



Staff Experience and Happiness at Work City and Hackney Learning Disability Team

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Life QI Code: 114729

Bringing Happiness and QI methodology to a new ELFT service one coffee at a time!

Aim

Our aim is to improve staff satisfaction and staff experience by 33% by April 2019
 Outcome Measure: % team having a good day (Yes /NO)
 Balance Measure: Patient experience

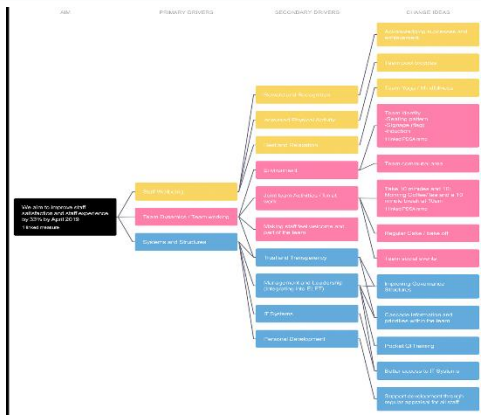
How did you involve service users and carers in this work?

We held a Service user and carer focus group during the project design stage to input obtain early input and feedback into our driver diagram and change ideas.

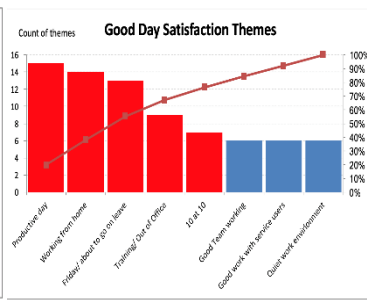
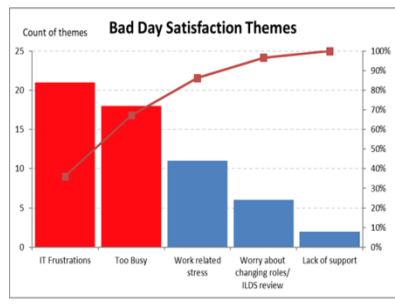
Tests of Change

Nov 18	Baseline Data collection
Dec 18	'10 at 10' daily team coffee
Jan 19	Seating, identity, flag and induction
Feb 19	Team social events and IT

Driver diagram



Data



Learning and what next?

- Team Happiness and morale is complex and multifactorial. Whilst we did not demonstrate significant change in the outcome measures, the qualitative data identified key themes and priorities for ongoing team development.
- Skill development and empowerment to make change
- Embedding QI methodology within the service and planning future QI projects (on patient flow within the service)