

**Shropshire Health and Wellbeing Board meeting 14.09.23**  
**Agenda item 4. Public Question**

**Question received from Mr Darren Childs**

Could you please find out what the current staffing levels are at Ludlow Hospital For nurses, health care assistants and domestics, are health care assistants and domestics being told to watch patients and being put in charge of patient care when there are no nurses on shift? Could you also complete a staff moral questionnaire to find out how the staff are currently feeling and if they have any concerns as it is my understanding staff are leaving the Trust quicker than they are being recruited and there must be a reason for this.

**Response received from Claire Horsfield, Director of Operations & Chief AHP, Co-Chair Shropshire, Telford & Wrekin AHP Council, Shropshire Community Health Trust.**

- ***Current staffing levels at Ludlow Hospital for Registered Nurses (RN), Health Care Assistants (HCA) and domestics***

Normal staffing levels at Ludlow daily are;

AM – RN 3 HCA 4

PM – RN 3 HCA 4

NIGHT – RN 2 HCA 2

Domestic capacity is utilised flexibly across the hospital site but as an average there is 1 domestic staff member on the ward between 8 and 4, 7 days a week. This increases when deep cleans or specific cleaning tasks are required.

- ***Are health care assistants and domestics being told to watch patients and being put in charge of patient care when there are no nurses on shift***

The ward is never left without Registered Nurses at any time, the minimum amount of Registered Nurses on duty at any time would be 2. Health Care Assistants (HCA) do provide care and supervision to patients on the ward as this is part of their role.

Patients that require enhanced support are assessed by a Registered Nurse and if required are placed on 1 to 1 supervision on the ward. This enhanced level of supervision could be undertaken by any clinical member of the ward team, Nurse, HCA, Therapists, Therapy Assistant or a Memory and Wellbeing Worker. Where required additional staffing is sourced though bank or agency if necessary to ensure adequate cover

The patient is then reviewed daily to ensure that the level of supervision continues to be appropriate for them.

We do not include Domestic Staff in the supervision of patients, but as members of the Ward Team they might alert a clinical member of staff if a patient was at risk of falling.

- ***Could you also complete a staff moral questionnaire to find out how the staff are currently feeling and if they have any concerns as it is my understanding staff are leaving the Trust quicker than they are being recruited and there must be a reason for this.***

We are committed to continuously listening to all of our staff to understand their work experiences and how we can collectively make improvements.

Our staff morale is measured through an annual NHS Staff Survey and National Quarterly Pulse Survey. The 2023 National Staff Survey will be launching in October and we will use those results to measure the morale of staff at Ludlow and continue with our engagement activities. We hold monthly Listening Events with staff which are attended by members of the Executive and Senior Leadership Team. A listening event has taken place at Ludlow Hospital and we also have a Staff Suggestion/Feedback button available on all computers. We gather all of the data and information to inform our Staff Satisfaction and Engagement agenda to improve morale.