

Share your Fab Stuff! #FabAwards23

Title of innovation / initiative

Swap Shop is a work shadowing opportunity that offers observation and supervised hands-on experience designed by the host, to enable the participant to get the real feel of the environment and the work/situations dealt with by the host placement on a typical day.

Services/teams will be given the opportunity to act as a host placement offering a specified amount of time to an individual to shadow them and learn more about that service/team of interest. This will give the individual the opportunity to find out if the department they are being hosted in would be a possible option for the career change, should the individual want to leave the current department they are working in.

The opportunity is currently open to staff in support roles but there is scope to expand this.

Problem

The project aimed to improve staff retention, morale and communication across departments. Many staff groups do not have access to CPD within the trust and this was a way to enable some staff development in these groups particularly our support staff.

Aim

The aim is to support the workforce retention, giving staff an opportunity to explore different options within the trust, rather than losing them altogether.

We have not specified numbers as this is an open offer and some may not feel this is the opportunity for them.

Plan

Swap Shop will be held throughout year depending on departments capacity and launched from March 2023 via internal communication tools. Advertisement for host placements would go out first, followed by advertisement for individuals to take part. Services will indicate what capacity they have throughout the year to allow flexibility for hosts and individuals to work out the best timing to engage in the swap without any services disruption on both sides. The pattern and the number of hours will need to be agreed between the host, participant and the participant's line manager. This is all be included in the online application forms, which we utilised MS Forms.

A list of host placements will be held centrally by the Virtual Centre for Clinical Education and Professional Development and shared on the dedicated SharePoint Page.

Applicants apply to take part in Swap Shop with manager's support taking note of the terms and conditions and their responsibilities which are stated on the application form. Applicants are provided with a list of services/teams that had opted to be a host placement to choose from or could make a suggestion if not on the list. Applications will only initially be considered from bands 1-4 with scope to expand depending on the success of the project.

The Virtual Centre for Clinical Education and Professional Development would match applicants to host placements and email applicants' confirmation and details. It is the applicant's responsibility to arrange their own experience once confirmation has been sent to them.

Benefits

Swap Shop offers many benefits to both individuals and the organisation such as:

- Aiding communication across departments
- Encouraging continuous improvement
- Helps the breaking down of internal barriers across the organisation
- Providing an opportunity for 'host' areas to share best practice and allow attendees opportunity for self-development and reflection
- Allowing individuals to explore other areas and deepen their understanding in a unique individualised opportunity, which could support a career change in the trust
- Better understanding of the organisation
- Exploring future career possibilities
- Overall staff retention in the trust.
- Growing a multiskilled multidisciplinary team.
- Supporting Staff applying for Apprenticeships, exposing them more to the chosen profession of study.

Here is some of the feedback we have received from staff who have been on a swap shop experience:

"A wonderful experience with extraordinary passionate staff making a difference to these service users lives, no matter how big or small the intervention was, noticing the skilful way the staff engaged with these service users in this service and how this built therapeutic relationships and good rapport which undoubtedly resulted in great care and support."

"I really enjoyed the opportunity to observe and support the Community Nursery Nurses in the Health Visiting team and see what happens on a day-to-day basis within their role."

"Enjoyable experience the staff were very friendly and informative".

"Massive thank you to all involved in allowing me to take part in the Swap Shop"

"I really enjoyed the experience and learnt so much in the short space of time I was with you. It was brilliant to see how appreciative the service users were when attending your service and seeing what a difference it made to their everyday life with your involvement and support. I came away feeling proud, that we had such a brilliant service within our trust and felt privileged to spend time there."

Measures

We send an evaluation form following each experience. The project is also part of the workforce equality committee where the outputs are being monitored.

Resources / team

We had no budget so used internal resources and the goodwill of teams who were happy to take part and host a placement.

The Swap Shop is partially built on a similar internal project from few years earlier, called “Professional Change Month” which aimed at all staff across the trust allowing the crossover and networking to anyone who wanted to participate.

Key learning

So far, we have learned that those who chose to participate in the Swap Shop and completed their shadowing sessions found it of benefit to themselves. All feedback so far has been positive with almost all attendees stating that their learning objectives have been met.

Some of the summaries we received are as follows:

“Very interesting experience seeing how other roles play a part in the community!”

“Excellent”

“I really enjoyed the opportunity to observe and support the Community Nursery Nurses in the Health Visiting team and see what happens on a day-to-day basis within their role.!”

What could have been done differently would be our presence on the shop floor, speaking to staff and raising the profile of Swap Shop, amongst our target group and their management to answer all the questions they might have arisen.

The promotion of the Swap Shop through mediated means, posters, screen savers and emails, as well as attending the virtual meetings, is something we have put a lot of effort in, making sure all the updated info was circulated across the services.

Tips for others

- Swap Shop is designed to benefit the unregistered staff in bands 1-4 clinical and non-clinical who may be either looking at career changeover internally or planning to leave the trust altogether. When proven successful, Swap Shop could be expanded to Staff Bank and higher band positions that do not require clinical registration as well as volunteering services.
- The advice we would give, is create strong action plan, be through with acknowledging the needs for services, i.e. relevant training one may require while attending even short session in different department, prepare promotional materials ahead, and most importantly ensure the endorsement from the board/directorate, as this will bring more light to Swap Shop and made it more visible on the map of all the other projects your trust may currently have.

Contact name:

Contact email address:

Date of innovation / initiative:

Do you have any attachments?

- “A picture is worth a thousand words”. Are there any photos or graphics that could help bring your story to life?
- Are there any supporting materials, documents, communications or other outputs that you used or produced that you could share to prevent others reinventing them?

If so, please upload them to the Fab site with this completed template.