



# Staff Wellbeing

Larisa Marks and Shauna Farrell (QI Leads), Coach: Stephen Crane, Sponsor: Sarah Wilson

Life QI Code:

## Richmond Wellbeing Staff not Feeling Valued and Heard!

### Aim

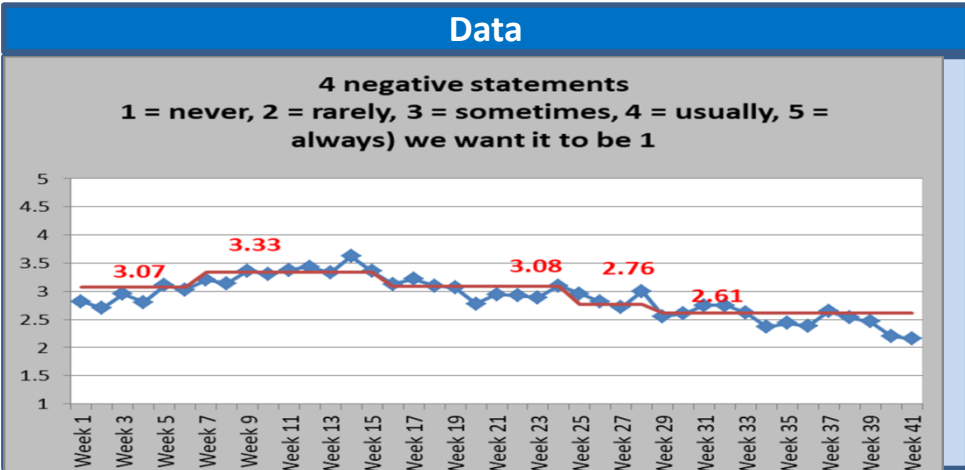
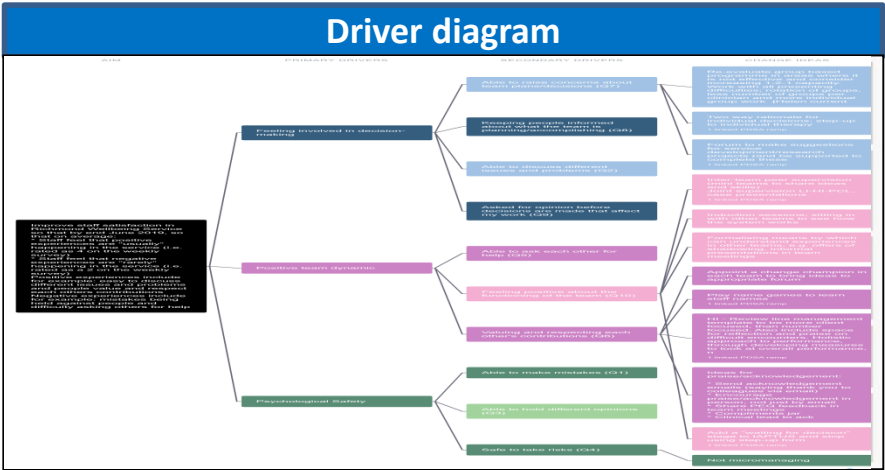
*What was your aim, and why was this important to work on*

### How did you involve service users and carers in this work?

*As this was a staff wellbeing project service users were not directly involved*

### Tests of Change

*Team meeting  
Team Lunches  
Wellbeing Team  
Line Management  
Communication*



### Learning and what next?

*There were definitely improvements in staff wellbeing and people did appear to feel more valued and heard. We learnt that we probably took on too much as a QI team as we had a lot of change ideas and at the beginning we're working on tackling them all. We have evaluated this and there will be new projects e.g. flexible working that will have one focus. Also learnt it can be hard to engage people and sometimes change ideas don't work but to keep going and keep testing.*



# Tell us your story in a nutshell

*At our service we had good recovery rates but there was an issue around staff feeling valued and heard and thus this was the main aim of the QI project. There were a lot of change ideas (NUMBER) so it was a big undertaking. A QI Team was formed with a member from every team (HI, LI, PCL and 8a's). A survey was created and weekly cake was introduced as an incentive to fill it out! Our achievements as a team include changing the top-down structure of the Team Meeting, having shared lunches, buying books for a service library and trying to communicate better as a team. We gained lot of experience with testing, using a QI meeting wisely and efficiently, interacting with different opinions, facing disappointment and frustration, and how to gain a better work environment. As a result staff report enjoying work more, we now have a Wellbeing Team that meet monthly to keep on top of stuff e.g. staff yoga, sharing recipes, wellbeing walks etc. as this felt important for our service. This QI project will be coming to an end soon but there will be other projects that have come from this e.g. flexible working/line management that will be rolled out soon.*

