Safe staffing

Summary of national collaborative events

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Collaborative events

Thank you to everyone who took part in our Safe staffing collaborative events during 2021. We hope you found it interesting and enjoyed participating in the sessions. This workbook contains quality improvement methods that you may wish to use within your services to develop safe and effective staffing tests of change, including:

- Developing a persona – sharing the characteristics of the person experiencing care
- Process mapping – The steps and actions you have taken to develop safe staffing
- Driver diagram – The drivers that enable you to reach your goal (aim)
- Quality measurements – the measures that influence and impact on safe staffing

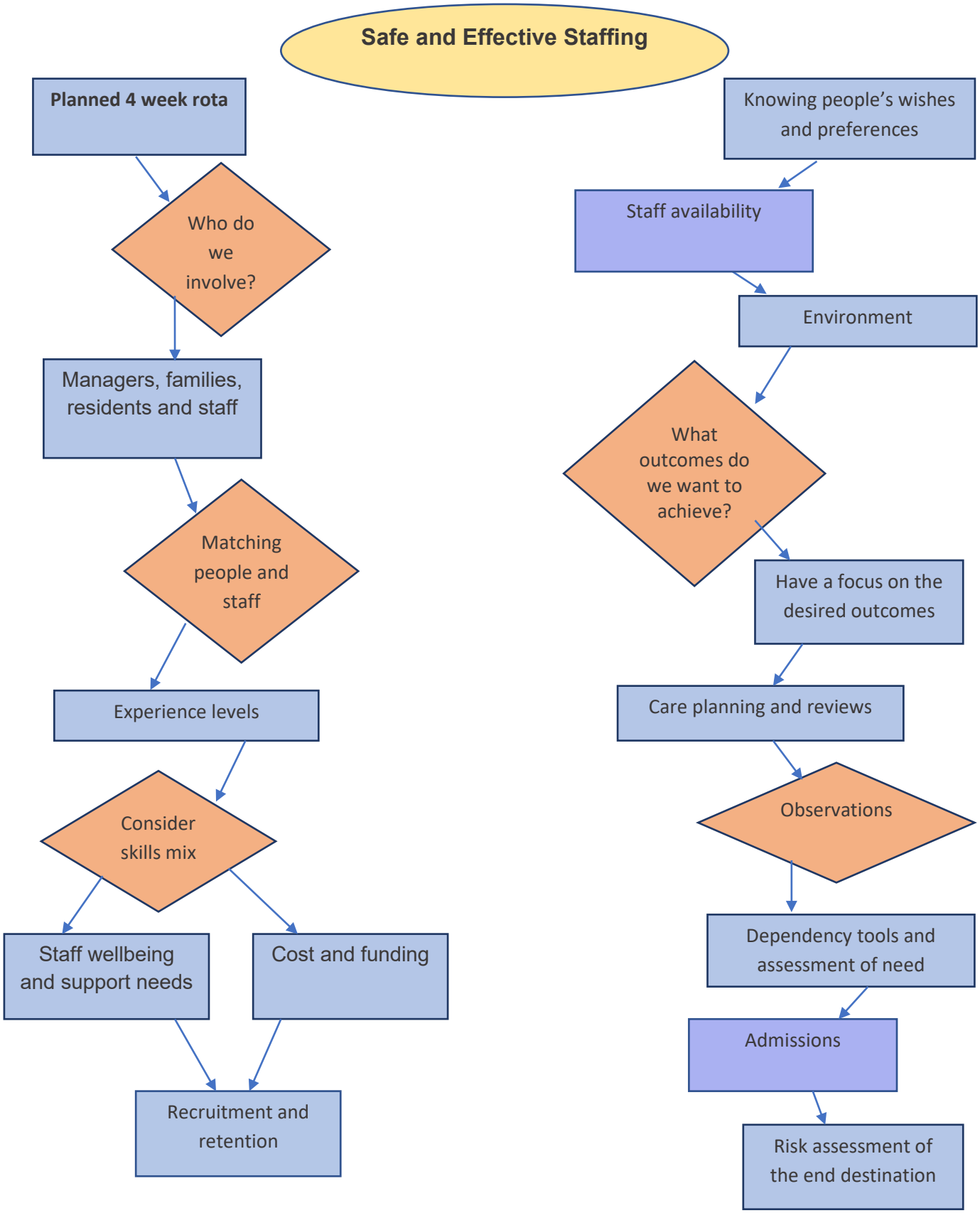
We have gathered all the information participants developed throughout the three collaborative series of events and hope you find the information in this workbook helpful when you develop any quality improvement test of change within your service related to safe and effective staffing.

Learning outcomes for the collaborative events:

- Have knowledge of the Health and Care (Staffing) (Scotland) Act 2019 and the guiding principles and duties
- Map out the relevant policies and procedures relating to safe staffing care settings
- Have knowledge on how the legislation applies to your care setting
- Have knowledge and understanding of how quality improvement and service development will shape safe staffing
- Have knowledge of the local context and professional quality measures of workforce planning in your area.

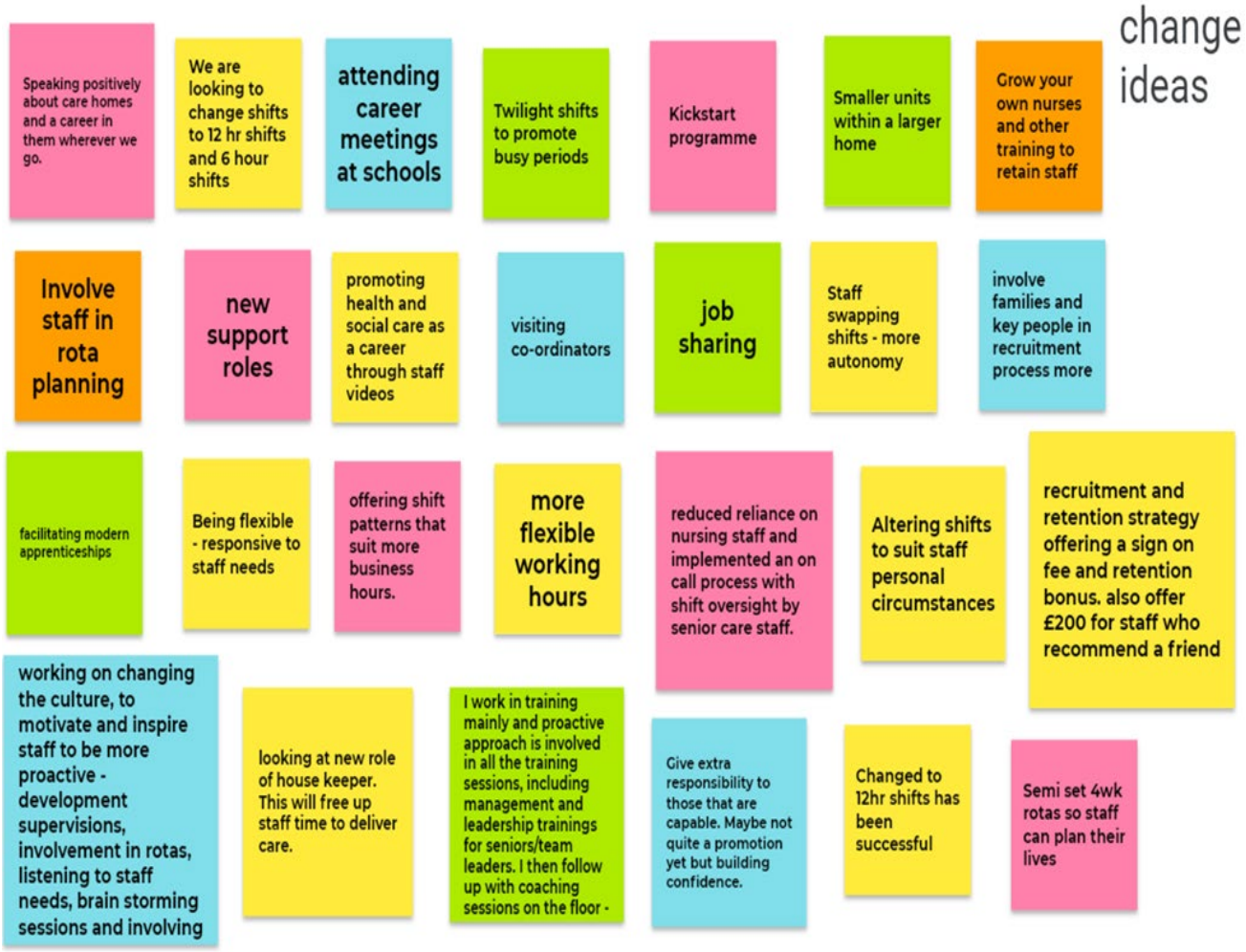
Participants identified the characteristics, preferences, needs and background of the person experiencing care. These are the suggestions the three groups developed.

Participants also identified the steps and actions taken in care homes for older people when assessing and making decisions about staffing levels, skill mix and deployment. The following diagram is a process map developed on the information provided.



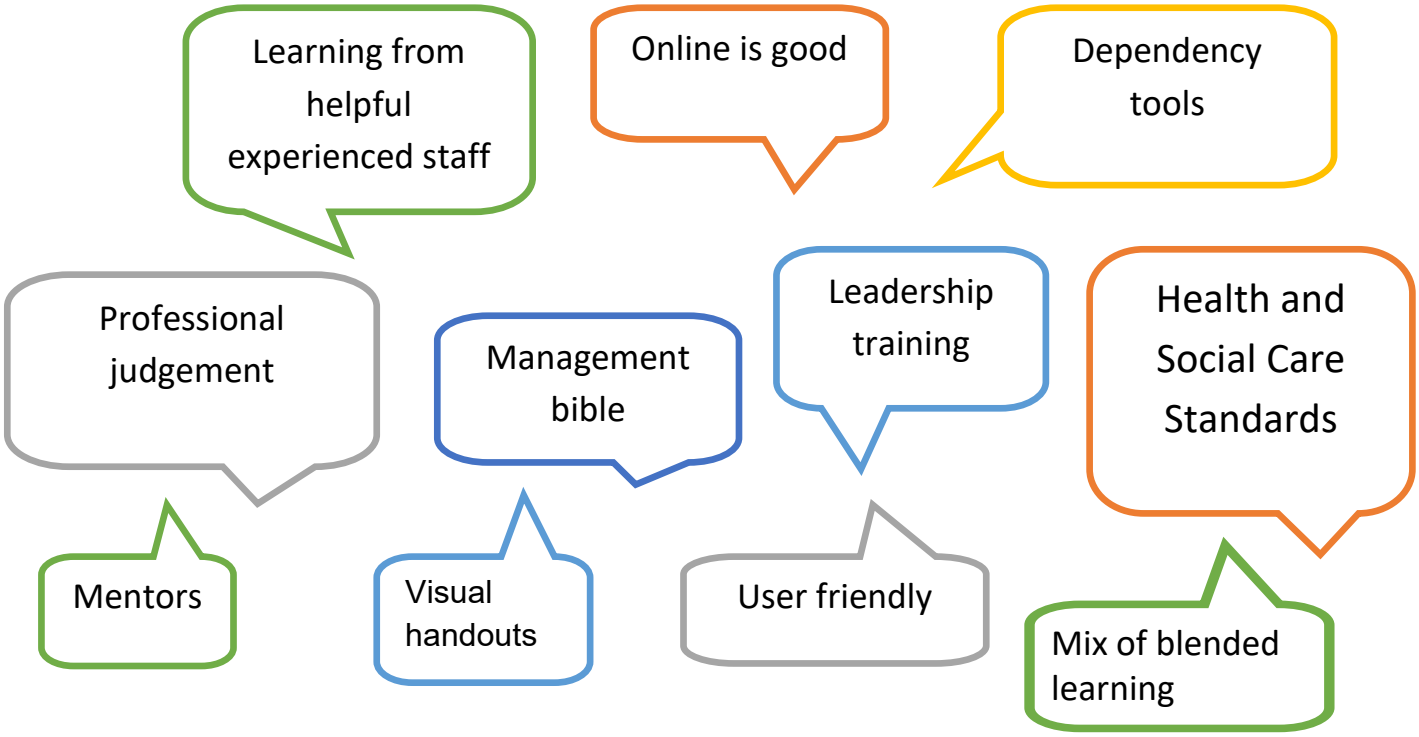
Participants identified the basics that needed to be in place to fulfil the aim of having 'the right people are in the right place at the right time', and what needed to happen to achieve the aim. We have collated the information below, from the breakout rooms.

Participants identified small tests of change they could implement within their care setting, as a means to improve staffing. Below are their ideas for change.



Participants also identified the quality measures that influence safe and effective staffing with their care service.

Participants were asked to identify learning resources that would support managers and care service teams in terms of safe and effective staffing. They told us:



Thank you for your involvement

Thank you for being involved with the Safe Staffing Collaborative Events. If you would like any further information on the Safe Staffing Project, or support on how to start your own improvement Journey, please get in touch with the project at:

safestaffingproject@careinspectorate.gov.scot

Useful links

Health & Care Staffing Scotland Act 2019

https://www.legislation.gov.uk/asp/2019/6/contents/enacted

Care Inspectorate Hub

https://hub.careinspectorate.com/how-we-support-improvement/care-inspectorate-programmes-and-publications/safe-staffing-project/

Guidance for providers on the assessment of staffing levels

https://hub.careinspectorate.com/how-we-support-improvement/care-inspectorate-programmes-and-publications/safe-staffing-project/

Care Inspectorate Improvement Strategy 2019-2021
https://www.careinspectorate.com/images/CI_Improvement_Strategy_2019-2022.pdf

Self-evaluation for improvement – your guide -
https://www.careinspectorate.com/images/Self_evaluation_for_improvement_-_your_guide.pdf

Care inspectorate - Quality frameworks
https://www.careinspectorate.com/images/documents/5856/Quality%20framework%20for%20care%20homes%20for%20adults%202020.pdf

Starting your improvement journey

https://hub.careinspectorate.com/resources/adults-and-older-people/care-homes-for-adults/

Sonia Sparkles

https://hub.careinspectorate.com/media/2884/supporting-improvement-its-everyones-business.pdf

SSSC

https://news.sssc.uk.com/news/developing-quality-improvement-leaders

NES Quality Improvement Zone

https://learn.nes.nhs.scot/741/quality-improvement-zone

Human Rights Links

http://careaboutrights.scottishhumanrights.com/introduction.html

https://www.scottishhumanrights.com/media/1814/shrc_panel_self-assessment_tool_vfinal.pdf

SSSC Codes of Practice

https://www.sssc.uk.com/the-scottish-social-services-council/sssc-codes-of-practice/

SSSC Safer Recruitment

https://www.sssc.uk.com/knowledgebase/article/KA-02600/en-us

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