

MANAGING ROTA'S TO REDUCE ADVERSE INCIDENTS

Priory Grange Hospital, St. Neots

THE PROBLEMS:

- Existing 12.5 hour shift patterns mean that staff only work a three day week.
- All staff on duty at “non-peak” times as well as “peak” times.

THE CONSEQUENCES

- Activities are restricted if staffing levels are low.
- Incidents are more likely to happen when frustration is present and delays are commonplace.
- Communication is poorer when fewer staff are on duty.

THE EVIDENCE

- Matching rotas to activity logs.
- Matching rotas to incident reports.
- Patient/staff feedback.
- Time interval statistical analysis:

Number of Incidents by Time between 01/04/07 and 30/04/07

time	12am-1am	1am-2am	2am-3am	3am-4am	4am-5am	5am-6am	6am-7am	7am-8am	8am-9am	9am-10am	10am-11am	11am-12am
total	0	1	2	1	0	1	3	2	2	5	7	2

time	12pm-1pm	1pm-2pm	2pm-3pm	3pm-4pm	4pm-5pm	5pm-6pm	6pm-7pm	7pm-8pm	8pm-9pm	9pm-10pm	10pm-11pm	11pm-12pm
total	2	2	6	6	7	3	5	5	15	12	1	0

THE CHANGES

- **Upstairs (Psychiatry)**

- 8 x 7.25hrs/month (10.15 – 1800 minus 30 minutes break) = 58hrs
- 9 x 11.5hrs/month (07.00 - 19.30 minus one hour break) = 103.5hrs
- One extra hour on one Long Day/month = 1hr

Total = 162.5hrs

- **Downstairs (LD/Physical Needs/Psychiatry)**

- 8 x 7.25hrs/month (09.00 – 16.45 minus 30 minutes break) = 58hrs
- 9 x 11.5hrs/month (07.00 - 19.30 minus one hour break) = 103.5hrs
- One extra hour on one short shift/month = 1hr

Total = 162.5hrs

- **Recreational and Activity Therapists**

- Establishment increased by 300%
- Therapists to offer service until 22.00hrs
- Weekend Therapists to be Rota'd