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Bwrdd Iechyd Prifysgol
Bae Abertawe
Swansea Bay University
Health Board



Meeting Date	17th October 2019		Agenda Item	2.1 ii
Report Title	Update on PADR and Mandatory Training for Support / Hotel Services			
Report Author	Joanne Jones, Head of Support Services			
Report Sponsor	Chris White COO			
Presented by	Joanne Jones, Head of Support Services			
Freedom of Information	Open			
Purpose of the Report	To provide the Workforce and OD Committee with a proposed timeline for improving PADR and Mandatory Training compliance within Support Services. This is a follow up report to the August 2019 paper			
Key Issues	<p>The Support / Hotel Services Department is a diverse department comprising many departments including domestic, Portering, catering, caretaking, security, accommodation, car parking, switchboard, linen and laundry. All the departments have different support requirements to meet their training needs.</p> <p>The key issues were raised in the previous paper, the purpose of this paper is to consider the proposed timeline for achieving compliance and consider if the timeline can be improved with the allocation of additional resources.</p>			
Specific Action Required <i>(please choose one only)</i>	Information	Discussion	Assurance	Approval
	<input type="checkbox"/>	x <input type="checkbox"/>		<input type="checkbox"/>
Recommendations	Members are asked to: Note the content of the report			

SUPPORT SERVICES HEALTH AND SAFETY ASSURANCE REPORT

1. INTRODUCTION

The Support / Hotel Services Department is diverse comprising of many departments including domestic, Portering, catering, caretaking, security, accommodation, car parking, switchboard, linen and laundry, which all have different support requirements to meet their training needs.

The services are provided on all Health Board sites and the departments range from the largest, Morriston Hospital Domestic Department, which has approximately 180 WTE (220 head count) to the 0.2 WTE (1 head count) in Pontarddulais Health Centre with a lone worker providing a caretaking service.

A paper was prepared for the August Workforce and OD Committee detailing the current situation and the purpose of this paper is to review the timeline proposed in the August paper and suggest options to improve it.

2. BACKGROUND

2.1 Mandatory Training

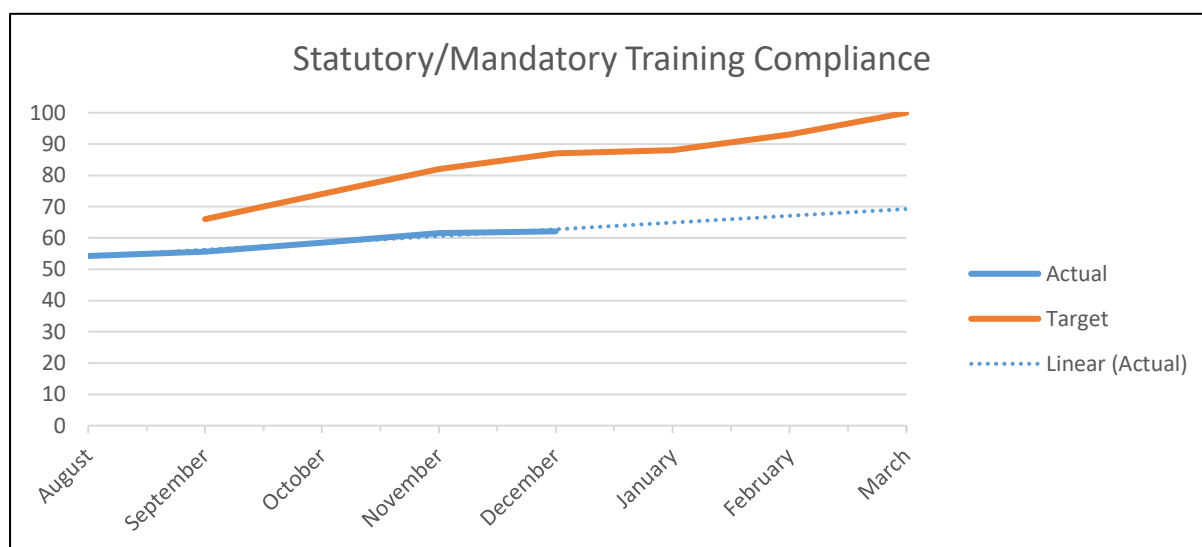
2.1.1 Statistics / Performance

The mandatory training compliance for Support Services in November 2019 is at 61.54%, which is detailed by department below:

Department	No. of Staff	Compliance %
130 P201 Cimla Catering	3	10.26
130 P207 Llwyneryr Domestics	3	43.59
130 P213 NPTH Catering	22	74.48
130 P214 NPTH Community Domestics	14	24.18
130 P216 NPTH Hotel Services Management	2	96.15
130 P217 NPTH Housekeeping	111	66.87
130 P218 NPT Laundry & Linen	5	100.00
130 P220 NPTH Portering & Security	22	100.00
130 P234 Tonna Hotel Services	20	52.31
130 P600 Singleton Catering	105	76.85
130 P602 Cefn Coed Catering	11	53.15
130 P603 Morriston Catering	69	60.20
130 P610 Community Domestics	14	13.19
130 P611 Singleton Domestics	118	98.17
130 P612 Morriston Domestics	206	20.99
130 P613 West Domestics Management	2	100.00
130 P620 Facilities Management	7	98.90
130 P623 West Income Generation	1	0.00

130 P624 Singleton Newsagent	3	100.00
130 P625 Singleton Car Parks	2	100.00
130 P627 Morriston Car Parking	1	100.00
130 P640 Gorseinon Hotel Services	19	44.94
130 P641 Other Mental Health Hotel Services	19	57.49
130 P643 Cefn Coed Hotel Services	26	44.08
130 P652 Singleton Laundry and Linen	3	100.00
130 P653 Morriston Laundry & Linen	6	96.15
130 P654 Central Laundry	42	97.44
130 P660 Singleton Porters	52	99.85
130 P661 Morriston Porters	117	41.55
130 P662 West Portering Management Team	3	69.23
130 P663 Cefn Coed Porters	2	73.08
130 P671 Morriston Security	9	76.92
130 P680 West & Community Telephonists	28	80.49
Grand Total	1049	61.54

The chart below shows the overall Support Services target timeline and actual performance.



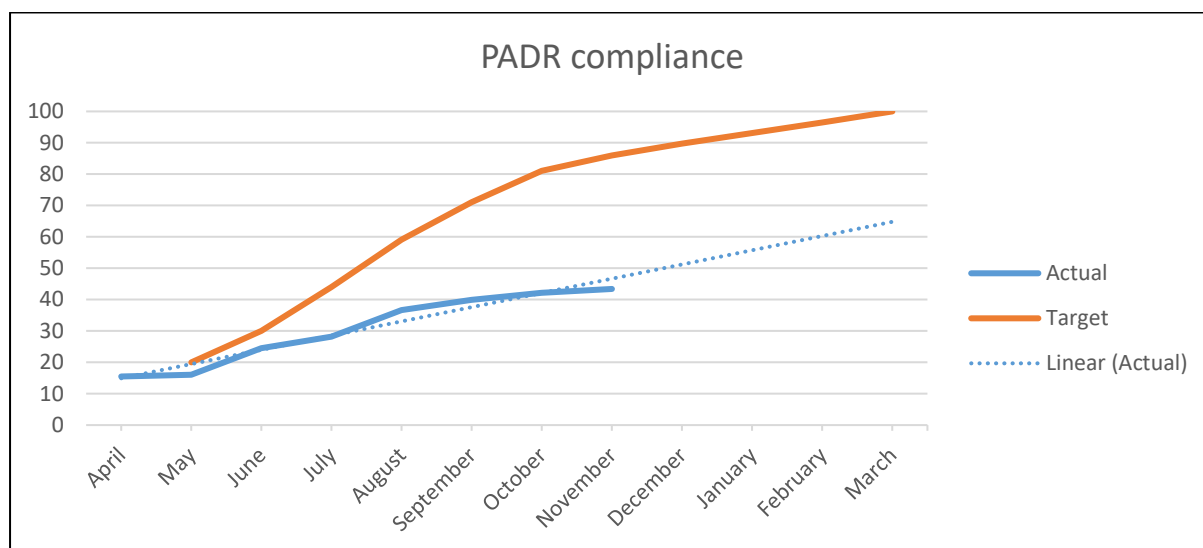
2.2 PADR

2.2.1 Statistics / Performance

An audit was undertaken in 2018 by Internal Audit department and an action plan was prepared resulting from the audit.

The current compliance is 43.38% overall

The chart below shows the overall Support Services PADR target timeline and actual performance.



3. IMPROVEMENT PLANS AND TIMELINE

3.1 Mandatory and statutory training

Mandatory training compliance has increased from 19% in 2018 to 61.54% in November 2019. The target anticipates that the expected date of full compliance is March 2020, however the current trajectory will require additional resources to meet this target.

The dates do vary but the worst case scenario is based on a large department with low compliance and a targeted increase of PADR compliance of approximately 25% every three months.

There are six ways to improve the compliance of both PADR and Mandatory Training more quickly.

They are:

- Purchase more IT equipment
- Enhance cover to release staff and supervisors / trainers
- Arrange class room sessions for training
- Simplify the password / signing on process.
- Arrange group PADR sessions
- Enable overtime to be undertaken to improve training rates.

The following two tables summarise the situation if IT equipment is purchased and / or additional staff are employed.

Each department has to be treated differently due to their current compliance, operational issues, size and culture.

The following table highlights the resources required and reflects the geographical location and supervisory/management arrangements of each department.

Nine of the thirty-two departments require additional resources to support mandatory training compliance.

Site/Service	Issue	Resources Required
Cefn Coed Catering and Hotel services Gorseinon Hotel services	Trainer and training time required to complete training	1x band 3 (37.5 hours x 3) £20k per annum with no relief or sickness cover Release time also required for staff 1x band 2 £18k per annum with no relief or sickness cover
Morrison Catering	Quality Assurance Manager to be redirected to training	1x laptop required for training
Morrison Domestic	IT equipment available but supervisory training resources required to undertake 1:1 training with staff	3x band 3 (37.5 hours x 3) £60k per annum with no relief or sickness cover Release time also required for domestic staff 5x band 2 £90k with no relief or sickness cover
Cimla catering Llwyneryr Domestic Community Domestic Neath	Trainer and training time required to complete training	1x band 3 (37.5 hours x 3) £20k per annum with no relief or sickness cover Release time also required for staff 1x band 2 £18k per annum with no relief or sickness cover And 1x laptop required for training
Swansea Community Domestic	Trainer and training time required to complete training	Share resources with Cefn Coed

3.2 PADR Compliance

PADR compliance is 39.94%

The following table the resources required and reflects the geographical location and supervisory/management arrangements of each department.

Sixteen of the thirty-two departments require additional resources to support mandatory training compliance.

Site/Service	Issue	Resources Required (for 6 weeks)
Cefn Coed Catering, Portering and Hotel services Gorseinon Hotel services	Supervisor and relief time required to complete PADR	1x band 3 (37.5 hours x 3) £2.3k with no relief or sickness cover Release time also required for staff 1x band 2 £2k with no relief or sickness cover
Morrison Catering	Supervisor and relief time required to complete PADR	1x band 3 (37.5 hours x 3) £2.3k with no relief or sickness cover Release time also required for staff 1x band 2 £2k with no relief or sickness cover
Morrison Domestic	Supervisors and relief time required to complete PADR	6x band 3 (37.5 hours x 3) £13k with no relief or sickness cover Release time also required for domestic staff 5x band 2 £10k with no relief or sickness cover
Cimla catering Llwyneryr Domestic Community Domestic Neath	Supervisor and relief time required to complete PADR	1x band 3 (37.5 hours x 3) £2.3k with no relief or sickness cover

Tonna Hotel Services		Release time also required for staff 1x band 2 £2k with no relief or sickness cover
Neath Porters	Supervisor and relief time required to complete PADR	1x band 3 (37.5 hours x 3) £2.3k with no relief or sickness cover Release time also required for staff 1x band 2 £2k per annum with no relief or sickness cover
Swansea Community Domestics	Supervisor and relief time required to complete PADR	Share resources with Cefn Coed
Central laundry and linen rooms on Singleton and Morriston sites	Supervisor and relief time required to complete PADR	1x band 3 (37.5 hours x 3) £2.3k with no relief or sickness cover Release time not required
Porters Singleton	Supervisor and relief time required to complete PADR	1x band 3 (37.5 hours x 3) £2.3k per annum with no relief or sickness cover Release time also required for staff 1x band 2 £2k per annum with no relief or sickness cover

In addition to additional staff two further options include classroom sessions and making access to IT simpler.

3.3 Classroom Sessions

Classroom sessions have been suggested initially for Morriston Domestic Department only as it is a large department and the current compliance rate is low support from key departments has already been guaranteed.

The following table highlights the 13 mandatory sessions, and the progress so far in progressing this idea. Approximately 20 – 30 staff could be trained on each session. The relief / cover implications have not been included in this option so would require domestic staff to leave their work area or work overtime to complete the training.

Competence	Contact	Comment
Equality, Diversity and Human Rights 3 years	Kay Myatt	Classroom sessions actioned in October and November.
Fire Safety 2 years	Mark Parson Laurie Higgs	Classroom sessions actioned in October and November.
Health, Safety and Welfare – 3 years	Mark Parson Laurie Higgs	Agreed in principle
Infection Prevention and Control Level 1 3 years	Lisa Hinton	Sessions booked for January 2020
Information Governance (Wales) 2 years	Kay Myatt	Agreed in principle for October.
Moving and Handling Level 1 2 years	Mark Parson Laurie Higgs	Agreed in principle
Resuscitation Level 1 3 years	No contact known	To investigate further to see if it is a possibility.
Safeguarding Adults Level 1 3 years	No contact known	To investigate further to see if it is a possibility.
Safeguarding Children Level 1 3 years	No contact known	To investigate further to see if it is a possibility.
Violence and Aggression (Wales) Module A	Mark Parson Laurie Higgs	Agreed in principle
Dementia Awareness No renewal	No contact known	To investigate further to see if it is a possibility.
Social Services and Well Being Act Wales Awareness (2014)	No contact known	
Violence against Women, Domestic Abuse and Sexual Violence 3 years	No contact known	

3.4 Simplification Of The IT Systems Would Also Be Helpful.

The other major problem which should be reconsidered is the Cymru account passwords and resetting of ESR passwords. The resetting of Cymru accounts can take up to 45 minutes each time if the account has not been used.

Due to the hours the community staff work, it can be 1 hour per evening. The Supervisors tried to assist and ask for passwords on their behalf which will be sent directly to the staff. This is the response from an email on 18th September 2019:

"I'm sorry but as my colleague has advised, we will need to be contacted by the employees individually.

If you can ask them to contact us either by phone, email or live chat we can assist them with getting them access to their accounts".

To achieve compliance further support will be required to avoid these type of delays.

4. FINANCIAL IMPLICATIONS

Resource	Site	Cost £
IT Equipment – 2 laptops	Morrison Catering Neath Community	£1K
Band 3 cover to undertake training and PADR training	Cefn Coed Morrison catering Singleton Porters Laundry and linen rooms Neath Community Swansea Community	Training £100k PADR £26.8K
Relief band 2 staff		Training £126k PADR £20k

The department has requested a 2 laptops to assist in delivering PADRs and training for community staff, however an email from IT on 1st November confirms that there is currently no stock in the HB and it is not known they will be available.

The issues will arise with recruitment of additional staff to provide relief cover as recruitment can take 4-6 months.

If staff are reallocated which is another option, current aspects of their role will not take place and in many services basic service provision will not able to be provided if resources are removed.

I do not believe the current trajectory will change before March 2020 as the resources will not be in place to improve the situation.

5. RECOMMENDATION

The Workforce and OD Committee is asked to note the content of the request. the recommendation is that:

- A paper be prepared for the SLT (Senior Leadership Team) detailing the financial requirements to enhance training compliance by
- Additional IT equipment is ordered (see point 4)
- Classroom sessions are taken forward for Morrison Domestic Department which would improve departmental compliance.

- A simplified IT / ESR password is put in place for part time community staff who do not attend sites or work regular office hours.

Members are asked to:

- Note the content of the report

Governance and Assurance		
Link to Enabling Objectives (please choose)	Supporting better health and wellbeing by actively promoting and empowering people to live well in resilient communities	
	Partnerships for Improving Health and Wellbeing	<input type="checkbox"/>
	Co-Production and Health Literacy	<input type="checkbox"/>
	Digitally Enabled Health and Wellbeing	<input type="checkbox"/>
	Deliver better care through excellent health and care services achieving the outcomes that matter most to people	
	Best Value Outcomes and High Quality Care	<input checked="" type="checkbox"/>
	Partnerships for Care	<input checked="" type="checkbox"/>
	Excellent Staff	<input checked="" type="checkbox"/>
	Digitally Enabled Care	<input type="checkbox"/>
	Outstanding Research, Innovation, Education and Learning	<input type="checkbox"/>
Health and Care Standards		
(please choose)	Staying Healthy	<input type="checkbox"/>
	Safe Care	<input type="checkbox"/>
	Effective Care	<input type="checkbox"/>
	Dignified Care	<input type="checkbox"/>
	Timely Care	<input type="checkbox"/>
	Individual Care	<input type="checkbox"/>
	Staff and Resources	<input checked="" type="checkbox"/>
Quality, Safety and Patient Experience		
<p>The availability of an annual PADR, training and compliance with statutory/mandatory training are core values to which managers and staff at all levels in the organisation have key roles to play. It is recognised that there are vital links to partners such as trade unions colleagues, by working closely with them to support good standards of training and education for all.</p> <p>Patients, families and staff require safe facilities within the Health Board in which to provide the required care which should add to a positive patient, family and staff experience.</p>		
Financial Implications		
<p>Additional resources were authorised to support the Internal Audit report for PADR compliance (and HSE improvement notices work) for the portering department, Morriston Hospital</p> <p>Both IT equipment and Staff time is required to improve compliance more quickly</p>		
Legal Implications (including equality and diversity assessment)		
<p>There are legal implications for statutory training within the department, for example Food Hygiene</p>		
Staffing Implications		
<p>Adequate staffing levels within all services is essential</p>		

Long Term Implications (including the impact of the Well-being of Future Generations (Wales) Act 2015)	
Long term – acting now by managing and identifying training needs protects staff and patients.	
Involvement – of staff and experts will support and engage staff who feel valued and valued staff who are happy have improved patient outcomes.	
Collaboration – the department will work collaboratively engaging with all to improve the training and education and well-being of those who work and use our services.	
Report History	The previous report was submitted in August 2019
Appendices	None