

**Our latest report on this standard published on 22 December 2012**

**We inspected on 14 and 15 November 2012 during a routine inspection**

**We checked that people who use this service:**

- Are safe and their health and welfare needs are met by sufficient numbers of appropriate staff.

### **How this check was done**

We reviewed all the information we have gathered about London Ambulance Service NHS Trust, looked at the personal care or treatment records of people who use the service, reviewed information sent to us by the provider and carried out a visit on 14 November 2012 and 15 November 2012. We observed how people were being cared for, talked with people who use the service, talked with staff and talked with stakeholders.

### **Our judgement**

There were not enough qualified, skilled and experienced staff to meet people's needs. Staffing levels should be reviewed and increased in light of increased demand on the service and to ensure that staff have sufficient time for breaks and training.

### **Reasons for our judgement**

The London Ambulance Service NHS Trust told us that they were compliant with this outcome and that there was enough qualified, skilled and experienced staff to meet people's needs. There was a reported 3% vacancy rate and 6% staff turnover rate at the time of our inspection. However we spoke with many frontline staff who felt strongly that there were not enough staff, and this had meant training had been consistently cancelled, and there was not enough time to complete essential paperwork or undertake breaks during the working day.

A demand management plan was in place to manage the increased call volume to the trust and the availability of resources on the road to respond. This was mitigating the risk but the Trust had recognised that inadequate staffing against the increased demand was leading to delays in responding to less urgent calls.

Staff told us:

"I have only had three breaks in the last year".