

Workforce Planning – PAN London Approach

AIM:

- To maintain safe staffing levels prioritising current skilled nurses within HD units and inpatients
- Redeployment of skilled staff of NHS staff to COVID facing tasks to ensure equity of safe staffing levels
- Need to share staffing levels pan London can we create a staffing dashboard with a daily sit rep so we can move staff around
- To utilise volunteer role to support staff as a matter of urgency

Now

- Work closely with HR department and volunteer department
- Redeploy all staff with dialysis skills to HD units/ward
- Agree minimum staff/patient ratio's in each area and plan staffing for a week ahead.
- Prioritise training for staff required to support the delivery of care (HD/PD and preparation of equipment)
- Look at role of medical students and recently retired HCP to take on clinical tasks
- Look at roles of administration staff and think how they may be utilised – (meet and greet etc)
- Develop a rapid response train the trainers programme for specific clinical facing tasks as well as volunteer tasks
- What needs to be in place to support the return of frontline staff to the workplace (testing services/labs/phoning staff at home to ensure their welfare)

Patient Facing in dialysis units

- Can be task allocation according to skill set with no previous clinical experience required.
- Brief training programme with a train the trainer approach - complete infection control and manual handling training.
- Basic competencies to be developed

Tasks

- Lining and priming haemodialysis machines (moderate training)
- Cleaning machines, bedspaces, equipment, clinical non clinical areas (minimal training)

- Assisting patients where required to dialysis space and back (minimal training)
- Meet and greet and assessment at front door (minimal training)
- Check temperatures (infrared thermometer) and symptom checklist (minimal training)
- Answering call bells and dealing with patient requests where possible

- Checking patient's weight pre and post dialysis. (Moderate training)
- Blood pressure checks pre and post dialysis. (Moderate training)

Admin support with patient contact dialysis units

- Obtaining ready times for end of dialysis
- Reception duties- checking people in and out.
- Communicating with transport

Non-patient facing roles

- Stock ordering and replenishing supplies
- Answering/diverting phone calls can be remotely
- Phoning patients with changes to appointments/plans etc
- Sending letters/documents
- Creating posters, leaflets etc, helping with patient communications.
- IT- supporting staff to work remotely- access, troubleshooting.
- Managing staff email inboxes.
- Maintaining database/dashboard to be sent to teams
- Sending local unit staff comms.
- Technical support for dialysis technicians
- Drivers- could they drive PD staff to support assisted PD, to move stock supplies between units or staff between units
- Assisting with supplies onwards
- Acting as runners in labs in double bags

Supporting existing staff

- Supporting staff mental wellbeing
- Providing refreshments on units/wards
- Debrief sessions/ time outs.
- Daily collection of staffing levels across all satellite units flagging areas of risks
- Agree staff/patient ratio that is trigger of risk and how long it may be run at.
- Could we run at this level 1:6 1:6.5 however for how long?
- If more COVID cases come for HD, what would be the threshold for staffing ratio? 50%
- Agree escalation points and process to support movement of staff

March 30th 2020