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Request for Information Reference 01.18.18

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Email only

12 February 2018

Freedom of Information Act 2000 – Request for Information

Thank you for your request for information received on 15 January 2018 in relation to the County Durham and Darlington NHS Foundation Trust (Trust). We are dealing with your request under the provisions of the Freedom of Information Act 2000.

You requested information regarding supervision services. Specifically you asked for:

Specialling/1-1/Bed watch

I am seeking the feedback from suitably qualified NHS professionals regarding the above service.

I would very much appreciate you taking a few minutes to complete this questionnaire.

Provision

1. Provide or attach your policy regarding one to one / specialling / bedwatch / enhanced Care services at your Trust?

Answer: The conditions and requirements for 1-2-1 specialling are set out in our Falls Policy which we have attached.

2. Does the current system fulfil the requirements of the policy?

Answer: Yes

3. Do you currently outsource any 1-1 care for patients displaying challenging behaviours or have to rely on backfilling or security? Please state your current arrangements.

Answer: The majority of requirements for specialising are filled from our own staff, with recourse to our staff bank for the majority of the remainder. A minority are filled by nursing agencies. Our temporary staffing policy makes allowance for this (attached). Occasionally, it is necessary to call in security staff and, in extreme cases, the police.

4. If out-sourced which department or individuals would be responsible for deciding to call additional staff onto site?

Answer: During normal working hours, all bank and agency requests are processed via our Staff Bank and Agency Service. Out of hours requests are authorised by the on-call manager and made through the site co-ordinator (Patient Flow).

4.b. Which department would be responsible for arranging the contract with the service provider?

Answer: The Trust has a contract for a neutral vendor to source nursing agency staff. The Staff Bank and Agency Service manages this contract.

5. How often does the Trust require assistance with patients displaying challenging behaviours?

Answer: Challenging behaviour is not a term we would recognise in our Staff E-roster system. However, temporary staff were required on 1,884 occasions (usually for a shift or part shift) over the last quarter of 2017 for Cohorting / specialising or 1:1 care typically because patients were at risk of falls, confused or wandering and thus presented a risk to themselves without close supervision. There were no requests from Paediatric or Maternity departments.

6. What is the current average monthly spend on these services (last 3 months)?

Answer: It is difficult to estimate given that specialising is typically offered by substantive staff, and that temporary staff used for specialising and cohorting duties vary in their rates of pay depending upon the grade of staff used, day of the week and the time of day the shift is required. However, based on the last quarter's temporary staff usage we can estimate that the minimum monthly cost is of the order of £40,354.

7. What specific training do staff providing these services receive?

Answer: Training in falls prevention and management is part of role-specific essential training. All staff receive essential training in cognitive impairment and management of confusion. Training in challenging behaviour is currently under review. At the

present this tends to be ad hoc and provided by our mental health provider partner in situ with patients, carers and staff themselves.

8. Who is the Trust Lead for these services, please provide contact details.

Answer: The Executive Lead is Noel Scanlon, Director of Nursing. Email Joanne Grimble PA: joanne.grimble@nhs.net

In line with the Information Commissioner's directive on the disclosure of information under the Freedom of Information Act 2000 your request will form part of our disclosure log. Therefore, a version of our response which will protect your anonymity will be posted on the County Durham and Darlington NHS Foundation Trust website.

If you have any queries or wish to discuss the information supplied, please do not hesitate to contact me on the above telephone number or at the above address.

If you are unhappy with the way your request for information has been handled, you can request a review by writing to:

The Chief Executive
County Durham & Darlington NHS Foundation Trust
Darlington Memorial Hospital
Hollyhurst Road
Darlington
DL3 6HX

If, you remain dissatisfied with the handling of your request or complaint, you have a right to appeal to the Information Commissioner at:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Telephone: 0303 123 1113
Website: www.ico.gov.uk.

There is no charge for making an appeal.

Yours sincerely

Joanna Tyrrell
Freedom of Information Officer