

Supporting safe and appropriate staffing in Residential Nursing Homes

"The reports have been easy to understand, identified themes, confirmed utilisation of resources and have been innovative, highly relevant, and delivered to audiences such as Welsh Government, Care Inspectorate Wales and other health boards, local authorities as well as local and national providers" **Claire Aston, Deputy Director of Nursing, ABUHB and All Wales Care Home Workforce Lead**

Establishment Genie Pilot: July '17

Purpose:

- Support professional judgement in workforce planning.
- Start the process of identifying what safe staffing levels mean for residential nursing care.
- Identify risk areas, opportunities to work differently and where to hold the line for safety.
- Help demonstrate a standardised approach to workforce planning and safe staffing to regulators.

Findings:

- There were significant variation between the organisations in terms of staffing, roles, responsibilities and operational practice.
- Increasing complexity of care needs reported and gaps in the links between services.

Outcomes:

- The information produced by the Genie was unique and not otherwise available to providers and commissioners.
- The variation observed raised questions around consistency in resident car. value for money of CHC payments and potential consequences for the patient experience, wellness, risk and admission rates to secondary care.
- Agreement that the pilot exceeded expectations giving tangible benefits for all stakeholders

Genie roll out and data collection : October 17 – March 18

Establishment Genie was commissioned to drive an (annual) cycle of review, enabling comparison and challenge as part of assurance, improving provider care levels and the resident outcomes related to staffing levels and mix.

The roll out incorporated the following:

- Overlaying key performance indicators to explore correlations between staffing levels and outcomes to provide assurance or identify areas for inquiry.
- Discussion on what constitutes safe staffing levels for CHC-funded placements in nursing homes.
- Supporting providers to use the tool to remodel for improvement.
- Evaluate the impact the Genie on monitoring results and the process.
- Individual Care Home report with a quarterly peer group report for each organisation.

April 2019

Continuous improvement:

- ✓ Uniform use of an endorsed tool across the region to standardise and enhance the information available for inspections with early warning of issues.
- ✓ Establishment Genie annual review of care levels and WTE across the nursing homes as part of provider acceptance processes to assure planned staffing levels are adequate, deliver desired outcomes and value for money.
- ✓ Use of the Genie to remodel for improvement in homes in which risk, poor outcomes or unsafe staffing levels are indicated.
- ✓ Identification of 'optimal' care levels, and developing a guideline for minimum staffing in support of wider nurse staffing legislation.
- ✓ Planned staffing levels are viewed and challenged in advance for a proactive, collaborative approach to improving and monitoring results.