

Meeting: Care Governance Committee
Meeting date: 1st June 2023
Title: Exception Report: P&K HSCP
Responsible Officer: Dr Hamish Dougall – P&K HSCP AMD
Report Author: Mark Dickson – P&K HSCP Clinical Governance Coordinator



1 Purpose

This is presented to the Board for:

- Awareness

This report relates to:

- Emerging issue

2 Report summary

2.1 Situation

Exception 1: Significant staffing challenges within the Integrated Discharge Hub at Perth Royal Infirmary (PRI).

Exception 2: There is a risk to patient safety and staff wellbeing when services are required to restrict agency usage across our services as part of The Scottish Government Supplementary Staffing Agency Controls, and this has been escalated to our executive team and through professional structures.

2.2 Background

Exception 1: The Integrated Discharge Hub at PRI provides a service to all hospitals in Tayside for patients who reside in Perth & Kinross - Perth Royal Infirmary, Ninewells Hospital, Blairgowrie, Pitlochry, Crieff and St Margarets Community Hospitals, Murray Royal Hospital, Royal Victoria Hospital, Carseview and Strathmartine.

Exception 2: The Scottish Government directive DL (2023) 5 Supplementary Staffing Agency Controls was published on the 22nd February 2023, which rescinds the guidance given in DL (2021) 30 on the relaxation of escalatory controls in deploying agency staff. The controls now revert to pre-pandemic measures and all boards should cease use of non contracted suppliers with immediate effect and ensure service continuity is maintained by the use of recognised contract staff.

2.3 Assessment

Exception 1: The Integrated Discharge Hub is currently operating with reduced staffing due to a combination of long term sickness absence and open vacancies in the Social Work teams (Social Workers and Social Work assistants). The risk is being actively managed through daily reviews of workload and capacity, recruitment to vacant posts and an agency nurse starting within the team in June 2023. There is a risk that hospital delayed discharges could be adversely affected by the staffing challenges, but this has not occurred to date.

Exception 2: There are ongoing risks and challenges to sustain safe and effective care delivery with continual supplementary staffing support from Tayside nurse bank and nursing agencies in all areas of the HSCP in P&K. Areas of particular challenge at present are at HMP Perth, Tay Ward, Stroke Ward, St Margaret's, Crieff wards and the three inpatient wards at Murray Royal Hospital. Weekly meetings are ongoing to coordinate rotas with block bookings from Tier 1 agency. The HSCP is also developing an escalation policy to ensure that any future staffing issues are escalated and proceed through an agreed process.

2.4 Recommendation

Exception 1: To note the ongoing risk regarding staffing challenges within the Integrated Discharge Hub, and the ongoing activity to manage workload and recruit to vacant posts.

Exception 2: To note the risk to patient safety and staff wellbeing when services are required to restrict agency usage across our services as part of The Scottish Government Supplementary Staffing Agency Controls.

3 List of appendices

The following appendices are included with this report:

- None

Please report under the following sections if they are relevant to the exception report:

Quality/Patient Care

There is a negative impact on the quality of patient care due to exceptions 1.

Workforce

No specific impact

Financial

No specific impact

Risk Assessment/Management

Risk assessment undertaken and recorded on DATIX as service risks

Equality and Diversity, including health inequalities

No specific impact

Other impacts

No other identified impacts

Communication, involvement, engagement and consultation

The exceptions raised in this report were escalated at the CPGF meeting on the 14th April 2023.

Route to the Meeting

Appropriate service managers have been involved in the creation of this exception report.