

## Board of Directors

## Report

**Subject:** OD & WORKFORCE COMMITTEE UPDATE

**Date:** 5<sup>th</sup> October 2016

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### Executive Summary

#### 1. General update

On 22<sup>nd</sup> September 2016, the Committee received reports and assurance updates on a number of areas including Junior Doctors Industrial Action, Raising Concerns, Talent Management and Staff Pulse Surveys

#### 2. Mandatory Training Compliance Reporting

There was an action from the Trust Board meeting in September 2016 to align Mandatory Training (MAST) compliance and board reporting with the way that it is undertaken in Nottingham University Hospitals NHS Trust (NUH). A paper was received by the Committee which set out in detail the particular challenges with that course of action given a number of differences between the two Trusts in relation to their approach to MAST training and reporting.

Of particular note was that the OLM system that SFH use to produce the compliance report is designed to report by individual competency and not by number of staff who are completely compliant with all of their MAST requirements. (the latter is how it is reported in NUH) Over 75% of trusts in the East Midlands use the OLM system.

The OLM system provides a significant level of granularity and thereby assurance as it enables the Trust to interrogate the data at an individual competency level. Compliance for each competency area is then computed to produce the SFH reported compliance total. If the Trust were to change its compliance reports to the Board to reflect the number of staff who are completely compliant with all of their MAST requirements this would involve a significant amount of extra work as it would require manual calculation over and above the OLM report.

In addition, if SFH change the way that it calculates and reports on MAST compliance now, it will lose its ability to measure progress on this topic since the CQC visit in 2015.

Finally, there are a number of significant differences between how SFH and NUH undertake their MAST training, calculate their compliance rate and what is reported to their Trust Board. Even if SFH changed to reporting the number of staff who are completely compliant with all of their MAST requirements, it still wouldn't provide a comparable SFH / NUH measure.

The key areas of difference between SFH and NUH are set out in the table below. Both SFH and NUH have formally committed to meeting the national standards for MAST set out in the Skills for Health: Core Skills Framework which prescribes curriculum, levels and refresher periods. Currently SFH is 100% compliant with these national requirements. NUH's mandatory training policy does include all of the required topics and levels but NUH is still working towards achieving full compliance with these national standards within its refresher training delivery via its DVD training programme, which is due to be updated in 2017.

There is already a merger workstream which has scoped this issue and which will work towards a consistent approach. However, that group have recognised that due to the challenges of bringing consistency across all areas of MAST, it was being recommended that each Trust would retain its own approach for the next year.

**Recommendation**

It is recommended to the board that the content of this report is noted and be assured that the calculation of MAST compliance is robust and accurate. And that the Board accept it continues to receive reports on SFH MAST compliance calculated in the current way, through OLM until the practical aspects of this area is addressed via the merger workstream.

<b>Relevant Strategic Priorities (please mark in bold)</b>	
Ensure the highest standards of safe care are consistently delivered by, and for, individuals, teams and departments	Ensure that patients experience the very best care, building on good practice and listening and learning from both negative and positive feedback and events
Provide timely access to diagnosis, treatment and care when people need it and safely reduce the time patients spend in hospital	Raise the level of staff engagement through strong leadership, communication, feedback and recognition
Reduce the scale of our financial deficit by reducing costs, improving utilisation of resources and productivity, and achieving best value for money	Work in partnership to keep people well in the community, and enable them to return as soon as they are ready to leave hospital
Develop and implement a programme of work in conjunction with Nottingham University Hospital NHST to create a new combined organisation	
<b>How has organisational learning been disseminated</b>	n/a
<b>Links to the BAF</b>	n/a
<b>Financial Implications/Impact</b>	n/a
<b>Legal Implications/Impact</b>	n/a
<b>Partnership working &amp; Public Engagement Implications/Impact</b>	n/a
<b>Committees/groups where this item has been presented before</b>	n/a

### SFH / NUH MAST comparison table

MAST element	SFH	NUH
Mandatory Training Policy	All CSF topics are included in the Mandatory Training Policy in addition to some trust specific priorities eg Sepsis and role specific mandatory training requirements.	Only CSF topics are included in the Mandatory Training Policy. Other role specific mandatory training topics are included in other policies and are reported on separately.
Training delivery – new starters.	Mandatory training is delivered through the Corporate Induction course, nursing/HCA induction programmes and pre starters e-learning programmes and are fully aligned with the CSF.	Mandatory training is delivered through the Corporate Induction course, nursing/HCA induction programmes and new starters mandatory training courses and are fully aligned with the CSF.
Training delivery – refresher	<p>Mandatory training refresher courses are delivered through the mandatory update full day face to face training course and pre-course workbooks/e-learning courses. The content of this day is aligned to the CSF framework and the content of the course is updated each year to reflect patient experience and safety incidents that the Trust wishes to improve. All courses contain assessment requirements to give the Trust assurance that staff are operating to the required levels.</p> <p>Specialist training courses such as safeguarding level 3 are also delivered as standalone face to face courses.</p> <p>Manual handling and BLS assessments are included and assessed on our mandatory update course.</p> <p>Conflict resolution is delivered as per the national requirements of face to face delivery of a 4 hour course.</p>	<p>Mandatory training refresher is currently delivered through a 1h18 minute DVD using a film based approach. The DVD is updated every 3 years and is intended to be a refresher/reminder of mandatory training practices/principles. No assessments are built into this process. The DVD currently does not cover all of the CSF requirements because it was created before the CSF came into effect and is due to be updated in 2017 to ensure compliance with the CSF.</p> <p>Specialist training courses such as safeguarding level 3 are also delivered as standalone face to face courses.</p> <p>NUH use link trainers to carry out certain refresher training such as BLS and Moving and Handling assessments requiring face to face assessments.</p> <p>Conflict resolution is delivered through a scenario incorporated into the DVD as a refresher only. All new staff receive the 4 hour face to face course as a one off.</p>

Recording of training	All training courses are recorded onto OLM and then monthly Board reports are produced from this information.	All training courses are reported onto Moodle and then exported for further manipulation in order to produce monthly Board reports.
Reported by subject or reported by individuals being wholly compliant	<p>Reported by subject/competency level for all mandatory training topics, including all of CSF requirements, against number of staff who should be completing training for each topic against the number of staff that have actually completed training for each topic. The amalgamation of all of these figures gives the overall mandatory training figure for the Trust.</p> <p>New starters are included in the overall training figures from day one</p> <p>No additional reports are necessary as our monthly reports include all topics and levels each month and are linked to our overall compliance rate.</p>	<p>Monthly Board reports are produced on the total number of staff who have watched the mandatory training DVD compared to the number of staff who should have watched the DVD. This is the main compliance metric for the Trust in terms of overall mandatory training compliance.</p> <p>New starters reports are not included in monthly compliance figures but produced separately in quarterly board reports and are not included in the overall compliance figures for the first year.</p> <p>Quarterly Board reports are produced on certain aspects of mandatory training that are not covered by the DVD and are part of the CSF plus additional Trust mandatory training topics by the number of staff that has actually completed training. There is no overall compliance figure for these topics and these figures are not linked into the overall Trust compliance figures.</p>
Extent of training e.g. is it in line with the CSF curriculum recommendations	SFH is 100% compliant with all levels of new starter and refresher periods of the CSF.	NUH is 100% compliant with the CSF for new starters training and is currently working to achieve full compliance on its mandatory training refresher training through its DVD that's due to be updated in 2017.