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Swansea Bay University  
Health Board



<b>Meeting Date</b>	<b>15 June 2021</b>	<b>Agenda Item</b>	<b>3.5</b>
<b>Report Title</b>	<b>Update on Domestic Recruitment</b>		
<b>Report Author</b>	Joanne Jones, Head of Support Services		
<b>Report Sponsor</b>	Craigie Wilson, Deputy COO		
<b>Presented by</b>	Joanne Jones, Head of Support Services		
<b>Freedom of Information</b>	Open		
<b>Purpose of the Report</b>	The purpose of this report is to update the Workforce and OD committee on the current situation regarding recruitment to the domestic services.		
<b>Key Issues</b>	<p>Recruitment to the domestic service has been an ongoing issue for many years.</p> <p>In March 2020, a large recruitment campaign commenced which included an open day and one stop recruitment shop. However, this was halted due to the Covid-19 outbreak and redirected to a more general support services recruitment campaign, which was managed via TEAMS with no face-to-face contact.</p> <p>Over 400 new staff were recruited as part of this process. The situation with recruitment has been complicated more recently due to four main reasons:</p> <ol style="list-style-type: none"> <li>1. In 2020 additional hours were awarded to the domestic departments on the Singleton and Morriston Hospital sites to ensure that NSOC were met.</li> <li>2. Domestic staff with enhanced roles, Support Service Assistants (SSA's) were recruited to the Field Hospital, vaccine centre's etc.</li> <li>3. In January 2021 additional temporary hours were awarded to the domestic departments across the Health Board to ensure that Covid-19 – Environmental Standards were met.</li> <li>4. It was agreed that a domestic 'bank' service would be created. The purpose of the bank was to provide additional staff when demanded to meet the needs of the services. It had always been a long-term aim of the department to generate a pool</li> </ol>		

	of domestic staff, which would in future streamline ongoing recruitment to the domestic department.			
<b>Specific Action Required</b> <i>(please choose one only)</i>	<b>Information</b>	<b>Discussion</b>	<b>Assurance</b>	<b>Approval</b>
	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Recommendations</b>	Members are asked to: <ul style="list-style-type: none"> <li>Note the contents of the report.</li> </ul>			

# UPDATE ON DOMESTIC RECRUITMENT

## 1. INTRODUCTION

The purpose of this report is to update the workforce and OD committee on the current situation regarding recruitment to the domestic service across the Health Board.

## 2. BACKGROUND

### 2.1 Background

Recruitment to the domestic service has been an ongoing issue for many years. In March 2020 a large recruitment campaign commenced but was halted and diverted due to the Covid-19 pandemic.

The situation has been complicated recently for four main reasons:

1. In 2020, additional hours were awarded to the domestic departments on Singleton and Morriston Hospital sites to ensure that National Standards of Cleaning (NSOC) were met.
2. Domestic staff with an enhanced role, Support Service Assistants, were also recruited for the Field Hospital, Vaccine centres etc.
3. In January 2021, additional temporary hours were awarded to the domestic departments across the Health Board to ensure that Covid-19 – Environmental Standards were met.
4. It was agreed that a domestic service 'bank' would be created. The purpose of the bank was to provide additional staff when required. It had always been a long-term aim of the department to generate a pool of domestic staff which would in future streamline ongoing recruitment to the domestic department.

Regular update reports have been provided to the ICC and Quality and Safety, confirming the domestic recruitment situation at any point in time. However, the situation is difficult to audit trail precisely as:

- Additional recruitment was required initially for the field hospitals and then the vaccination and testing centres
- Open ended/ongoing recruitment commenced for domestic staff
- Regular transfer of newly recruited Domestic and SSA staff to different roles within the Health Board, for example HCSW/Nursing, Phlebotomy, Testing Centres
- Applicants remaining on the system (but not responding to requests for information/requests to work) are still on the books but have no intention of working for the Health Board and have to stay on for 6 months
- New developments on site continually increasing the vacancy levels e.g., cladding project on Singleton site

- Acceptance of offers, making offers and commencement of roles is ongoing as it is part of an open-ended recruitment process
- Transfer of staff internally, e.g., bank to permanent position

However, given all the difficulties and the transfer of staff in and out of the department the following is the synopsis of the current situation in relation to vacancies:

<b>NSOC Position (Morriston and Singleton only) for Recruitment of permanent domestic staff</b>		
<b>Vacancies (WTE)</b>	<b>Singleton</b>	<b>Morriston</b>
Budget	2.11	2.41
NSOC	4.89	12.65
	<b>7.0</b>	<b>15.6</b>
Cladding Singleton	2.06	
		<b>Total 24.66 WTE</b>
<b>Funding Health Board wide for Covid-19 – Environmental Standards Temporary and Bank Domestic Staff</b>		86.46
<b>Total Vacancies</b>		<b>111.12 WTE</b>

## **2.2 Assessment**

The following reflects the current workforce position:

### **2.2.1 Recruitment of Permanent New Domestic Staff**

(For budgeted vacancies, NSOC uplift).

Interviews have taken place for permanent staff for both the Morriston and Singleton domestic departments. It is anticipated that full employment will be able to be achieved unless other variables come into play.

Bank and temporary staff were given the opportunity to apply for permanent positions.

### 2.2.2 Recruitment of Temporary/Bank Domestic Staff

(For Covid-19 Environmental Standards, creation of the bank and vaccine centres)

Position	Number (Head Count not WTE)	Comment
Applicant for bank/temporary position	227	
Completed checks (already on bank)	117	
Ongoing checks to be completed	110	Recruitment is ongoing
SSA	76	Will undertake domestic role as SSA not required as Field Hospital is not operational
Domestic	151	
Withdrawn	28	
Internal applicants (employed staff who want additional hours on the bank)	5	Option for all staff

### 3. GOVERNANCE AND RISK ISSUES

Healthcare associated infections are associated with poor patient outcomes, and are significant quality and safety issues. Continuing failure to achieve the infection reduction improvements is an unacceptable position for our patients, for the Health Board and Welsh Government.

### 4. FINANCIAL IMPLICATIONS

All funding requested has been supported by the Health Board. The purpose of this paper is to provide an update on the recruitment process. Revenue funding of £450k per annum has been awarded to the Domestic Department for NSOC.

£1.9m per annum has been awarded on a temporary basis for Covid-19 cleaning, however as the level of Covid-19 us reduced the current expenditure/call down of funds is £152k per quarter (to be reviewed after 6 months).

### 5. RECOMMENDATION

- To note the progress with recruitment and ongoing complexities of maintaining the service and appropriate recruitment levels both in terms of sites and hours
- To note that a bank has been created and ensure that the newly created bank continues to be operational
- Transfer as many bank staff as possible to permanent vacancies

- Proceed with ongoing recruitment to the bank to ensure numbers/hours are available in future

<b>Governance and Assurance</b>		
<b>Link to Enabling Objectives</b> <i>(please choose)</i>	<b>Supporting better health and wellbeing by actively promoting and empowering people to live well in resilient communities</b>	
	Partnerships for Improving Health and Wellbeing	<input checked="" type="checkbox"/>
	Co-Production and Health Literacy	<input type="checkbox"/>
	Digitally Enabled Health and Wellbeing	<input type="checkbox"/>
	<b>Deliver better care through excellent health and care services achieving the outcomes that matter most to people</b>	
	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"/>
<b>Health and Care Standards</b>		
<i>(please choose)</i>	Staying Healthy	<input checked="" type="checkbox"/>
	Safe Care	<input checked="" type="checkbox"/>
	Effective Care	<input checked="" type="checkbox"/>
	Dignified Care	<input type="checkbox"/>
	Timely Care	<input type="checkbox"/>
	Individual Care	<input type="checkbox"/>
	Staff and Resources	<input type="checkbox"/>
<b>Quality, Safety and Patient Experience</b>		
<p>Effective infection prevention and control needs to be everybody's business and must be part of everyday healthcare practice and be based on the best available evidence so that people are protected from preventable healthcare associated infections.</p>		
<b>Financial Implications</b>		
<p>All funding requested has been supported by the Health Board. The purpose of this paper is to provide an update on the recruitment process. Revenue funding of £450k per annum has been awarded to the Domestic Department for NSOC. £1.9m per annum has been awarded on a temporary basis for Covid-19 cleaning, however as the level of Covid-19 us reduced the current expenditure/call down of funds is £152k per quarter (to be reviewed after 6 months).</p>		
<b>Legal Implications (including equality and diversity assessment)</b>		
<p>Potential litigation in relation to avoidable healthcare associated infection. Healthcare associated infections are associated with poor patient outcomes, and are significant quality and safety issues. Continuing failure to achieve the infection reduction improvements is an unacceptable position for our patients, for the Health Board and Welsh Government.</p>		
<b>Staffing Implications</b>		
<p>Additional domestic staff will be recruited as a result of the paper.</p>		

**Long Term Implications (including the impact of the Well-being of Future Generations (Wales) Act 2015)**

- **Long Term** - The importance of balancing short-term needs with the need to safeguard the ability to also meet long-term infection and hygiene needs.
- **Prevention** – To prevent HCAI occurring or getting worse will help the Health Board meet its objectives.
- **Collaboration** - Acting in collaboration with Nursing, Estates and Infection Control will help the Health Board to meet its well-being objectives.
- **Involvement** - The importance of involving people with an interest in achieving the well-being goals, and ensuring that those people reflect the diversity of the area which the Health Board serves.

**Report History**

This is an update report for the W&OD committee.  
 The first paper was presented in 2020.  
 In October 2019, an update paper was presented to SLT on the recommendation for Environmental Decontamination and February 2020 paper to SLT on 2<sup>nd</sup> update report on the Recommendations for Environmental Decontamination.  
 March 2020 paper to Quality and Safety Committee.

**Appendices**

There are no appendices to this paper.