



Meeting: PKC Scrutiny and Performance Committee

Meeting date: 7<sup>th</sup> June 2023

Title: Perth & Kinross Health and Social Care Partnership (HSCP) Clinical and Care Governance Assurance Report

Responsible Officer: Kenny Ogilvy, Interim Head of Service ASWSC Operations

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## 1 Purpose

This is presented to the Committee for:

- Awareness

This report relates to:

- Emerging issues

## 2 Assessment

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

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.

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 team (Social Workers and Social Work assistants). The risk is being actively managed

through daily reviews of workload and capacity, recruitment to vacant posts, use of an agency worker and locality teams taking referrals for inpatients.

An Improvement Officer is being recruited for 12 months to operationally manage the social work team in the hub and support development and implementation of an integrated structure. 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 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.**

The Scottish Government directive DL (2023) 5 Supplementary Staffing Agency Controls was published on the 22<sup>nd</sup> 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.

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 Perth & Kinross. 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.

### **3 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.

### **4 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.

**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 14<sup>th</sup> April 2023.

**Route to the Meeting**

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