

Staff Shortages in Care Homes

Using the Fishbone Model

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Introduction

- In my presentation I will be covering staff shortages in Care Homes.
- How it affects residents, staff well being and care quality using the Fishbone Model.

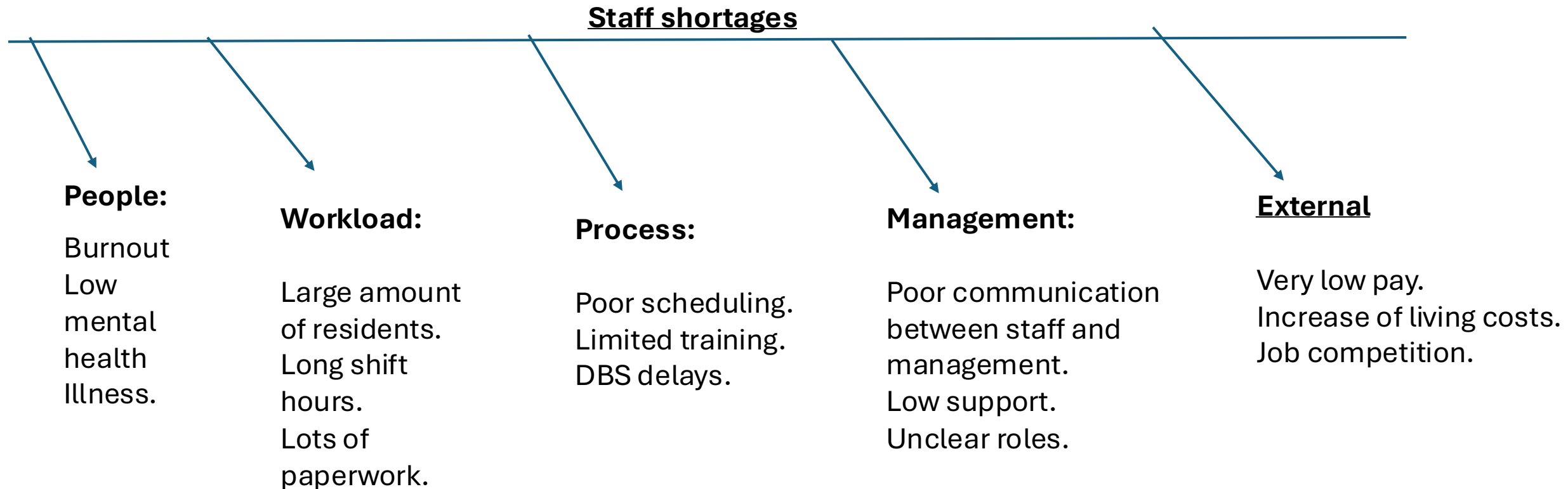
Main problem: Staff shortages in care homes

- Ongoing staff shortages affecting care quality and staff well being. (NHS England, 2024)
- Impacting staff wellbeing, quality of care and residence mental health.
- This is a long term issue in care homes

Fishbone Model: categories of causes

- People
- Process
- Equipment
- Management and Policies
- Fishbone Model helps identify the root cause of a problem (Ishikawa, 1985)

Fishbone model for staff shortages:



Effects of staff shortages:

- Residents: Increase of waiting times and there's isn't enough 1-1 care, higher risks of mistakes, lower quality of care.
- Staff: Burnout, sickness and low moral.
- Care home: Increase of complaints, difficulty hiring and low rating.

Staff shortage solutions:

- Short-term: Hiring agency staff, more overtime and improvement of rota's and scheduling.
- Long-term: Increase pay, training availability, well being support and better transport links.

References:

- **NHS England, 2024.** *Health and Social Care Workforce Summary*. [online] Available at: <https://digital.nhs.uk/data-and-information/publications/statistical/nhs-workforce-statistics> [Accessed 23 November 2025].
- **Ishikawa, K., 1985.** *What is Total Quality Control? The Japanese Way*. 2nd ed. Englewood Cliffs: Prentice Hall. [online] Available at: https://books.google.com/books/about/What_is_Total_Quality_Control_The_Japane.html?id=59hTAAAAMAAJ [Accessed 23 November 2025].