

Heathland Court Rehab Unit - Merton Unplanned Care



To increase the percentage of staff at Heathlands that report they believe the team has worked well together by 20% by December 2022

Team members

Tahj Lewis
Helen Akinade
Pat Willis

Understanding the problem

During surveys, the main area that staff identified as affecting their happiness at work was team-work. Specific areas mentioned were connection, communication and workload. By improving in these areas we expect that the overall enjoyment at work will improve

Reflections & Learnings

- People generally engaged much better with surveys once it was explained more clearly
- Small consistent changes have to potential to be as effective as big changes

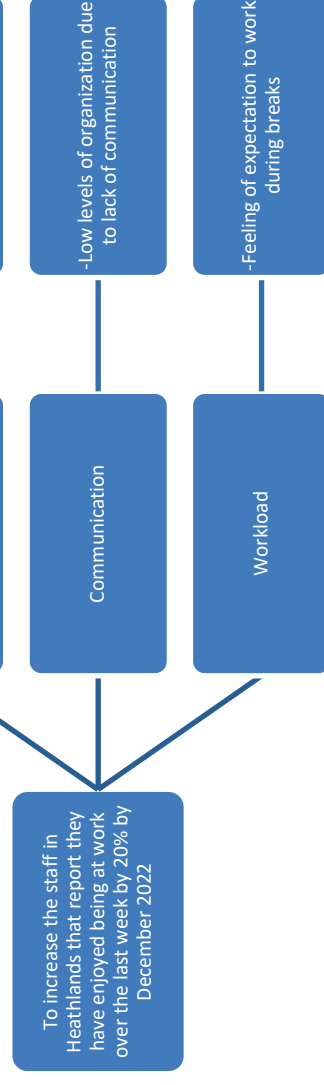
Team Ideas

- Protected Lunch breaks
- Team lunches / gatherings
- Sending emails for discharge / admission information
- Paired staff breaks

Some ideas were not practical e.g. Paired staff breaks.

Protected lunch breaks were implemented and team emails regarding discharge / admission were made more consistent.

Driver Diagram



Data

