



Ref: FOIA Reference 2018/19-042

Royal Stoke University Hospital
Quality, Safety and Compliance Department
Newcastle Road
Stoke-on-Trent
Staffordshire
ST4 6QG

Date: 8th May 2018

Tel: 01782 676474
Email foi@uhn.nhs.uk

Dear

I am writing in response to your email dated 19th April 2018 requesting information under the Freedom of Information Act (2000) regarding ratio of nurse to patient.

On 20th April 2018 we contacted you via email as we required clarification on the dates of the falls in order for us to provide accurate information.

On the same day you replied via email the following:

"The date of my mother's fall was Monday 13/11/17. She was in the hospital from 28/10/17 until 15/1/18. There is no need to pause the FOI as you have the information now".

As of 1st November 2014 University Hospitals of North Midlands NHS Trust (UHNM) manages two hospital sites – Royal Stoke University Hospital, and County Hospital (Stafford). Therefore the response below is for the two sites combined from that date where appropriate.

Q1 My mother had 2 falls while in the care of your Trust. I would like to know the following:

The date that the decision was made to reduce the nurse to patient ratio from 1 nurse to 8 patients to 1 nurse to 12 patients in ward 225 at Royal Stoke Hospital

A1 UHNM do not routinely use nurse: patient ratio when setting staffing levels as we use a nationally agreed tool which identifies the acuity and dependency of patients and we look to adjust our staffing levels on a shift by shift basis to match patient need. Ward staff enter the acuity of patients using the nationally agreed criteria 3 times a day, and that allows us to determine whether the staff available on the ward are sufficient to meet those needs.

If we find that patient needs outweigh the staff available there is an agreed escalation process which will allow wards to utilise staff from other areas or from our nurse bank. When we initially set ward establishments we are mindful of the suggested ratio, but that ratio takes no consideration of other staff and their competencies available on the ward to support the registered nurses, such as the care assistants or therapists. When looking at the numbers of Registered Nurses allocated on ward 225, it would actually reflect as staffing ratio of 1:6 to 1:7.

Q2 Who is responsible for making this decision?

A2 As above, staffing requirements are now reviewed on a shift by shift basis review for the needs of patients.

Q3 What date the decision was implemented?

A3 As answer 2

Q4 On what basis the decision was made. Was this, a financial decision or a clinical decision?

A4 As answer 2

Q5 The rate of falls before and after the new ratio was implemented and if the number of falls has increased or decreased?

A5 The staffing levels are reviewed on a shift by shift basis which will identify trends or changes in requirements in addition to monthly challenges and reviews. At least bi-annually matrons and ward managers meet with the Chief Nurse to discuss staffing in their areas and this enables them to identify if their overall staffing levels meet the identified needs. If there needs to be changes in numbers decisions are made and supported at that time.

Q6 I would like to see the minutes from the meeting when this decision was made

A6 As answer 5 however, we are more than happy to discuss how we determine staffing needs with you and if you would like to meet please contact Helen Inwood, Directory of Nursing, Education, Development and Workforce on 01782 676622

*Please note that any individuals identified do not give consent for their personal data to be processed for the purposes of direct marketing.

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This letter confirms the completion of this request. A log of this request and a copy of this letter will be held by the Trust.

If you have any queries related to the response provided please in the first instance contact my office.

Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and request an assessment of the manner in which the Trust has managed your request.

The Information Commissioner may be contacted at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or via www.ico.org.uk.

If following review of the responses I can be of any further assistance please contact my secretary on 01782 676474.

Yours,

A handwritten signature in black ink, consisting of a large, loopy initial 'M' followed by a horizontal line extending to the right.

Mojgan Casillas
Interim Information Governance Manager