

Livewell Southwest

## **Temporary Staffing Guidance**

Version No 2:4

Review: November 2019

**Notice to staff using a paper copy of this guidance.**

**The policies and procedures page of LSW intranet holds the most recent version of this document and staff must ensure that they are using the most recent guidance.**

**Author: Deputy Director of Operations**

**Asset Number: 465**

## Reader Information

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<b>Supersedes document</b>	Draft Staff Management Scheme for use of Agency and Bank Staff
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### Document review history

Version no.	Type of change	Date	Originator of change	Description of change
2		13/7/2005	S Edmunds/ N Dodd	Converted to corporate layout from paper approved by Trust Board 21 6 2005
2:1		09/03/2007	Mike Williams, Jade Brelsford.	Extended for 6 month period for full review.
2:2		14/02/2008	M Williams, L Stanton	Extended for 12 months following review.
2:3		30/01/2009	M Williams	Reviewed, no changes made.
2.4	Full review	June 2016	Clinical Support Team Manager	Updated in line with full review

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# Temporary Staffing Guidance

## 1. Introduction and purpose

- 1.1 The objective of this guidance is to minimise use of agency staff but within the requirements to maintain patient safety and wellbeing and continuity of service. In particular, Agency use will not be permitted unless there are exceptional circumstances that must be approved by the relevant Director.
- 1.2 The Clinical Support Team (CST) administration team along with NHSP trust liaison coordinator will monitor the deployment of temporary staffing and provide reports as required.
- 1.3 Before use of agency staff can be agreed, alternative means of cover must be investigated (see Temporary staffing Flowchart, Appendix A).
- 1.4 Where the use of temporary staff is considered unavoidable, approval must be sought and obtained from the nominated Senior Managers. The use of Agency will require approval from the Service Director or delegated Manager.

**If temporary staff cannot be obtained, the associated risk must be escalated to line management/on call manager as soon as possible.**

## 2. Definitions

- 2.1 Temporary staff: Clinical Support Team and other temporary staff e.g. NHSP or agency staff.
- 2.2 Fixed Term contract : A time limited contract.
- 2.3 Variations in shifts: Differing start and finish times to regular shifts.

## 3. Principles

- 3.1 This applies to all temporary staff across the organisation.
- 3.2 Temporary staff should only be requested if the available number of staff falls below the minimum safe standard, as defined by the unit manager.
- 3.3 No temporary staff should be routinely booked on planned rosters for Christmas / New Year periods, unless prior approval is obtained from the team manager. This should be authorised by the Locality Manager (LM).
- 3.4 Temporary Staff requests should only be made to cover the actual hours needed rather than whole shifts, to maintain minimum safe staffing levels.

- 3.5 All requests should be made with consideration for the overall competence / skill mix / caseload weighting / gender mix of the shift being covered. Band stipulation should be in accordance with the minimum requirement to maintain safe standards of care.
- 3.6 The hours worked by temporary staff should be recorded and reported accurately. If using Healthroster, unit staff are responsible for updating the roster as soon as possible or to liaise with the healthroster manager/ assistant.
- 3.7 Unit staff are responsible for ensuring that temporary cover is organised in the most timely, efficient and economical manner.

#### **4. Temporary staffing order of preference (see appendix A).**

#### **5. Use of Agency Staff**

- 5.1 Where there are exceptional circumstances and agency use is considered unavoidable, final approval must be sought and obtained from the senior manager or relevant Director.
- 5.2 Requests for agency staff must be made through NHSP who will follow the relevant booking framework for Livewell Southwest.
- 5.3 Managers of areas where agency staff are currently being used on a continuous basis must seek approval from the Deputy Director of Operations (DDoO) or LM on a short term basis to enable more long-term, alternative means of cover to be explored and implemented.
- 5.4 All Agencies will be instructed that Livewell Southwest will only authorise payment for requests received via the NHSP system.
- 5.4 All short team agency staff who have not got access to SystmOne must submit a paper copy of their work to the administration team they are supporting so that it can be entered onto the system. They must be booked onto a SystmOne course if they become long term placements.

#### **6. Long Term Placements**

- 6.1 Long term placements must be authorised by the DDoO or LM and monitored on a regular basis to audit costs to the team. This can be done through the NHSP system. Vacancies for these areas must be priority to avoid excess costs the team budget.
- 6.2 All temporary staffing on long term placements are to be competent with the use of SystmOne in order to be able to input patient information to minimise risk and support the team appropriately. It is the responsibility of the unit manager to ensure that the temporary staff are booked onto the SystmOne course and

updates.

## **7. Use of Health & Social Care Apprentices (once supernumerary period is over)**

- 7.1 If teams are supporting and using Health and Social Care Apprentices within their clinical areas and they have been deemed competent consideration should be taken for their use at their level of ability.

## **8. Overtime**

- 8.1 Where an emergency or unavoidable but unforeseen operational issue arises during a shift the Unit/ Ward Manager, Department/ Office Manager or person in charge can authorise up to 2 hours overtime without prior approval from the nominated senior manager.

**All policies are required to be electronically signed by the Lead Director. Proof of the electronic signature is stored in the policies database.**

**The Lead Director approves this document and any attached appendices. For operational policies this will be the Locality Manager.**

**The Executive signature is subject to the understanding that the policy owner has followed the organisation process for policy Ratification.**

Signed: Director of Operations

Date: 15<sup>th</sup> December 2016

## Livewell Southwest Temporary Staffing Flowchart

When you require temporary staffing you need to follow the flow chart



- First contact the Clinical Support Team (CST) on 01752 434662, X34662 between the hours of 0900-1645hrs.
- Please give as much notice as possible.
- If you are requesting a registered nurse, please consider whether this is essential.
- Where possible please try and ensure that your own clinical staff cover night shifts and weekends.



If you have contacted CST and there are no staff available then contact NHSP through the online system.



**Agency**

Agency use will not be permitted unless there are exceptional circumstances that must be approved by the relevant Manager/ Director. Agency will then be booked through the NHSP system. However the least expensive agency must be used for your needs and NHSP must be informed for audit trail and payment purposes.

### Criteria for booking staff

- Temporary staff should only be requested if the available number of staff falls below the minimum safe standard, 1:1 or specialing.
- Temporary staff should only be used to cover unplanned absences or unexpected rising needs.