care Needs (about 20-30 minutes per activity)</b>	<b>Significant Nursing Care Needs (more than 30 minutes per activity)</b>
<b>Care Planning</b>	Simple condition and care plan	Complex condition or care plan (such as multiple comorbidities)	Attending multidisciplinary meetings
<b>Direct Contact and Communication</b>	Providing information and support to patients, including all emotional and spiritual needs	Complex multiple health needs	Difficulties with communication including sensory impairment or language difficulties
<b>Eating and Drinking</b>	Ensuring food and drink provided and consumed	Assistance with eating and drinking	Parenteral nutrition
<b>Fluid Management</b>	8-hourly IV fluids	IV fluids more frequently than 8 hourly or blood components	Complex fluid management (such as hourly or requiring monitoring in millilitres)
<b>Management of Equipment</b>	Simple intermittent (such as catheters, IV access)	Central lines, drains, stomas	Multiple lines, drains, ventilator support
<b>Medication</b>	Regular oral medication	IV medication or frequent PRN medication	Medication requiring complex preparation or administration, or 2 nursing staff
<b>Mobilisation</b>	No assistance needed	Assistance needed (such as post-op or during out of hours periods)	Mobilisation with assistance of 2 nursing staff
<b>Observations</b>	4–6 hourly	2–4 hourly	More frequent than 2 hourly
<b>Oral care</b>	No assistance needed	Assistance needed	Intensive mouth care needed (such as patient receiving chemotherapy)
<b>Skin and Pressure Area Care</b>	Less frequent than 4 hourly	2–4 hourly	More frequent than 2 hourly or requiring 2 nursing staff
<b>Toileting Needs</b>	No assistance needed	Assistance needed	Frequent assistance or 2 nursing staff needed
<b>Washing or Bathing and Dressing</b>	Minimal assistance with washing, dressing and grooming	Assistance with some hygiene needs by 1 member of the nursing staff	Assistance with all hygiene needs, or needing 2 nursing staff

Abbreviations: IV, intravenous; PRN medication, medication administered as needed

Note: these activities are only a guide and there may be other ongoing activities that could be considered

Table 2 – One-off Nursing Care Activities that Affect Nursing Staff Requirements

	<b>Routine Nursing Care Needs</b>	<b>Additional Nursing Care Needs (about 20-30 minutes per activity)</b>	<b>Significant Nursing Care Needs (more than 30 minutes per activity)</b>
<b>Admission</b>		Admission assessment	Complex admission assessment
<b>Care after death</b>			Arrangements after the death of a patient, including support for relatives and carers
<b>Discharge Planning</b>	Simple follow-up and transfer home	Coordination of different services	Organising complex services, support or equipment
<b>Patient and Relative Education and Support</b>	Routine teaching about condition, routine post-op care	Teaching about a significant new condition (such as diabetes, heart disease or cancer)	Teaching about a new complex or self-managed condition (such as dialysis, colostomies), or to patient or their carers or relatives who have difficulties with communication including sensory impairment or language difficulties
<b>Patient Escorts</b>	Routine escorts or transfers for procedures	Escorting a patient off a ward for 20-30 minutes	Escorting a patient off a ward for more than 30 minutes
<b>Procedures and Treatments</b>	Simple wound dressings, specimen collection	Catheterisation, nasogastric tube insertion, multiple wound dressings	Complex wound dressings (such as vacuum-assisted closure), tracheostomy care
Note: these activities are only a guide and there may be other one-off activities that also could be considered			

This judgement will be recorded by the ward sister, charge nurse and matron on the daily staffing sheet and collated by the Duty Matron on behalf of the Clinical Site Management Team in order to establish a site wide view of all the wards.

Each ward has pre-determined threshold levels of staff, against which current staff levels are reviewed to identify if action is required. These will be monitored against the Red Flags. If any Red Flag is triggered, the escalation process as outlined in Flow Chart 1 will be activated.

### 4.3 THE RED FLAGS

Red Flags are triggers to escalate clinical concerns and report incidents when there is a risk to quality and patient safety. They are summarised below:

- Unplanned omission in providing patient medications
- Delay of more than 30 minutes in providing pain relief
- Patient vital signs are not assessed or recorded as outlined in the care plan
- Inability to undertake regular checks on patients to ensure that their fundamental care needs are met as outlined in the care plan. This is often referred to as 'intentional rounding' and involves checks on aspects of care such as the following:
  - Pain: asking patients to describe their level of pain level using the pain assessment tool
  - Personal needs: such as scheduling patient visits to the toilet or bathroom to avoid risk of falls and providing hydration
  - Placement: making sure that items a patient needs are within easy reach
  - Positioning: making sure that the patient is comfortable and the risk of pressure ulcers is assessed and minimised
- Less than 2 registered nurses present on a ward during any shift.
- A shortfall of more than 8 hours or 25% (whichever is reached first) of registered nurse time available compared with the actual requirement for the shift e.g. if a shift requires 40 hours of registered nurse time, a red flag event would occur if less than 32 hours of registered nurse time is available for that shift. If a shift requires 15 hours of registered nurse time, a red flag event would occur if 11 hours or less of registered nurse time is available for that shift (which is the loss of more than 25% of the required registered nurse time).

## 5. ABBREVIATIONS

HoM – Head of Midwifery

HoN – Head of Nursing

RM – Registered Midwife

RN – Registered Nurse

NHSP - National Health Service Professionals

## 6. REFERENCES

Berwick (2013) *A Promise to learn-a commitment to act, Improving the Safety of Patients in England*. National Advisory Group on the Safety of Patients in England

Francis (2013) *Report of the Mid-Staffordshire NHS Foundation Trust Public Enquiry* London. The Stationary Office

Keogh Review (2013) *into the quality of care and treatment provided by 14 hospital Trusts in England*. NHS England

National Quality Board (2013) *How to ensure the right people, with the right skills, are in the right place at the right time - A guide to nursing, midwifery and care staffing capacity and capability*. NHS England

NICE (2014) *Safe staffing for nursing in adult inpatient wards in acute hospitals*. NICE

## 7. ASSOCIATED DOCUMENTATION

Roster Policy (Nursing and Midwifery) – CORP/EMP 35

Doncaster & Bassetlaw Hospitals NHS Foundation Trust - Escalation Plan and Suspension of Services Guidance 78 (v 12 last reviewed August 2014).

Doncaster & Bassetlaw Hospitals NHS Foundation Trust - Standard Operating Procedure for Ward Staffing Information Boards.

Doncaster & Bassetlaw Hospitals NHS Foundation Trust - The Policy for Safe Staffing levels for Obstetricians, Midwifery and Support Staff (MSG181).

Doncaster and Bassetlaw Hospitals NHS Foundation Trust - Strategic Direction 2013-2017.

Clinical Site Management Team Operational Policy - PAT/PA 33

## 8. CONSULTATION AND COMMUNICATION WITH STAKEHOLDERS

Director of Nursing, Midwifery and Quality  
Deputy Director of Nursing, Midwifery and Quality  
Heads of Nursing / Midwifery Matrons  
Ward Sisters/ Charge Nurses  
Director of Operations Team  
Deputy Director of Nursing, Midwifery and Quality Team  
Deputy Director of Quality and Governance Team  
Head of Employee Services and Team

## 9. APPROVAL AND RATIFICATION OF THE DOCUMENT

This document was approved by the Professional Nurse Advisory Group and ratified by the Policy Approval and Compliance Group.

## 10. EQUALITY IMPACT ASSESSMENT STATEMENT

An Equality Impact Assessment has been carried out in relation to this document using the approved initial screening tool; the EIA statement is detailed at Appendix 1 to this section of the document.

The manner in which this policy impacts upon equality and diversity will be monitored throughout the life of the policy and re-assessed as appropriate when the policy is reviewed.

## 11. REVIEW AND REVISION ARRANGEMENTS

This document will be reviewed every 2 years unless such changes occur as to require an earlier review.

Head of Workforce Design is responsible for the review of this document.

## 12. DISSEMINATION AND COMMUNICATION PLAN

The dissemination of this policy will be the responsibility of the Head of Workforce Design with the support of:

- Director of Nursing, Midwifery and Quality
- Heads of Nursing
- Communications and Engagement Department

## 13. IMPLEMENTATION AND TRAINING PLAN

Implementation will be the responsibility of the Director of Nursing, Midwifery and Quality with the support of the Heads of Nursing and Midwifery via the Matrons and Department managers. The Deputy Director of Nursing, Midwifery and Quality and the Head of Workforce Design have a key role in the implementation of the policy.

Training will be by dissemination and training within the Care Group structure and a training session to the Clinical Site Management Team.

## 14. PLAN TO MONITOR THE COMPLIANCE WITH, AND EFFECTIVENESS OF THE TRUST DOCUMENT

### 14.1 Process for Monitoring Compliance and Effectiveness

<b>Audit/Monitoring Criteria</b>	<b>Process for monitoring e.g. audit, survey</b>	<b>Audit / Monitoring performed by</b>	<b>Audit / Monitoring frequency</b>	<b>Audit / Monitoring reports distributed to</b>	<b>Action plans approved and monitored by</b>
Roles & Responsibilities	Monthly audit of Datix reports to determine escalation process being utilised	Director of Nursing, Midwifery and Quality  Head of Nursing Workforce	Monthly	Board of Directors  HONs  Matrons	Heads of Nursing and Midwifery
Reporting of compliance with staffing against plan	Monthly audit of Datix reports and Nurse Staffing UNIFY return	Director of Nursing, Midwifery and Quality  Head of Nursing Workforce  HoN and HoM	Monthly	Board of Directors  HoN  Matrons	Accountability Meetings  Heads of Nursing and Midwifery
Reporting compliance with public display of nurse/midwife staffing information	Monthly audit	Matrons	Monthly	available on WQAT Matron assessment	Heads of Nursing and Midwifery

### 14.2 Standards/Key Performance Indicators (KPIs)

1. Staffing Red Flags triggers must be escalated
2. All staffing deficits when there is a risk to quality and patient safety must be reported through the Trust reporting mechanism.
3. Monthly staffing deficit will be reported as a percentage against plan
4. Daily publication of staffing information on ward display boards.

**APPENDIX 1 - EQUALITY IMPACT ASSESSMENT PART 1 INITIAL SCREENING**

Service/Function/Policy/Project/Strategy	CSU/Executive Directorate and Department	Assessor (s)	New or Existing Service or Policy?	Date of Assessment
Safe Staffing Escalation for In-Patient Areas Policy (Nursing & Midwifery)	Director of Nursing, Midwifery and Quality - Nursing Directorate	Head of Nursing Workforce	Existing Policy	23.10.2015
1) Who is responsible for this policy? Head of Workforce Design, Nursing Directorate				
2) Describe the purpose of the service / function / policy / project/ strategy? The intended outcome is to ensure Safe Staffing in all nursing inpatient departments				
3) Are there any associated objectives? The policy is written in line with national documents including Hard Truths and subsequent guidance by NQB and NICE				
4) What factors contribute or detract from achieving intended outcomes? – Appropriate establishments, appropriate availability and deployment of available staff, escalation of concerns to appropriate level and feedback of outcomes for future learning				
5) Does the policy have an impact in terms of age, race, disability, gender, gender reassignment, sexual orientation, marriage/civil partnership, maternity/pregnancy and religion/belief? Details: [see Equality Impact Assessment Guidance] - no				
<ul style="list-style-type: none"> <li>If yes, please describe current or planned activities to address the impact</li> </ul>				
6) Is there any scope for new measures which would promote equality? no				
7) Are any of the following groups adversely affected by the policy?				
Protected Characteristics	Affected?	Impact		
a) Age	no			
b) Disability	no			
c) Gender	no			
d) Gender Reassignment	no			
e) Marriage/Civil Partnership	no			
f) Maternity/Pregnancy	no			
g) Race	no			
h) Religion/Belief	no			
i) Sexual Orientation	no			
8) Provide the Equality Rating of the service / function /policy / project / strategy – tick outcome box				
Outcome 1 <input checked="" type="checkbox"/>	Outcome 2 <input type="checkbox"/>	Outcome 3 <input type="checkbox"/>	Outcome 4 <input type="checkbox"/>	
*If you have rated the policy as having an outcome of 2, 3 or 4, it is necessary to carry out a detailed assessment and complete a Detailed Equality Analysis form in Appendix 4				
Date for next review: November 2017				
Checked by: Lib Jones		Date: 23 October 2015		