



MANAGEMENT ANSWERS

METHODS OF MANAGING STAFF ROTA TO MEET NEEDS

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Suggest methods of managing staff rotas to meet individual needs

Before identifying the individual needs for a staffing rota, it is important to acknowledge that the National Minimum Standards set out some parameters regarding staffing, these are:

The national minimum standards apply to the wide range of residential and nursing homes which exist in England. It is necessary to achieve a balance between drawing up standards which are specific enough to avoid the need for local negotiation, but which are broad enough to apply to the diverse nature of the clientele catered for (e.g. those who are physically frail; those who have dementia).

Drawing up standards for staffing exemplifies some of the greatest difficulties of this kind. Where residents have a high level of physical dependency (in relation to capacity to perform the activities of daily living), staffing levels will need to reflect the needs of those residents. Where they require significant nursing attention, the skill mix of the staffing establishment must be adjusted accordingly.

Residents with dementia also require care from appropriately skilled staff – and so on. In determining appropriate staffing establishments in all care homes, and in nursing care homes in particular, the regulatory requirement that staffing levels and skills mix are adequate to meet the assessed and recorded needs of the residents at all times in the particular home in question must be met.

This section, therefore, does not lay down detailed specifications for staffing to cover all situations but it does set out some baseline standards which should apply as minimum to all settings. Each home must then determine the appropriate staffing levels and skills to meet the assessed needs of its own particular residents, which will then be approved by the Inspection Unit

STAFF COMPLEMENT

OUTCOME

Service users needs are met by the numbers and skill mix of staff.

Staffing numbers and skill mix of qualified/unqualified staff are appropriate to the assessed needs of the service users, the size, layout and purpose of the home, at all times.

A recorded staff rota showing which staff are on duty at any time during the day and night and in what capacity is kept.

The ratios of care staff to service users must be determined according to the assessed needs of residents, and a system operated for calculating staff numbers required, in accordance with guidance recommended by the Department of Health.

Additional staff are on duty at peak times of activity during the day. There are waking night staff on duty in numbers that reflect the numbers and needs of service users and the layout of the home. In care homes providing nursing this includes registered nurse(s).

Staff providing personal care to service users are at least aged 18; staff left in charge of the home are at least aged 21.

Domestic staff are employed in sufficient numbers to ensure that standards relating to food, meals and nutrition are fully met, and that the home is maintained in a clean and hygienic state, free from dirt and unpleasant odours.

STAFF ROTA

In an ideal world, there would be a full complement of staff, day and night to meet every need, but in reality a system of when are the most heavy and difficult work is done and needing an increased staff and skill mix for these periods.

I would negotiate with the Inspection Unit higher staffing levels at the most challenging times

7am-9am Help get up and assist those who need assistance, with a 21 bed Unit I would look for a ratio of 1 staff member to 3 clients, and would balance the client need so no staff would have to give full care (dressing, bathing etc) to 3 heavily dependent clients whilst others had 3 ambulant clients who can manage themselves, so each staff would have the same level of workload. So around 7 staff would be required for this period

From 9am – 12 noon, the workload would be less with more social time, so it would be possible to go down to 4 staff, plus one activities worker.

12-2pm Lunch, again depending on the frailty, this would be a heavier work period and if many had to be fed, toileted and helped to the table, I would look for 5 staff, roughly 1 staff to 4 clients again, ensuring an equal workload. This would give sufficient time for the client to have their hygiene needs met before, during and after the meal, to feed themselves, or be fed in a socially acceptable time to ensure they get full benefit of the food. As staff would have lunch breaks in this period, the staff compliment would actually increase in this period

2pm-5pm, again we would drop to 4 staff and one activities worker.

5-6 Tea, this again would be a more intensive work situation, so the 1-4 ratio would mean 5 staff in this period

6pm-9pm we would I think drop down to 4 staff and no activities worker, as many clients would wish to either watch T.V. or go to bed in this period if they wish to

9-11pm Bed Time, I would stay with four staff to help the clients to take their medication, get undressed and go to bed, and be given appropriate time for this plus any prayers they may wish to make

11-7am I believe 3 staff would be appropriate in this period as clients' needs would vary and not necessarily all want help at the same time, so they would have their needs dealt with when required