

Enjoying Work in care of elderly and physical health in Fothergill Ward.

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Project sponsor: Dr Ben Braithwaite

Life QI Code: **F00370**

STAFF ENGAGEMENT AND WELL-BEING TO PROMOTE SUCCESS

Aim

To improve staff satisfaction at work place by 50% by April 2020.
To create positive environment.

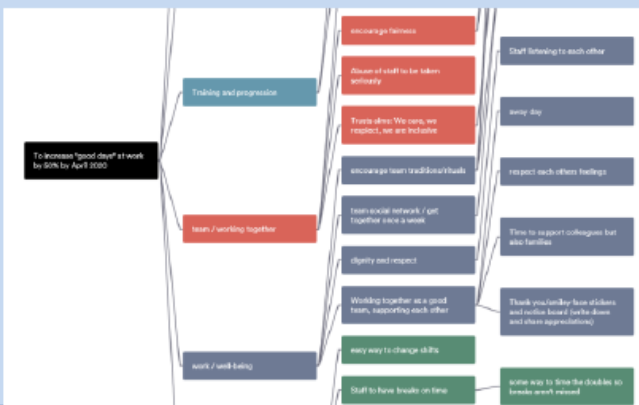
How did you involve service users and carers in this work?

Meeting regularly with service user and sharing ideas and information.

Tests of Change

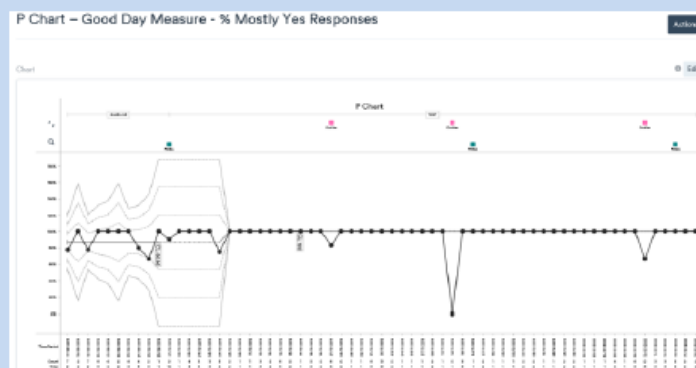
- *sharing lunch*
- *staff of the week/month*
- *Daily Allocation*

Driver diagram



See full diagram for more ideas!

Data



Extra data:
To look at staff sickness and qualitative feedback too!

Learning and what next?

Supporting one another
Enjoying work

Valuing each other
Recognition

Patients' satisfaction.



Tell us your story in a nutshell

In 2019, the team on fothergill ward began our quality improvement program. Our goal was to enhance the experience of our staff at work so they can better serve our patients. We used the quality improvement learning system to bring together all the staff clinical and non-clinical for a period of time around a common subject. Staff met at regular intervals to discuss and explore potential solutions and share experiences around the topic.

What we did

Our aim was to improve staff wellbeing at work. We generated lots of ideas which were put into categories to help us form the driver diagram. We typed daily change ideas on computer and then asked the team to vote on their top 3 and QI meetings

Change idea 1 – TEAM MEETINGS

The team felt that we are not getting enough time to talk about issues that were present and were not able to allocate enough time for regular team meeting. We have implemented twice monthly Share food days which gave staff the opportunity to share food together and discuss any difficulties between the wider team. It also gave management time to update on any changes and time to update staff about QI. We have learnt that this is helping to facilitate better communication and open discussion within the team, and we can see this is need to maintain enjoyment at work.

Change idea 2 – Making allocation better

This is still ongoing. Team members wanted fair and balance allocation of patients on the ward. We are currently testing an allocation list in a folder at the front of the nursing station. From this we have learnt about the need for structure and also flexibility in the team during each shift. And it appears to have helped with communication in the team.

Change idea 3 – Staff recognition

The team felt that hard work should be appreciated by senior staff and that in order for the team enjoy their working environment it is important that communication and team building actives be promoted. We employed an award system on the ward for individual's that carried out outstanding care towards patients. The team also rewarded members who displayed excellent problem solving skills, inspired others or display exceptional leadership qualities by the use of sticker and badges. Staff wore their badges and stickers with pride and overall it was shown to boast team moral and displayed positivity to visitors who visited the ward.

What's next?

We will continue regular Qi meetings and this will help us to focus on what we need to do with the project . We are achieving over 90% Good Day ratings and our original aim was 60%. We also have plenty more ideas from the team that we can look at implementing .