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Nurse Staffing



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# **The Nurse Staffing Levels (Wales) Act 2016 & All Wales Nurse Staffing Programme**

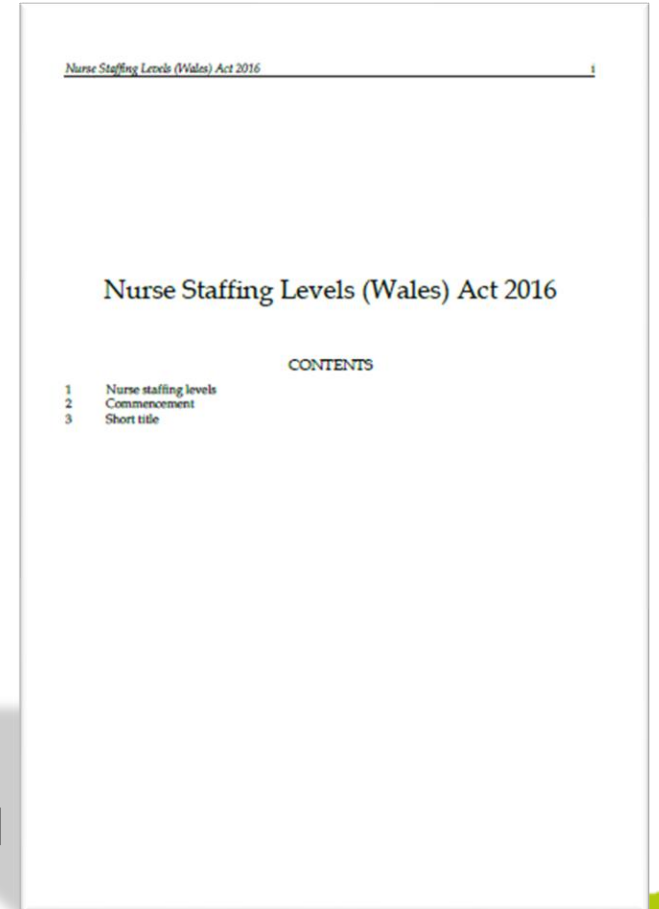
**Joanna Doyle  
(Head of All Wales Nurse Staffing  
Programme/HEIW)**

# Nurse Staffing Levels (Wales) Act 2016

The Act was passed into law in March 2016 with a phased implementation across Welsh Health boards and NHS Trusts and came into full force from April 2018.

Initially the Act was commenced within adult acute medical and surgical inpatient wards, but will eventually be applied to everywhere nurses are either employed or commissioned.

The Act was extended to include paediatric inpatients from October 2021



# Summary of the Nurse Staffing Levels (Wales) Act 2016

## Section 25A

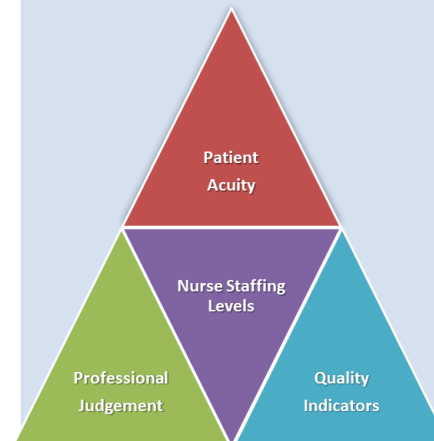
- Overarching responsibility
- Requires health boards /trusts to regard the importance of providing sufficient nurses time to care for patients sensitively
- Undertake workforce planning (including planning the recruitment, retention, education and training of nurses)

## Section 25B

- Calculate the nurse staffing level required to care “sensitively” for patients
- Ensure all reasonable steps are taken to maintain the Nurse Staffing Level.
- Inform patients of the Nurse staffing level.

## Section 25C

- Use of the triangulated approach to calculate nurse staffing levels



## Section 25D

- Welsh Government to issue Statutory Guidance relating to the duties under sections 25 B & C.

## Section 25E

- Health boards to submit 3 yearly report to Welsh Government demonstrating their compliance with the Act. The report includes the extent to which the nurse staffing levels have been maintained, and the impact and actions taken in response to not maintaining the level.

# Improvement, Quality & Safety

## Health Boards

- Robust workforce planning
- National approach to calculating, maintaining & reporting Nurse Staffing Levels
- Calculate & maintain required nurse staffing levels.
- Monitoring & reporting nurse staffing levels
- Reporting on the effects of reduced staffing
- Prudent healthcare & effective use of resources

## Staff

- Promote leadership, empower and support staff
- Improve working conditions, staff morale
- Positive impact on staff retention & recruitment

## Patients

- Reassurance that nurse staffing levels are appropriate – time to care for patients
- Improve the quality of care
- Improve patient experience and outcomes

# The All Wales Nurse Staffing Programme

Equip & empower Health Boards/Trusts to meet the requirements of the Act



Workstreams to develop tools in preparation for extension of the Nurse Staffing Levels (Wales) Act

## WORKSTREAMS

Live & reporting since April 2018

Adult medical & Surgical inpatients

Live & reporting since Oct 2021

Paediatric Inpatients

Under development

District Nursing

Health Visiting

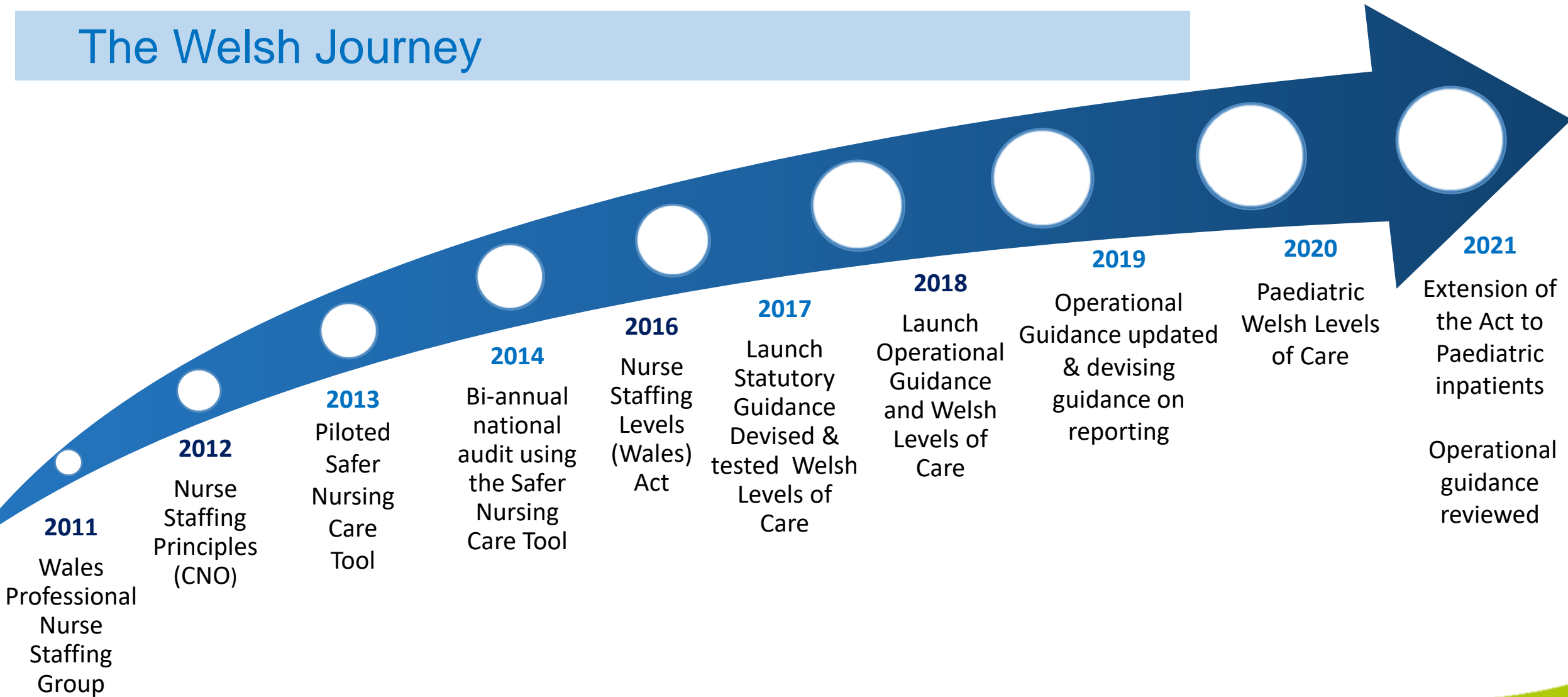
Mental Health Inpatients

# The All Wales Nurse Staffing Programme

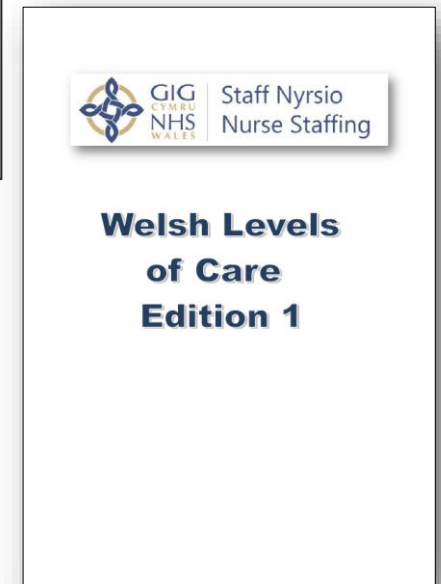
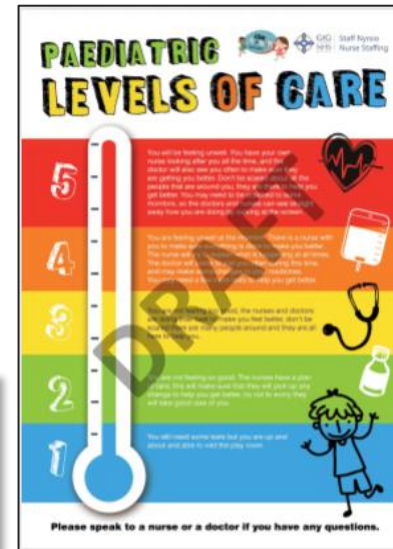
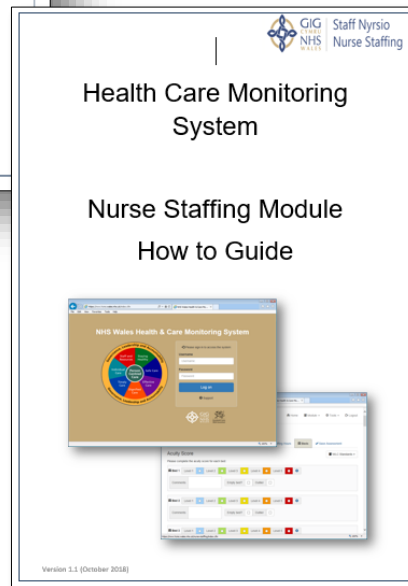
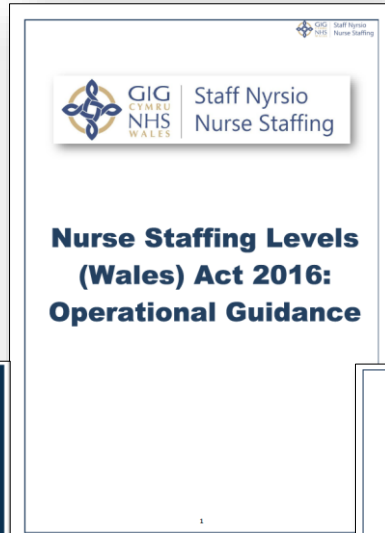
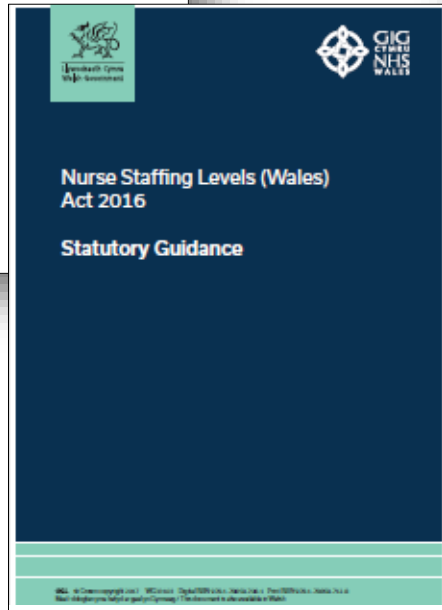
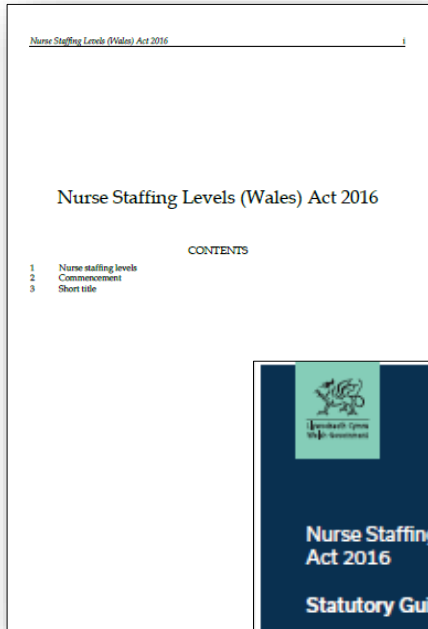
- Co-produce an evidence based workforce planning tool for use within the Welsh context for each workstream
- Deliver the programmes communication and publication strategy
- Engage & communicate with stakeholders.
- Ensure NHS Wales follows a 'Once for Wales' approach
- Ensure health boards and staff are actively engaged and able to fulfil the requirements of the Act.
- Enable Health Boards to access robust, reliable, live data to inform decision making and reporting
- Ensure alignment with other national programmes and strategic objectives



# The Welsh Journey



# Key Publications

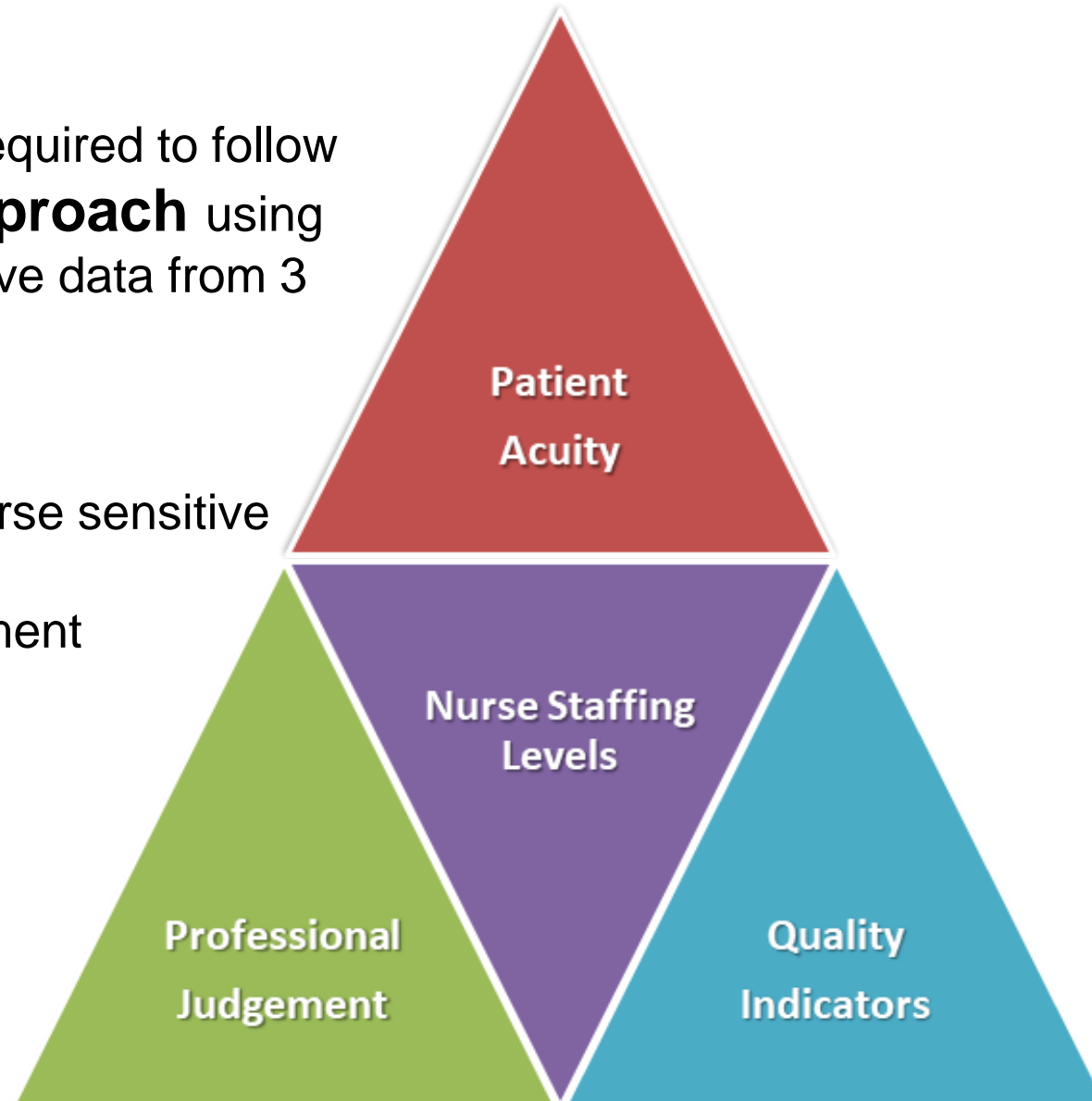




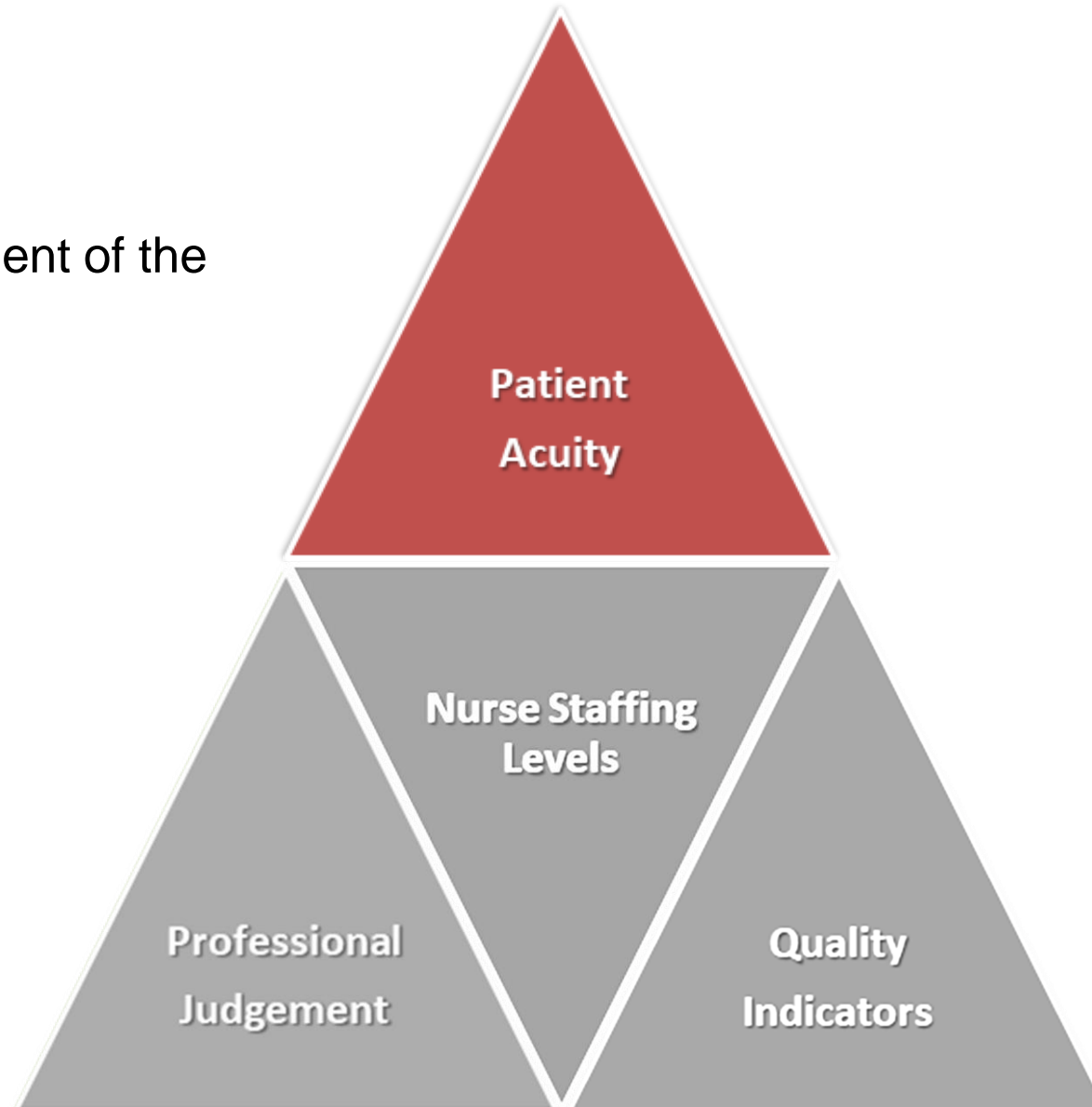
# Method of Calculating the Nurse Staffing Level

Each Health Board is required to follow the **triangulated approach** using quantitative and qualitative data from 3 main sources.

- Patient acuity
- Quality Indicators/ Nurse sensitive indicators
- Professional Judgement



Acuity is a measurement of the patients needs



# Summary of the Welsh Levels of Care



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## Level 5

**One to One Care** - the patient requires at least one to one continuous nursing supervision and observation for 24 hours a day

## Level 4

**Urgent Care** - The patient is in a highly unstable, unpredictable condition either related to their primary problem or an exacerbation of other related factors.

## Level 3

**Complex Care** - The patient may have a number of identified problems, some of which interact, making it difficult to predict the outcome of individual treatment

## Level 2

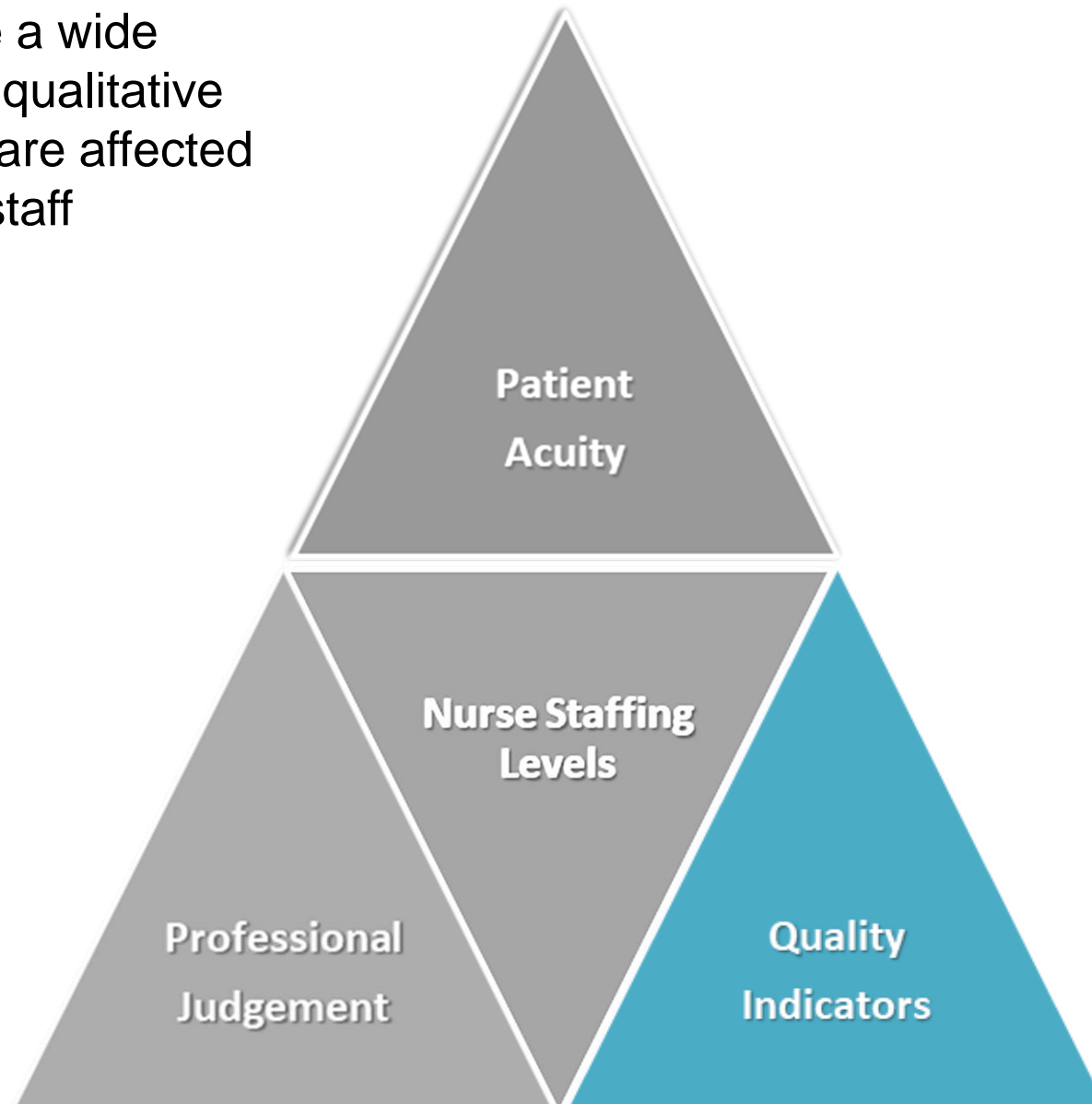
**Care Pathways** - The patient has a clearly defined problem but there may be a small number of additional factors that affect how treatment is provided.

## Level 1

**Routine Care** - The patient has a clearly identified problem, with minimal other complicating factors.



Quality Indicators are a wide range of factors both qualitative and quantitative that are affected by the availability of staff



# Quality Indicators

Patient falls

Medication errors

Infection control rates

Missed care

Staff feedback

Training & development

Pressure ulcers

Readmission rates

Delayed transfers of care

Complaints

Delays in care

Extravasation/  
Infiltration Injuries



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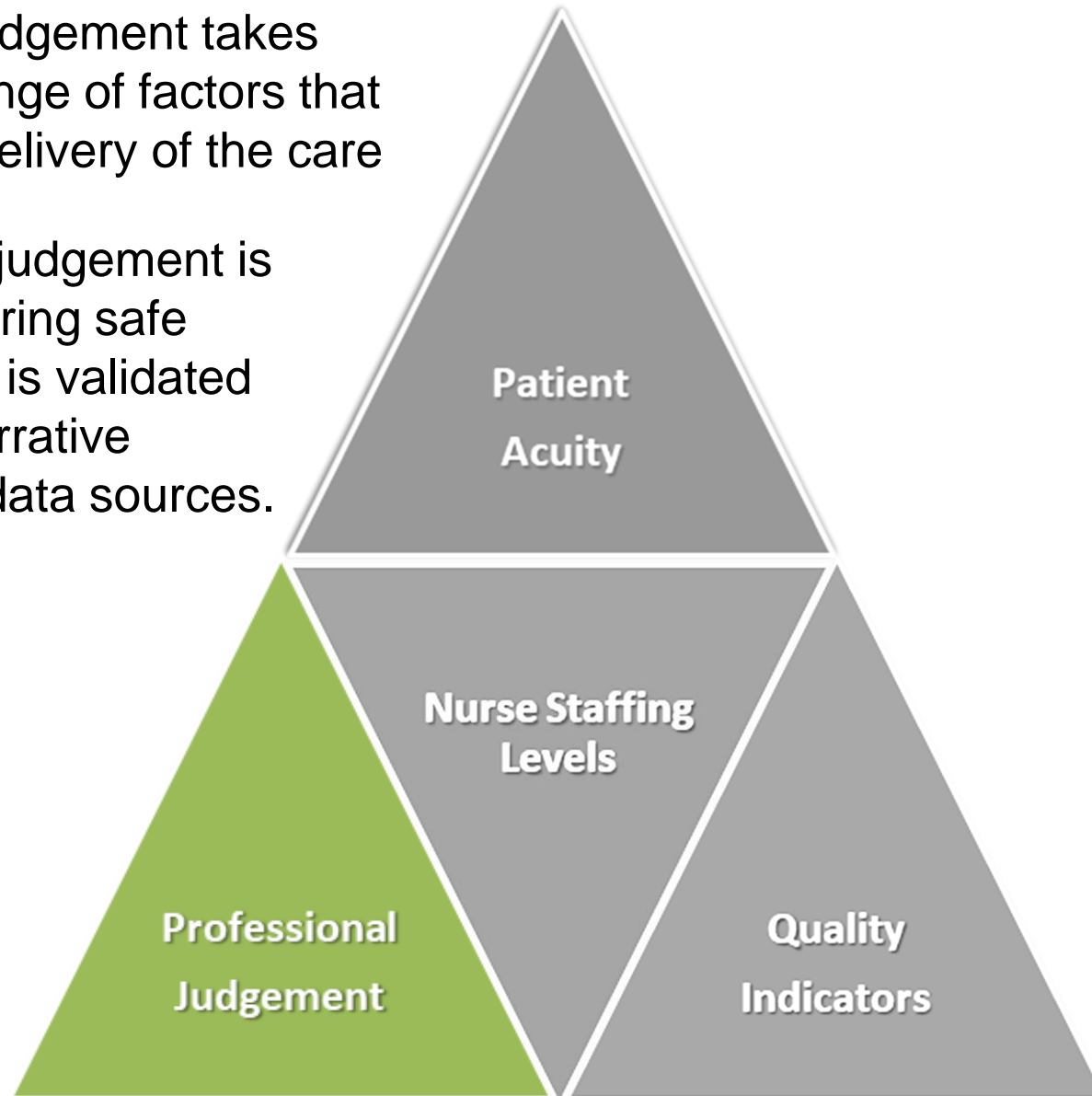
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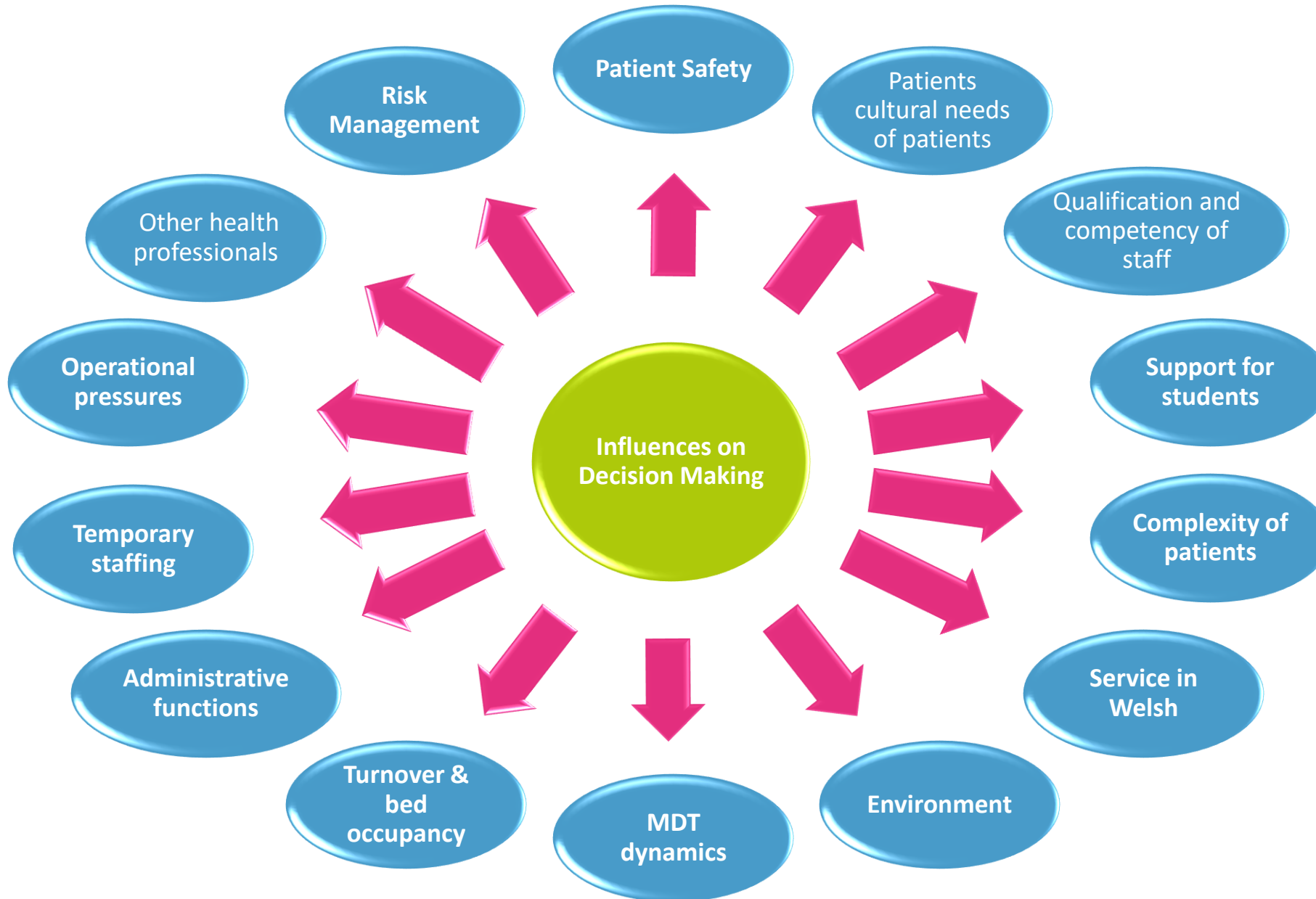


Nurses professional judgement takes into account a wide range of factors that effect he operational delivery of the care

A nurses professional judgement is a critical factor to assuring safe and effective care and is validated by triangulating the narrative against the other two data sources.



# Professional Judgement



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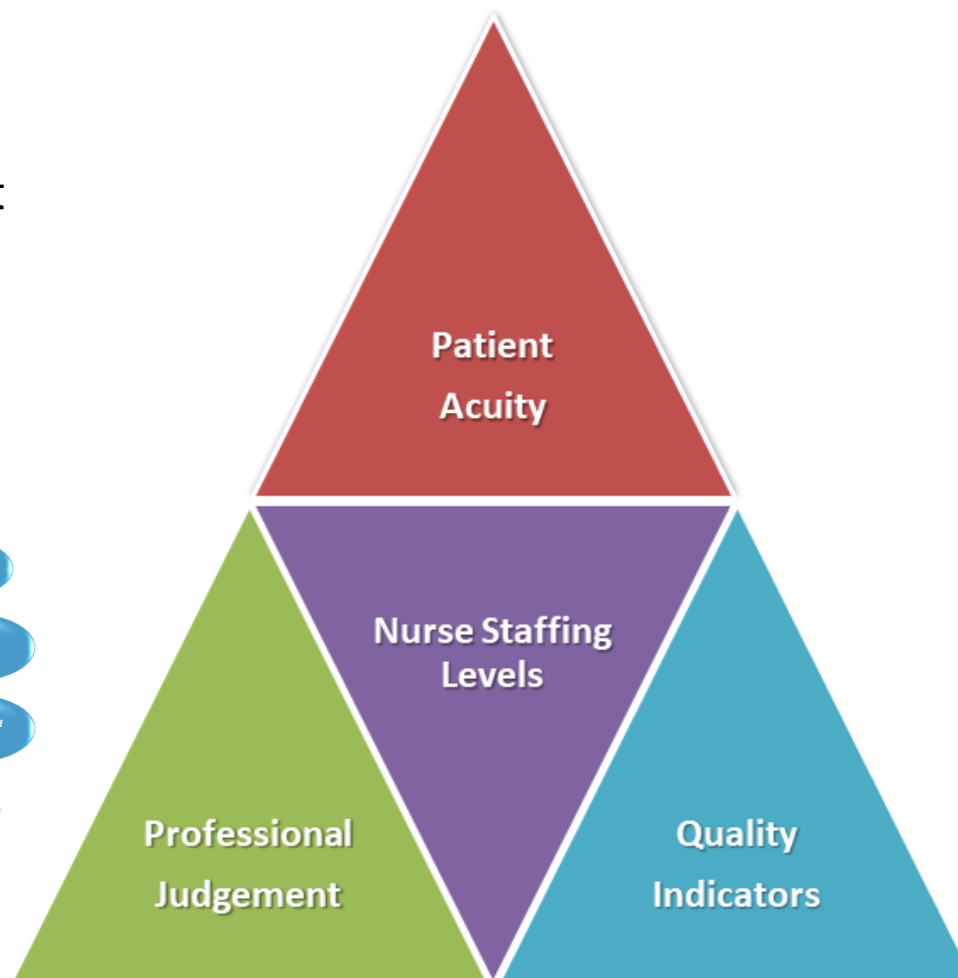
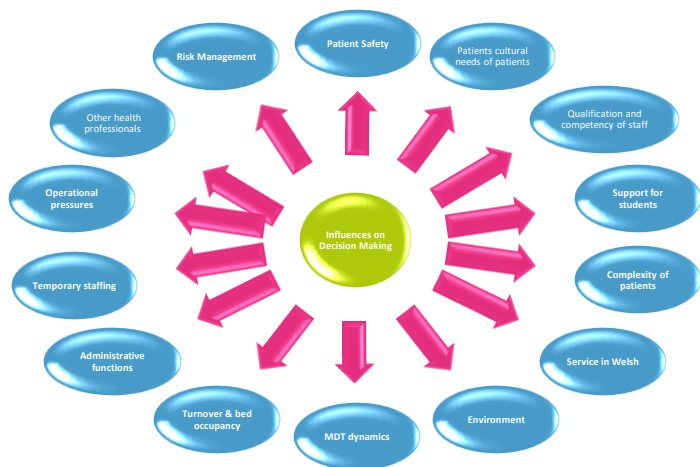
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# Triangulated approach

- Patient acuity
- Quality Indicators
- Professional Judgement



<b>Level 5</b>	<b>One to One Care</b> - the patient requires at least one to one continuous nursing supervision and observation for 24 hours a day
<b>Level 4</b>	<b>Urgent Care</b> - The patient is in a highly unstable, unpredictable condition either related to their primary problem or an exacerbation of other related factors.
<b>Level 3</b>	<b>Complex Care</b> - The patient may have a number of identified problems, some of which interact, making it difficult to predict the outcome of individual treatment
<b>Level 2</b>	<b>Care Pathways</b> - The patient has a clearly defined problem but there may be a small number of additional factors that affect how treatment is provided.
<b>Level 1</b>	<b>Routine Care</b> - The patient has a clearly identified problem, with minimal other complicating factors.

Patient Falls	Medication errors	Infection control rates
Missed care	Staff feedback	Training & development
Pressure Ulcers	Readmission rates	Delayed transfers of Care
Complaints	Delays in care	Nutrition & Hydration

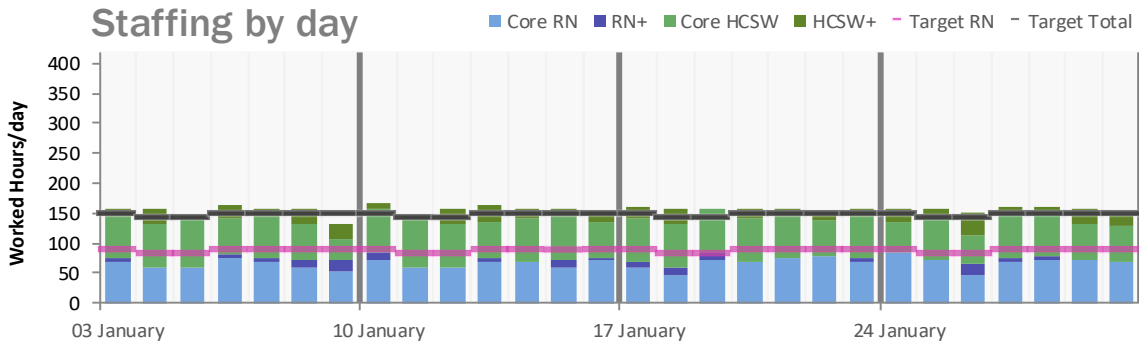
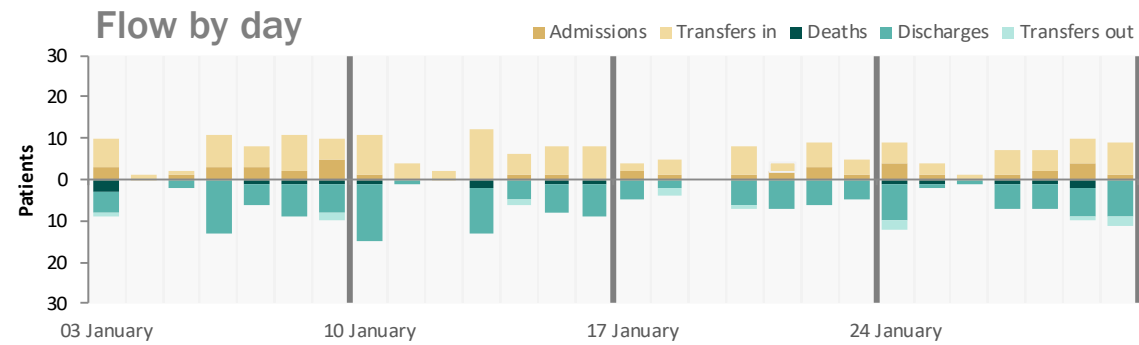
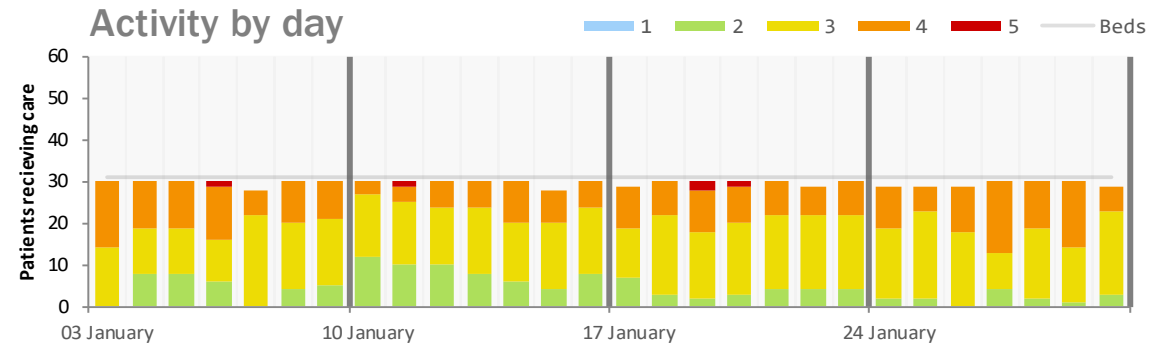


# Providing Assurance

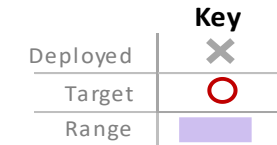


- Use Triangulation to set a desired roster
- Inform patients of the nurse staffing level
- Monitor deployment of actual roster
- Take all reasonable steps to maintain the nurse staffing level
- Record and review every occasion when planned roster not achieved.
- Consider whether patients have come to harm in cases where nurse staffing level has not been maintained.
- Provide regular reports to Board and Welsh Government

# A Visualiser

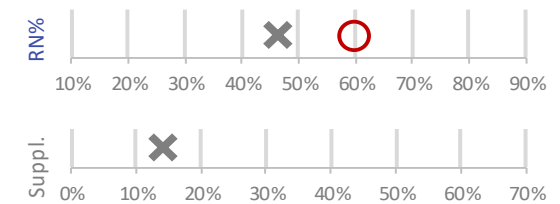


2 similar wards found in Wales

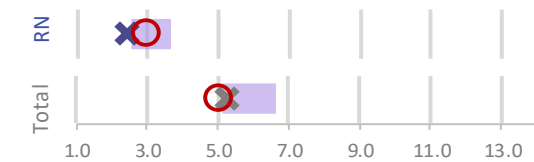


Range is estimated from similar wards using WLC, Turnover, etc.

### Aspects of Staffing



### Hours-per-Patient Day



Created at 15:17 07 Apr 20  
Shows Fri 03 Jan 20 to Thu 30 Jan 20

# Informing Patients

- Inform patients of the nurse staffing level on each ward and through public board papers.
- Information provided in an easily accessible format that patients can understand.
- Compliant with Welsh Language Standards.
- Access to 'Frequently Asked Questions' on the Nurse Staffing Level and how to raise concerns.

**GIG CYMRU NHS WALES**

Ward Name: \_\_\_\_\_

The number of nurses and healthcare support workers (HCSW) that are needed to care for you each morning, afternoon and night time.

		Mon	Tue	Wed	Thu	Fri	Sat	Sun
Morning	Nurse							
	HCSW							
Afternoon	Nurse							
	HCSW							
Night time	Nurse							
	HCSW							

The hospital needs to make sure that you know how many nurses/HCSW are needed on the team to take care of you and the date this number was decided.

THE TOTAL NUMBER OF NURSES/HCSW NEEDED ON WARD TEAM:

The date the number of nurses/HCSW needed was decided:

In addition to the nurses and HCSWs, you may see other healthcare staffing on the ward who will work with the nurses to take care of you. For example, a play specialist or physiotherapist.

If you want to know more, you can ask the nurse looking after you.

**GIG CYMRU NHS WALES** | Staff Nyrsio Nurse Staffing

Ward Name: \_\_\_\_\_ Date Nurse Staffing Level presented to Board: \_\_\_\_\_

The Health Board is required to ensure that patients are informed of the nurse staffing level on each adult acute medical and surgical ward and of the date that the nurse staffing level was presented to the Board. The information below shows the total number of registered nurses and health care support workers (HCSW) that are required to provide the care on this ward 24 hours a day, 7 days a week; and also the number of registered nurses and HCSW's that are planned for each shift.

REQUIRED ESTABLISHMENT (total number of nursing staff required to provide 24/7 care)	Registered Nurses	HCSW	Total
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Planned Roster:

		Mon	Tue	Wed	Thu	Fri	Sat	Sun
Morning Shift	Registered Nurses							
	Health Care Support Workers							
Afternoon shift	Registered Nurses							
	Health Care Support Workers							
Night	Registered Nurses							
	Health Care Support Workers							

In addition to the nursing staff on the planned roster above you may see other healthcare staff on the ward who undertake specific duties to support the delivery of patient care - for example a physiotherapist or rehabilitation assistant.

If you have any questions or feedback about nurse staffing levels speak to the nurse in charge.

An information leaflet with Frequently Asked Questions relating to nurse staffing levels is available in English and Welsh.

# Reporting

- Health Boards are required to provide assurance to the Welsh Government and the Public
- Every section 25B ward must be monitored to ensure compliance with the Act
- Robust systems for gathering and validating evidence within an overarching governance framework
- Once for Wales reporting process
- Report the extent to which nurse staffing levels have been maintained
- The impact the Board considers that not maintaining nurse staffing levels has had on care provided to patient by nurses, for example:
  - complaints (formal – PTR process)
  - increased incidents of harm, pressure ulcers, falls, medication errors (serious incidents)
- Any actions taken in response to not maintaining nurse staffing levels



# Next Steps

- Inform enhancements to national IT systems to inform decision making & reporting
- Test and refine Welsh Levels of Care tools for District Nursing, Health Visiting & Mental Health .
- Release interim nurse staffing principles for Mental Health and Health Visiting
- Produce training materials and e-learning package.
- Information material for stakeholders
- Continue to align the work with other national programmes and strategic objectives.
- Evaluate the impact of the Act.





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## Further Information

All Wales  
Nurse Staffing  
Programme



A nurse's professional judgement and the clinical decisions they make on a daily basis are invaluable when allocating resources effectively and efficiently, reducing risk and promoting positive outcomes for patients.

NHS Wales is the first country in Europe to legislate on Nurse Staffing Levels placing a duty upon health boards/trusts in Wales to deploy the right number and skill mix of nursing staff to meet the needs of patients. Appropriate nurse staffing levels will improve working conditions for staff, improve retention, recruitment and improve the delivery of effective care to patients.



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