

Regulation	N/A					
Regulated Activity	N/A					
Requirement	N/A					
Local Description	Review arrangements to support adequate staffing of all community nursing teams* to ensure patients are not placed at risk <i>[*following the Quality Summit this action was extended to incorporate trustwide staffing, with the exception of Children, Young People and Families which is covered by actions M01 and M08]</i>					
Action(s)	M09	Owner(s)	Louise Ashley, Holly Ashforth, Divisional Directors, Associate Directors of Quality, Human Resource Business Managers	Action Deadline	30/10/15	
Individual tasks required to complete action				Task Deadline	Action to date	Task Status
a)	Achieving excellence together work stream reviewing staffing levels in community teams			30/10/15		OPEN
b)	Community Nursing teams to escalate capacity shortfalls to appropriate CBU manager to seek additional appropriate staffing support (via bank/agency) [implemented as a business as usual task]			01/07/15		COMPLETED
c)	Trust wide implementation of e-rostering to enable visibility of real time staffing, establishments and efficiency of rotas [the Trustwide, phased implementation commenced in September 2015. The Community Nursing teams are currently piloting this new system].			PHASED		OPEN
d)	Review of Trust wide rostering policy which includes escalation guidance for staff when shortfalls identified.			30/10/15		OPEN
e)	Implementation of monthly Trust wide clinical recruitment forum (reporting to workforce committee) building on recruitment summits – terms of reference include improving the quality and effectiveness of clinical recruitment, monitoring vacancies and developing innovative			30/10/15		OPEN

Regulation	N/A					
Regulated Activity	N/A					
Requirement	N/A					
Local Description	Review arrangements to support adequate staffing of all community nursing teams* to ensure patients are not placed at risk [*following the Quality Summit this action was extended to incorporate trustwide staffing, with the exception of Children, Young People and Families which is covered by actions M01 and M08]					
Action(s)	M09	Owner(s)	Louise Ashley, Holly Ashforth, Divisional Directors, Associate Directors of Quality, Human Resource Business Managers	Action Deadline	30/10/15	
Individual tasks required to complete action				Task Deadline	Action to date	Task Status
	approaches to reducing any gaps as required, developing a robust marketing strategy and developing clear career frameworks for specific staff groups					
f)	Implement Quality Action Teams (as outlined in the Trust Quality Strategy) where staffing concerns have been identified in order to ensure patients are not placed at risk [implemented as a business as usual task]			01/09/15		COMPLETED
Action Status	IN PROGRESS					

Note:

In the *Summary of findings* section¹, under *Areas for improvement*, there are a number of points listed as ‘Action the provider SHOULD take to improve’. The first point in this list is: ‘Review arrangements to support adequate staffing of all community nursing teams to ensure patients are not placed at risk’. This point is also referenced earlier in the document² as the second point in the bulleted list under ‘Importantly, the provider must:’

¹ p11, Central London Community Healthcare NHS Trust Quality Report (http://www.cqc.org.uk/sites/default/files/new_reports/AAAD0587.pdf)

² p6, Central London Community Healthcare NHS Trust Quality Report (http://www.cqc.org.uk/sites/default/files/new_reports/AAAD0587.pdf)

There is not a corresponding requirement notice³. This workplan was created as an amalgamation of the points above and the discussions held at the Trust's Quality Summit⁴.

³ *Requirement notices*, p33-34, Central London Community Healthcare NHS Trust Quality Report
(http://www.cqc.org.uk/sites/default/files/new_reports/AAAD0587.pdf)

⁴ Held on 7 August 2015 at 64 Victoria Street, London, SW1E 6QP