Joy in Work on Robertson Ward

Rocking Angels
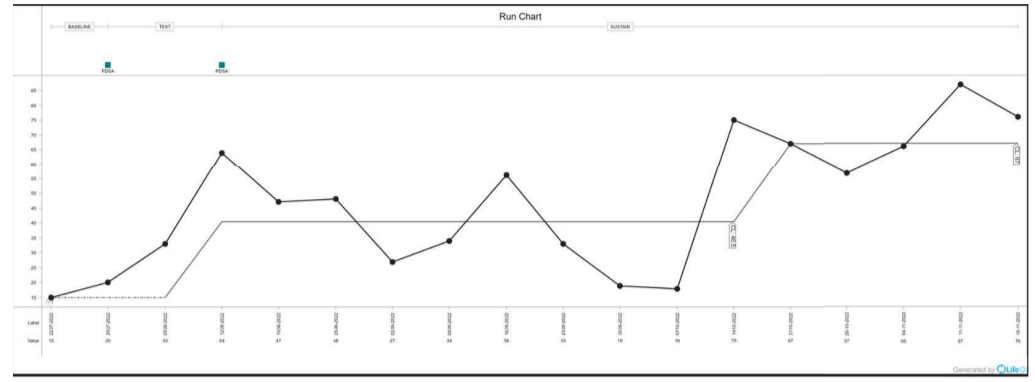
Email: Roshani.shah2@nhs.net

NHS Central London Community Healthcare NHS Trust

ROCKING Angels

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1 Background to the project

- Difficulties communicating between therapy team and the ward (nursing) team
- Team had recently joined the trust, the change was not very well explained or supported, there is still uncertainty about the new policies and procedures staff have to follow
- Team was in dire straits a year ago, there is high staff turnover.
- Covid added more pressure - when covid outbreaks happened staff did not have clear guidance on how to deal with the situation, many staff were off sick or isolating
- We want to have cohesive team, streamlined and effective communication and processes. We want people to be happy to come to work, to have a feeling of one team, happy people greeting each other, having a friendly chat and a laugh and help each other
- Low morale causes low productivity it feels that people are disengaged, less creativity, burnout and people feel like getting through the day is a big effort
- By improving morale we expect to increase productivity, have happy staff and happy patients

2 Understanding the current situation or problem

Prior to project start, asked questions about how they feel at work, what are the pebbles in the shoes, completed survey to get feedback and collected data. Key themes identified: lack of communication, covid and shortage of staff, reduced team morale and bonding between team members.

3 What are we trying to accomplish?

To increase staff morale in Robertson Neuro Rehab Ward by 50% by december 2022.
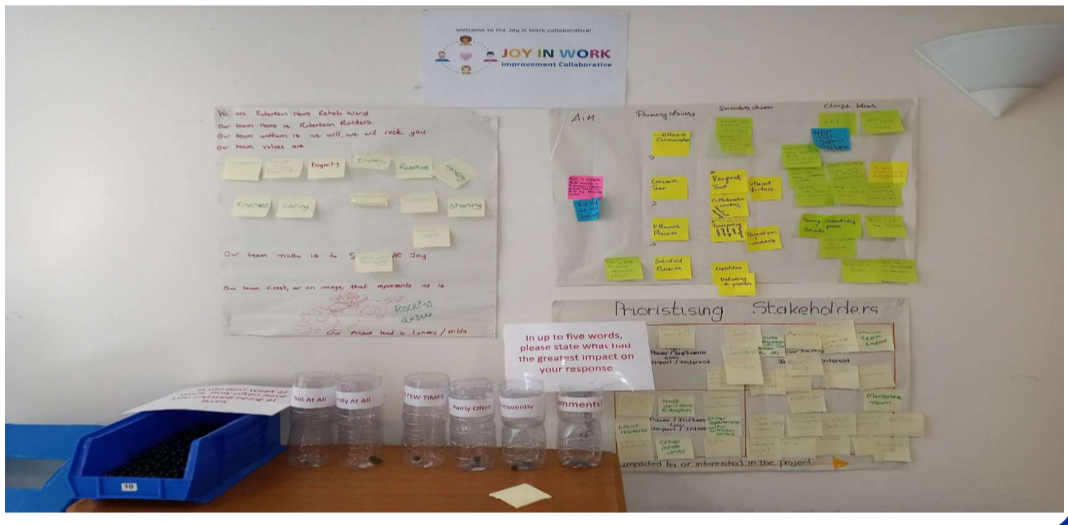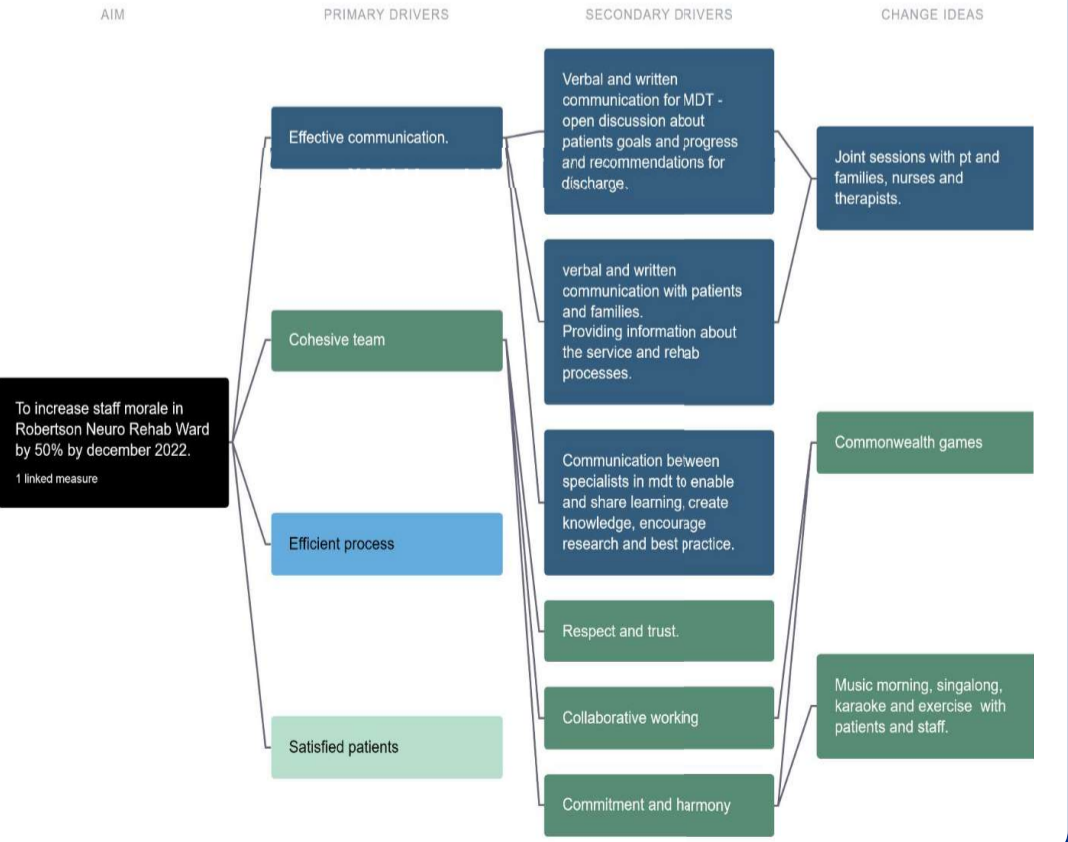
1 linked measure

4 How will we know that a change results in an improvement?

Observed improved morale over time based on change ideas including Commonwealth Games and Music Mornings. Increase in morale in October after team building activity for Diwali time followed by music morning.

5 What changes can we make that will result in improvement?

Musical mornings once a month with patients	Music mornings with breathing, relaxation staff 3-5 minutes	Summer and winter games	Sweet making hour around festive season
MDT teachings	Star of the month – assigning a member to collect data	Shared lunch or take away on special occasions during lunch hours	Family and friends kit
Birthday cards for patients and staffs	Education and training days	Welcome pack	Team away days
		Open forums	Coffee and tea mornings

6 Key reflections

Requirements to bring joy in work
Commitment, motivation, ideas, planning, time, resources, willingness of engagement.

Learning about each other
Different cultures , fun nature and different humours , health competitiveness , unity , togetherness and different skills .

Improvement methods and tools
5 whys – Assisted us to get to know the root cause of problems , identifying pebbles in shoes.
PDSA - can be used for all learnings.
Fish bone – assisted in identifying contributing factors for our staff morale. Identifying cause and effects.