Aldgate Ward

Respectful • Consistent • Hopeful • Collaborative • Supportive • Caring

PROJECT TEAM MEMBERS

QI Lead - Jessenia O'Brien and Elizabeth Hearn (Acting)

Data Champion - Rhianna Dennis-Fennell, Aamena Akubat and Henna Beegun (Acting)

Sponsor- Day Njovana

assurance improvement control

NHS East London NHS Foundation Trust

Aldgate Ward - Enjoyment at Work

Aim

To increase the number of good days staff experience on Aldgate Ward to 80% by March 2020

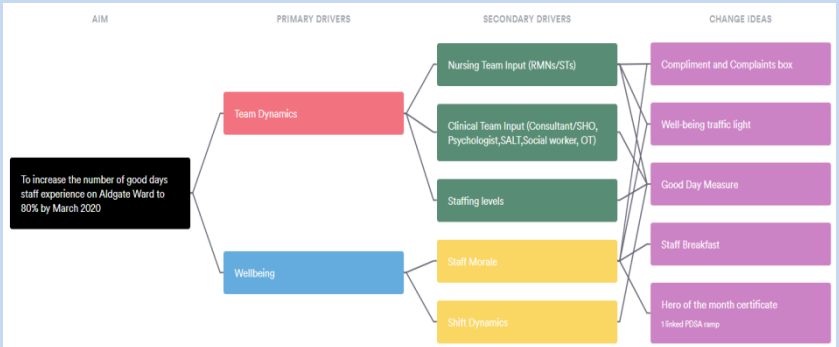
How will you involve service users and carers in this work?

We have taken the opportunity to gain feedback from service users and their carers regarding their observations on staff and staff well-being. This has supported staff by their actions and behaviours being criticised and given a different outlook, to what they might have originally perceived it as

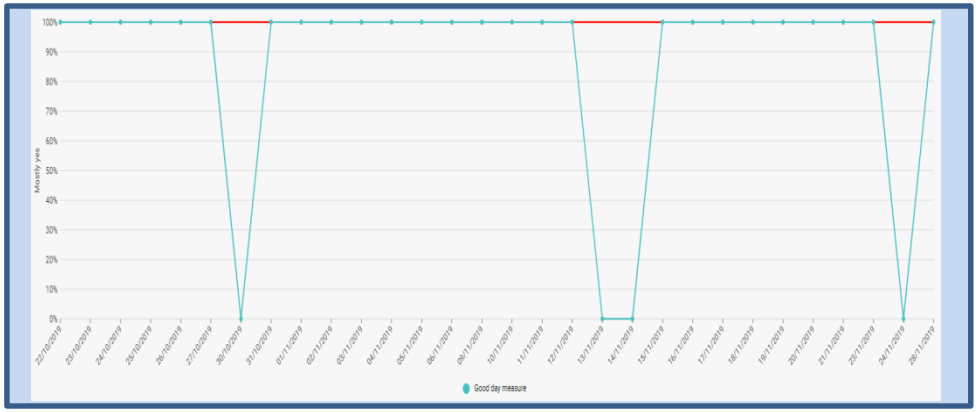
Change Ideas

- *Well-being traffic light during safety huddle*
- *Staff compliment box*
- *Debriefing during staff protected time at the end of each shift*
- *Team building activities*
- *Off-site away days*
- *Staff breakfast on the ward*
- *Coin box good day measure*
- *Pick me ups during the shift*
- *Super hero of the month award*

Driver diagram



Data



Plan

Aldgate ward is a newly established ASD specialist ward, with most of the staff new to both forensics and mental health. It was highlighted by the staff team that they expect to face some challenges that may compromise feeling good about being at work. As a result, we decided to begin 'Enjoyment at Work' to ensure that as a team we are always thinking about each other and how to improve the way we feel at work after a long or 'bad' day.