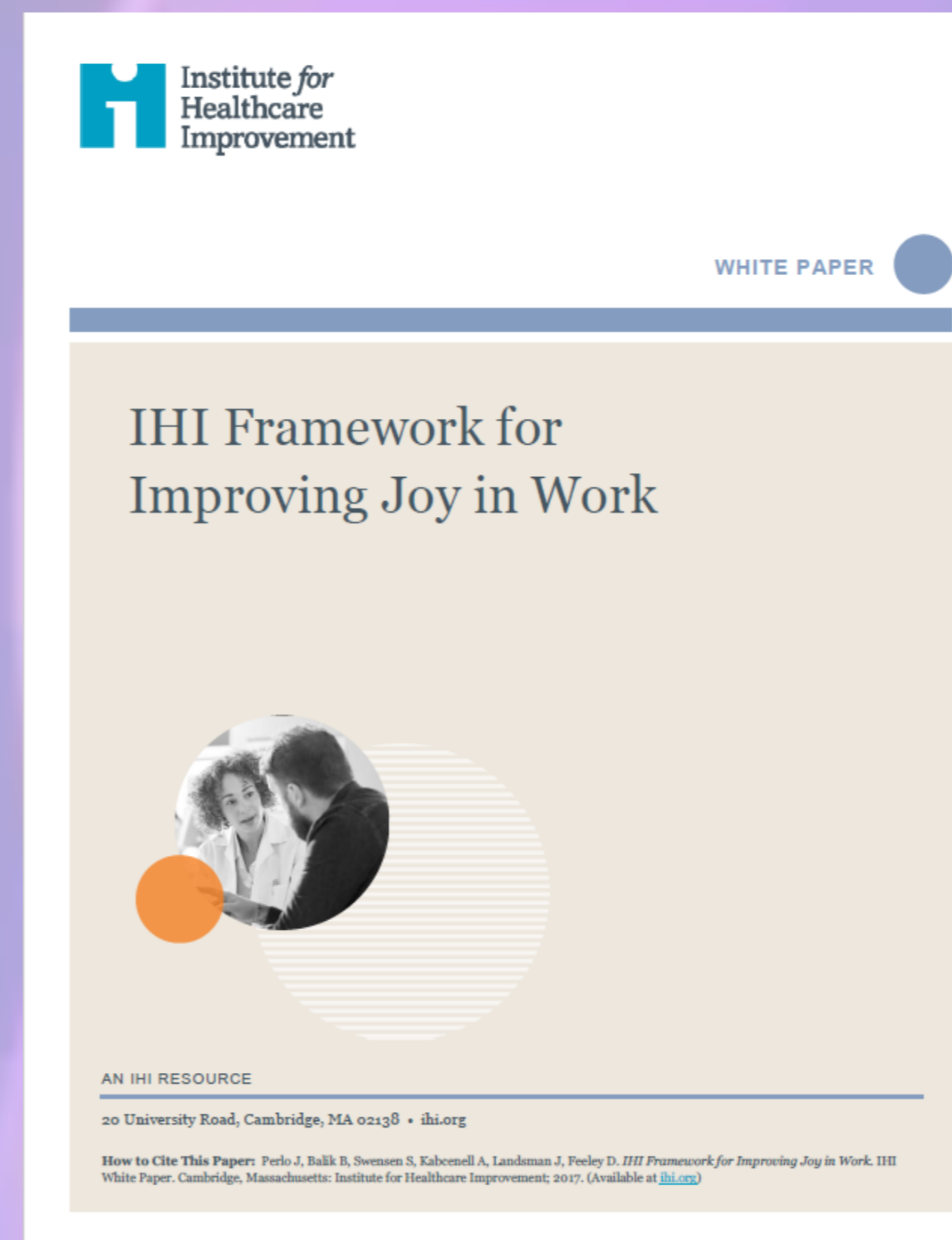


Emiley Smith, 10A Ward Manager

Introduction

Problem: Staff burnout levels within the NHS are extremely high, leading to staff sickness, stress and high staff turnover. The importance of wellbeing for our staff cannot be overlooked. Staff on 10A had been experiencing a high number of young deaths. A survey carried out found that 44% of staff on 10A were having difficulty switching off after leaving work and 69% of staff felt affected by the sadness they experienced at work.

Rationale: By giving the team coping strategies and exposure to support and building a psychologically safe environment for the team our staff will be able to cope better with sadness they experience at work, improve team morale and improve their overall joy in work.

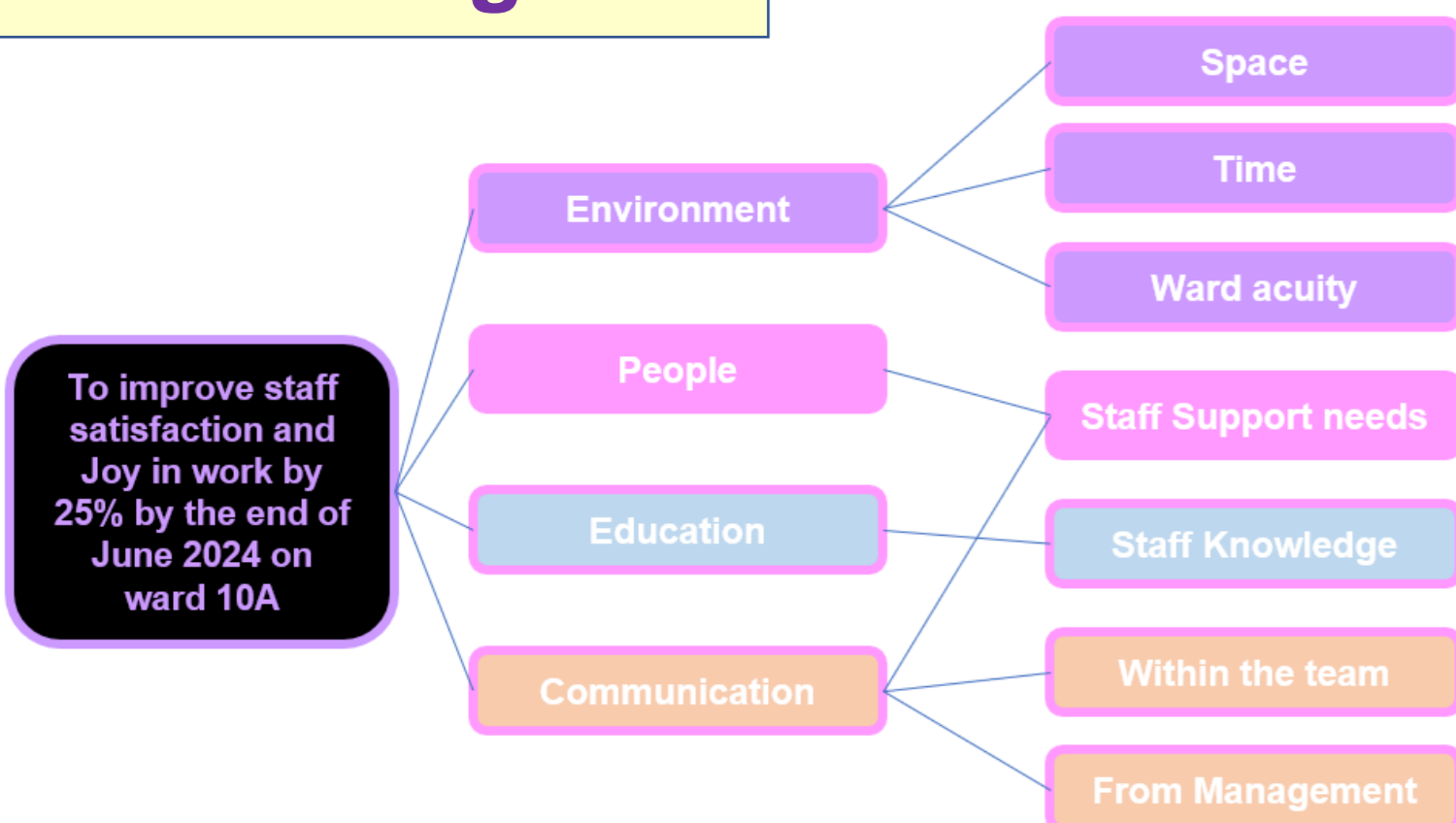


The Approach

Aim

To improve staff satisfaction and Joy in work by 25% by the end of June 2024 on ward 10A

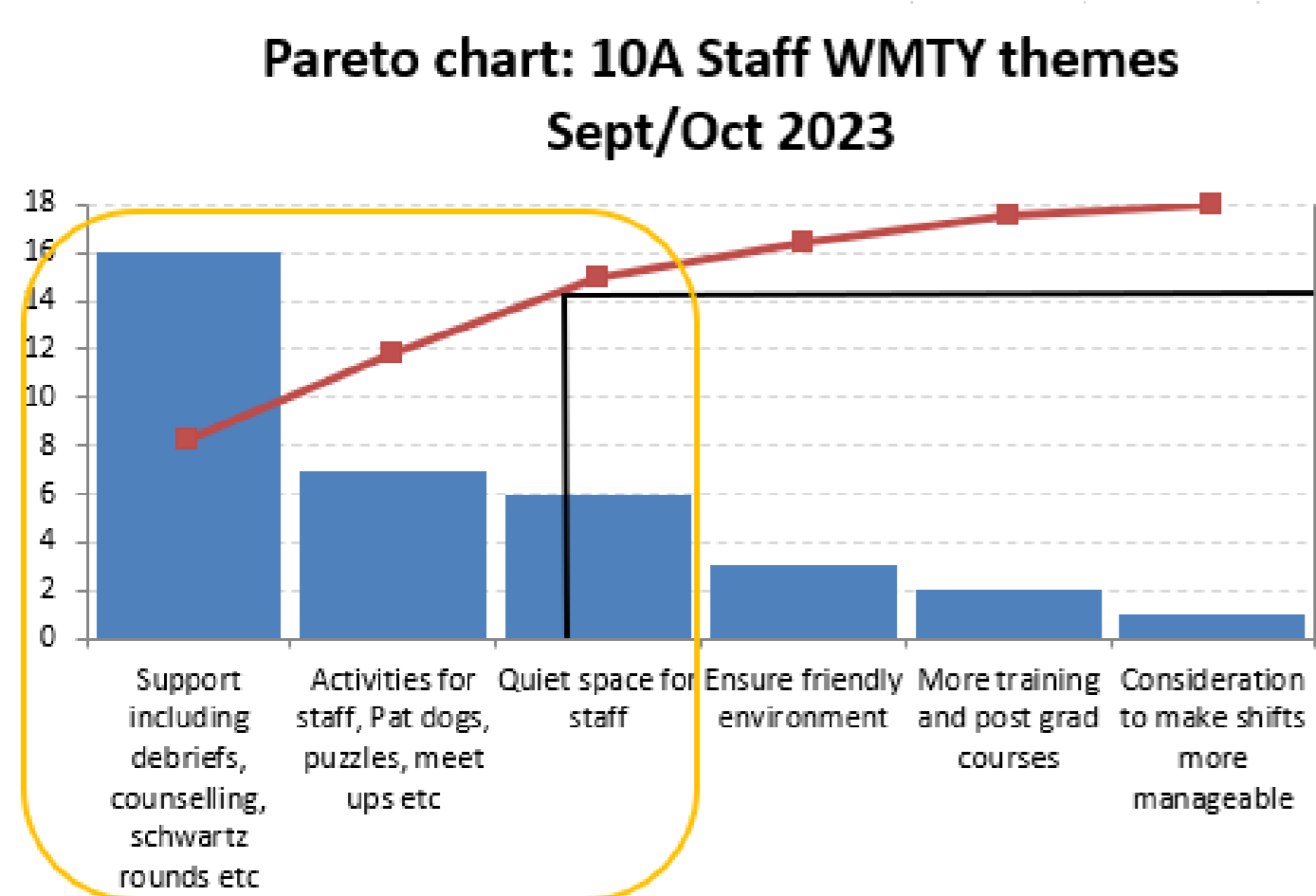
Driver Diagram



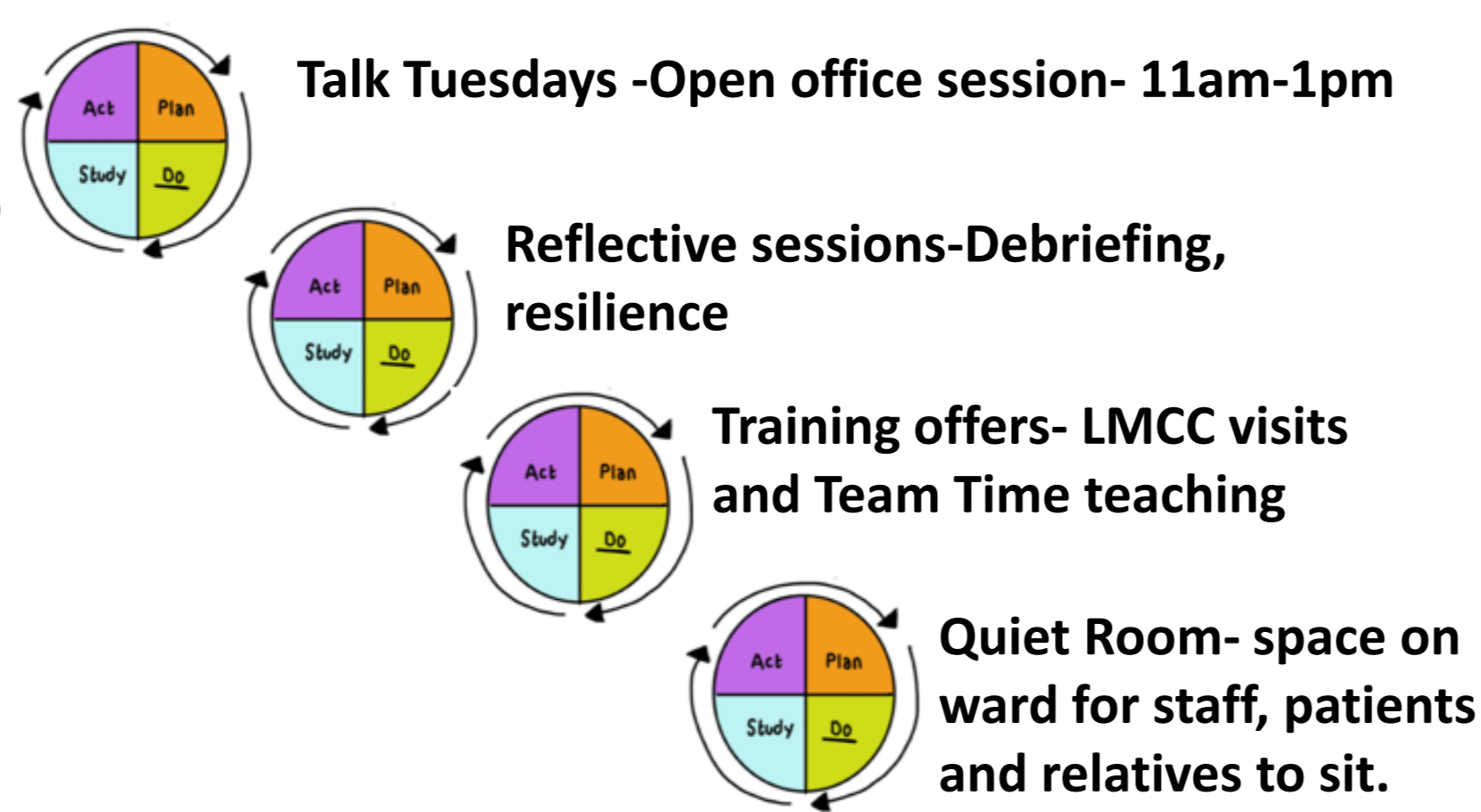
Baseline

Our baseline average job satisfaction score was 7/10 however, 69% of staff felt affected by sadness, due to the type of work they do on the ward

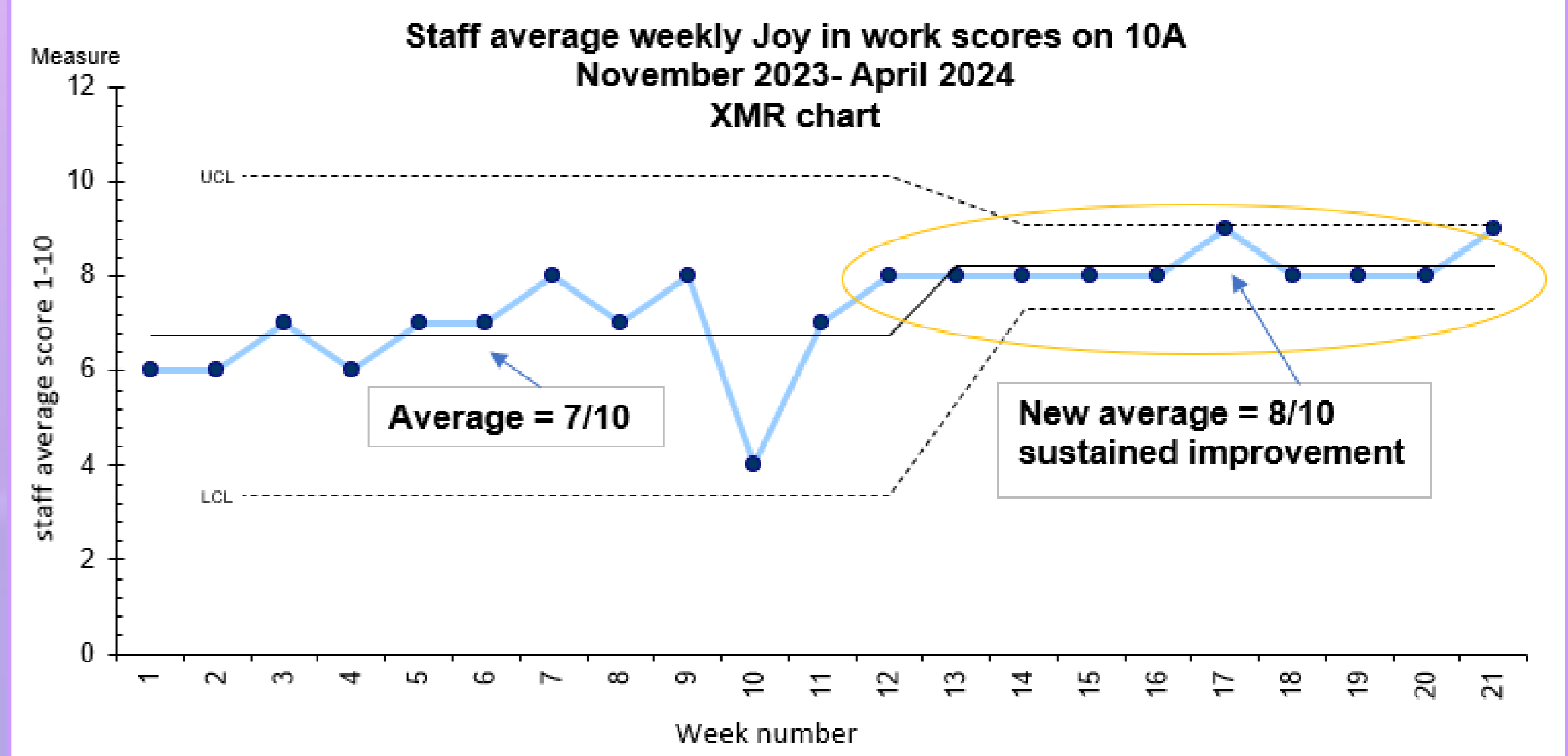
WMTY data/ themes



PDSA ideas



Impact

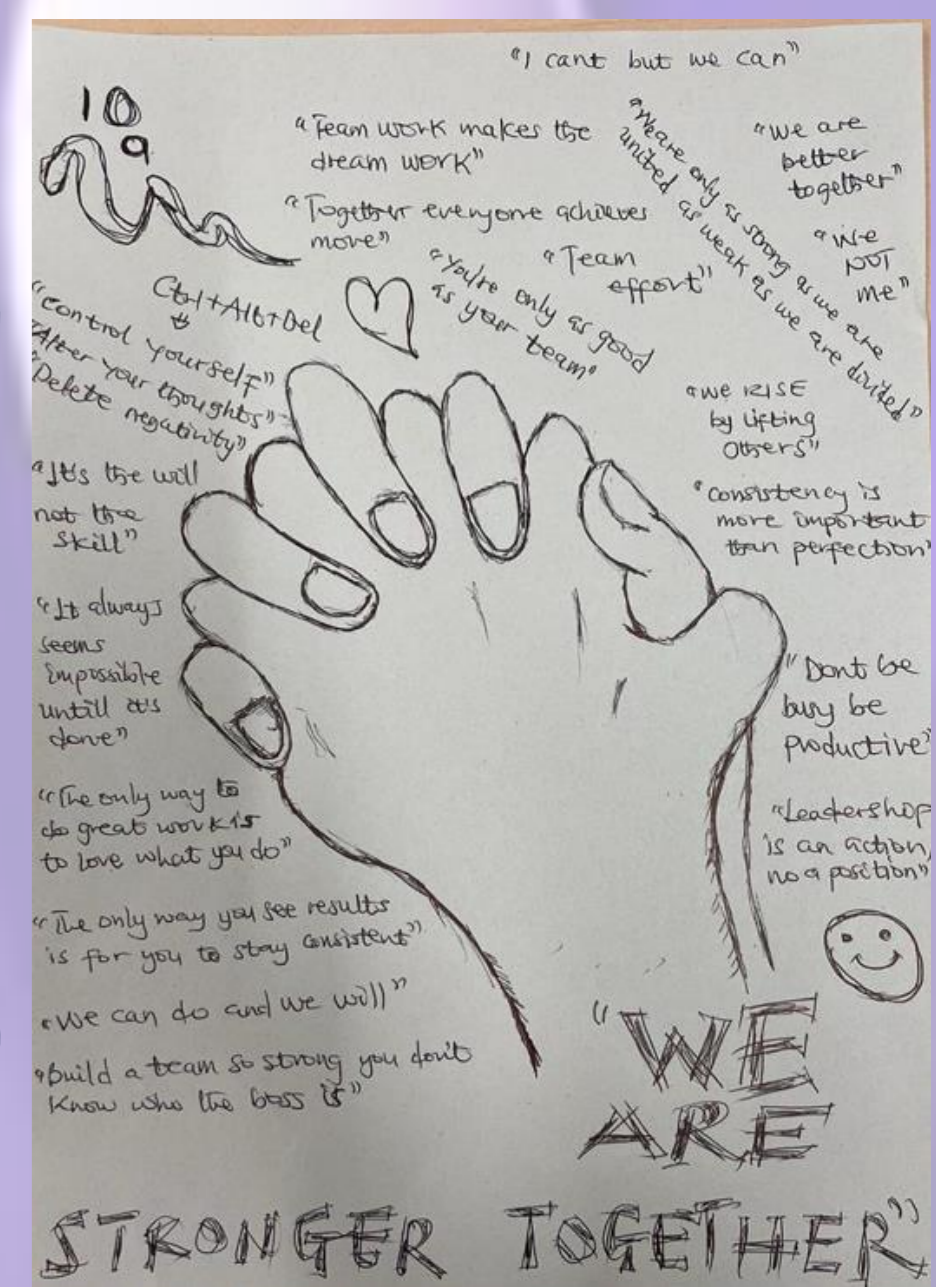


Dear Ward 10A North and South,
We are pleased to say that one of your colleagues has nominated you for a Time to Shine Award 2024!



The team supports each other and keeps them lifted when things can be physically mentally and emotionally hard.

Think my personal experience of a hard week with patients passing away and young patients getting diagnosed with days to live was a particular hard week for the whole team, but we supported each other and kept each other going for the rest of the shift.



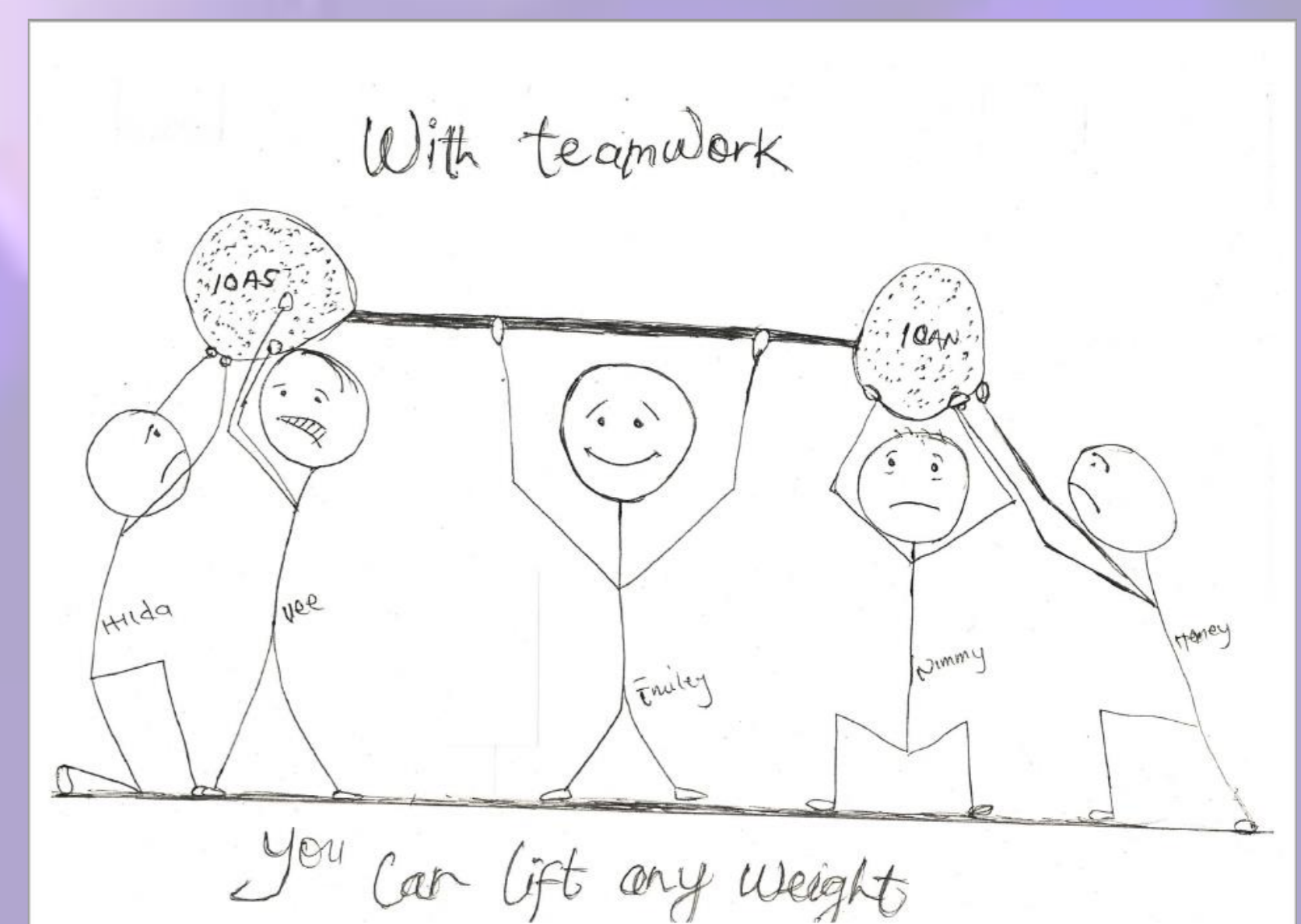
Leadership learning

- Engagement of staff vital to progress change
- Engaging and using coaching sessions to develop ideas and planning
- Acknowledging the importance of the team's ideas
- Delegating where possible
- Knowing my scope of influence
- Improvement doesn't happen overnight
- Small incremental changes make a huge difference
- Utilising services that already exist- volunteers, here for you service, palliative care team etc.



Next steps

- Implement the use of puzzles and games – purchased with charity donations
- Utilise and share the Macmillan complimentary services
- Fundraise for quiet room resources
- Seek further training and wellbeing support
- Continue team time training, encouraging open dialogue
- Continue Talk Tuesday and team outings



Acknowledgements:
Ellen Beach- Matron, Anna Cull- QI Coach, Joyce Jose- Nurse team leader 10A, Dagma Louw- Artist, The Here for you service, Palliative Care team and the rest of 10A ward team.

References:
• IHI Framework for Improving Joy in work, 2017 Institute of Healthcare Improvement.
• Applying the Joy in work framework to healthcare, ELFT 2021