

Isle of Wight **Community Mental Health Service**



RCPSYCH Enjoying work

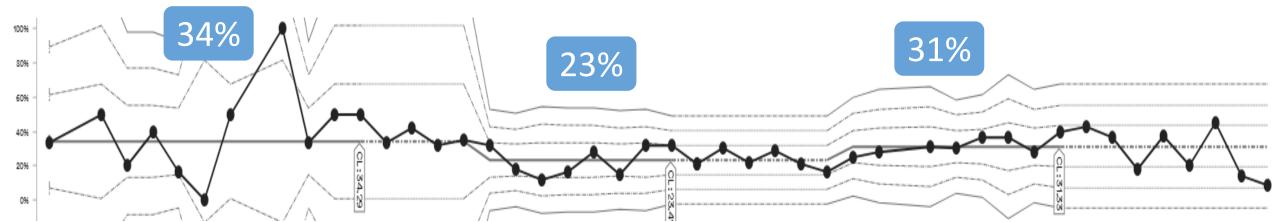
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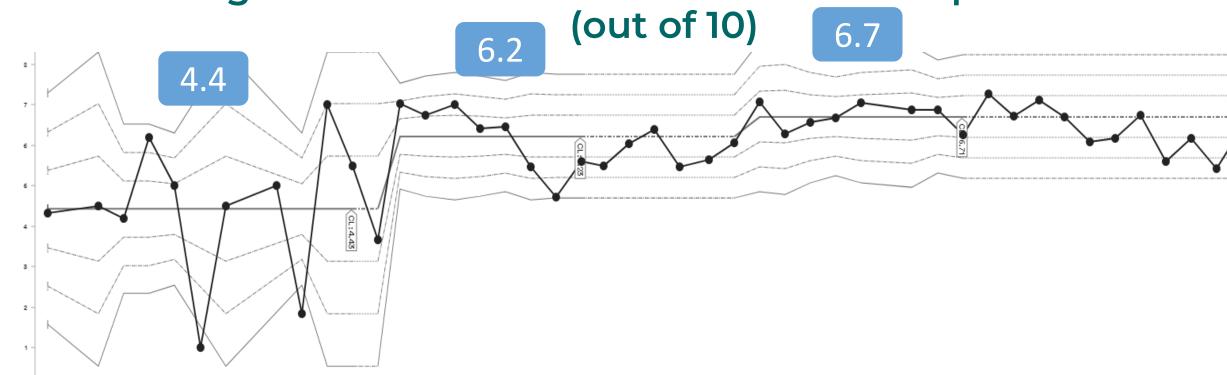
Enjoying Work Collaborative

Reflecting on our project

% of team with no symptoms of burnout



Average recommendation of the team as a place to work





Change ideas we have tested

- Appreciation box; this is popular, effective and fun. It is now part of the culture within this team, colleagues value saying thank you to each other. It has a feel-good factor. It also helped share information about the project.
- Changes to induction for new staff: updated induction pack, induction timetable, buddy for each new starter; was much needed and will evolve. Learned from experience of new staff, and support that can help settling in, the value of collaborating with other professions to improve induction experience for everyone.
- Share and Support meetings: regular informal peer support meeting; likely to prove positive and welcomed by lots of staff. We are seeing what we can find out about the perceived effectiveness of the share and support space, to continue to build from.

Learning:

- Change is possible!
- How quickly change can be achieved together and how effective collaborative change can be. All ideas are welcome.
- When implementing new ideas, it is important to keep the team fully informed and involved and updated at every stage of the planning and implementation.
- Learnt how to incorporate a variety of ideas into a space, to hopefully be positive for everyone.

Changes we have seen in the team

• Increased enthusiasm and participation in working towards change as a team.

Our reflections on taking part in the project

- Excitement geared towards project meetings is an avenue to enact change and be heard.
- There is a strong internal drive to do things differently, wonderful to see people at project meetings voluntarily.
- A very empowering process to help drive positive change.
- It is sometimes hard to share ideas with colleagues who are time short.
- Wish team leads were more involved, as they are able to process actions quicker and colleagues may be more likely to listen to team leads than the QI project group.
- It has been nice to be able to effect change with the induction pack and then see the changes for new starters quickly.
- Positive experience, good to hear other areas' experiences and developments in other collaboratives
- It has been a really nice way of getting involved and gaining an understanding of the team as a new starter.
- Being positive persistently rubs off on the team!

Some of our challenges

High stress in the team and concern whether change is possible Having things we'd like to be able to make better (e.g. parking) but not having the ability to.

Remembering meetings, finding time to action, and finding time to involve colleagues, team leads, admin, service lead.

Initially getting people on board due to time pressure, and would be nice if more people attended the project meetings.

Momentum - such as what has been built with project meetings fortnightly.

- Feeling inclusive when working in other locations.
- The team feels more united now.
- Increased interest from people not in the project team about what we are doing.
- Internal motivation to participate in project meetings to make wellneeded changes to adapt to the ever-changing work environment.

Coming up with ideas that we can action/implement.

Can be challenging to attempt to implement multiple changes at once. Getting multiple different perspectives when taking on challenges to determine the most effective approach - asking one on one and also in meetings for opinions.

Our top tip:

Protect time to join the meetings and work on action points which come out of them.

Looking to the future

- It would be nice to have a document accessible to the whole team to keep updated on what we're doing, or maybe a board somewhere visible.
- It maybe helpful to link with Solent Trust QI groups.
- We should put info about QI in the induction pack, it might encourage new starters to join the project.
- Jam boards are a really nice collective engagement tool thinking of ways to keep using this; it seems to create an ease of interjection without the risk of miscommunication.
- There are lots of new staff so chance for new members and few old ones to keep the project going, it needs to be regular, or it won't happen.
- There is positive interest in the project continuing!