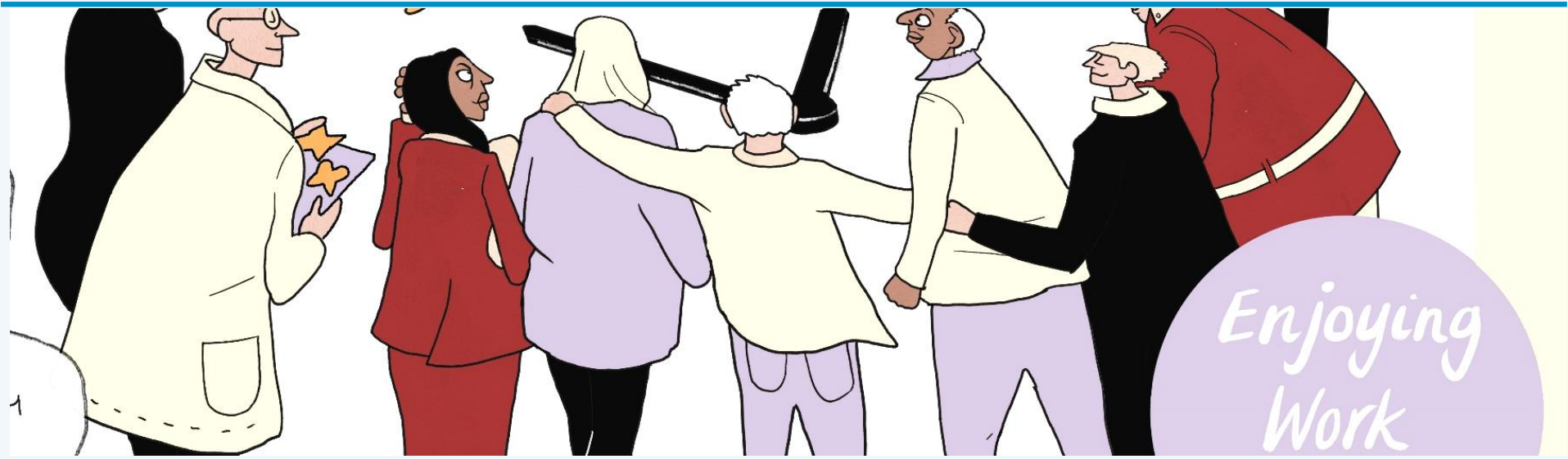# Enjoying Work
Project Pack
December 2020

Teams' Aim Statements

Quality Compliance and Performance

To improve the experience of working from home by X % in X months

Joy SCYPS

Spread the Joy! We want to increase the percentage of SCYPS staff reporting on the Improvewell app Good Day Measure that they are having a 'mostly good day' from 70% to 95% in X months

Bow Ward

To improve staff experience on Bow Ward by 50% in 6months

Forensics Admin

We in the Forensics Support Services aim to increase the % staff feeling :D or :) in 5months (by May 2021)

E1 Homeless Unit

Ideas for an aim: Increase effective team working / team members to feel valued and excited about work and included not excluded / staff to have clear career development / to have more recognition of people's work and achievements / appreciation

Leighton Road Surgery

To improve the morale of all Leighton Road staff members by 20% by July 2021

Tower Hamlets CAMHS

To reduce the overall variability of new starters' rating of the Tower Hamlets CAMHS's joining process and to increase the average score from 7.3/10 to 8+ in X **months**

Beds & Luton Wheelchair Services

To improve communication between colleagues and service users by X% in X months because the team has moved sites and gone paperless

Mental Health Law

To improve the experience of working from home by X% in X months

Teams' Measures

Quality Compliance and Performance

Outcome measure: using the Improvewell app for the Good Day measure

Bow Ward

Outcome measure: how was your shift today? (feedback slips collected daily)
Process measure: incidents of bullying and harassment (recorded on the safety cross daily)
Process measure: incidents of racism (recorded on the safety cross daily)

Forensics Admin

Outcome measure: twice weekly Good Day measure using emojis on MS Teams
Process measure: survey for new starters to monitor changes in their experience (planned)

Newham CAMHS

Outcome measure: using the Improvewell app for the Good Day measure

Leighton Road Surgery

Outcome measure: the Good Day measure (on a 5 point Likert scale)

Tower Hamlets CAMHS

Outcome measure: new starters' experience – qualitative feedback
Process measure: number of new starters having weekly management meetings in the first month
Process measure: staff questionnaires to measure X
Process measure: number of new starters getting welcome email
Process measure: number of new starters provided with induction handbook
Process measure: number of new starters having face to face meeting with CTL in first week
Balance measure: patient and carer feedback – qualitative
Balance measure: exit interviews for leavers
Balance measure: line manger experience – qualitative feedback
Balance measure: clinical supervisor feedback – qualitative

Beds & Luton Wheelchair Services

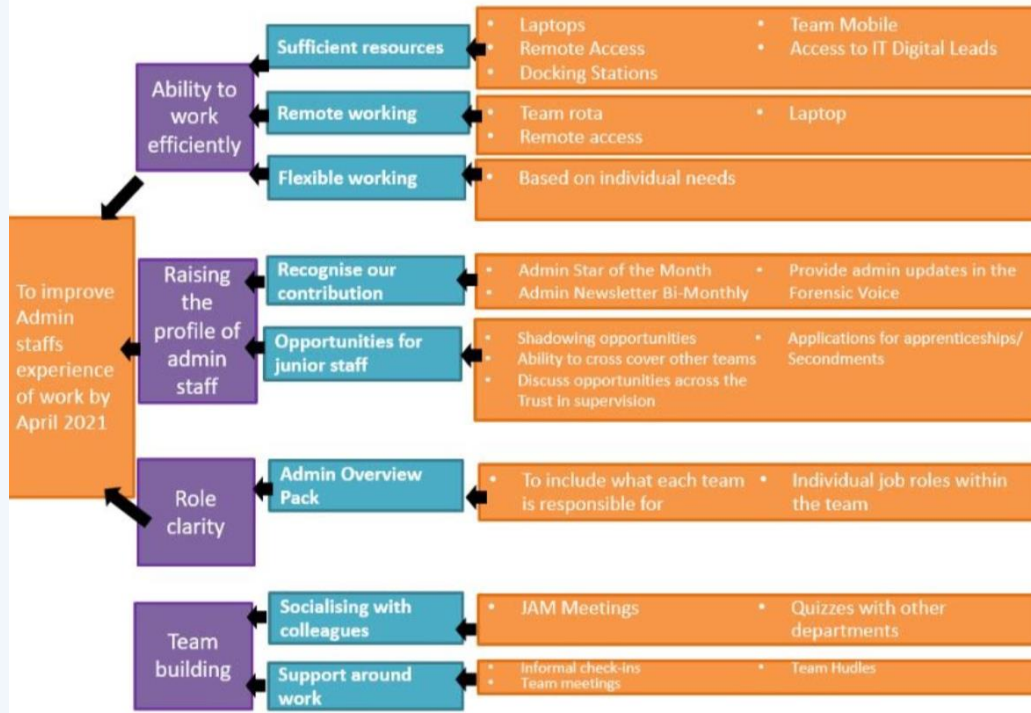Outcome measure: using emojis on MS Teams to measure daily well-being

Mental Health Law

Outcome measure: asking 2 questions from the pulse survey every X days
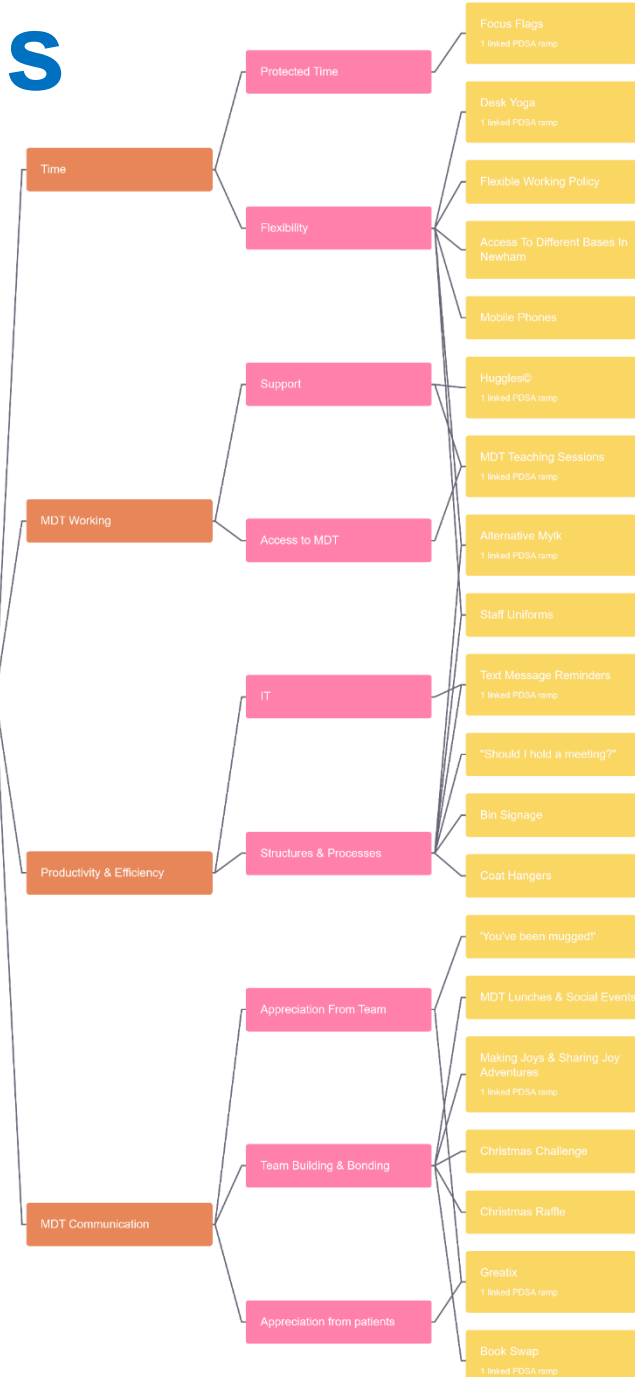
Teams' Driver Diagrams

Joy SCYPS

Forensics Admin

Teams' Driver Diagrams

Mental Health Law

AIM	PRIMARY DRIVERS	SECONDARY DRIVERS	CHANGE IDEAS
To increase feelings of team cohesion and collective team work within the Mental Law Department by May 2021 from 50% to 70% (need to use survey baseline figures)[by how much?]	Increasing joy at work	Bottom-Up approach	Breakfast club /lunch-club
	Increase morale	Feeling Valued	Secret Santa - Xmas letter
		Clarity of roles	Dream Team Fun
		External pressures	Recognize & sharing appreciation
	Greater satisfaction when completing work duties	Division within the department	
		Dealing with Changes	Hey Buddy

Change Ideas Being Tested

Quality Compliance and Performance

Minimising overtime worked and taking lunch away from our desks

Joy SCYPS

Virtual tea and lunch check ins

Bow Ward

Use of trauma-informed care

Trauma informed care training

Raising awareness of bullying and harassment through data collection, supervision and discussion at safety huddles and handover

Forensics Admin

One member of staff working from home

Star of the Month

Created a pack explaining admin roles

Social check-ins being done virtually

Tower Hamlets CAMHS
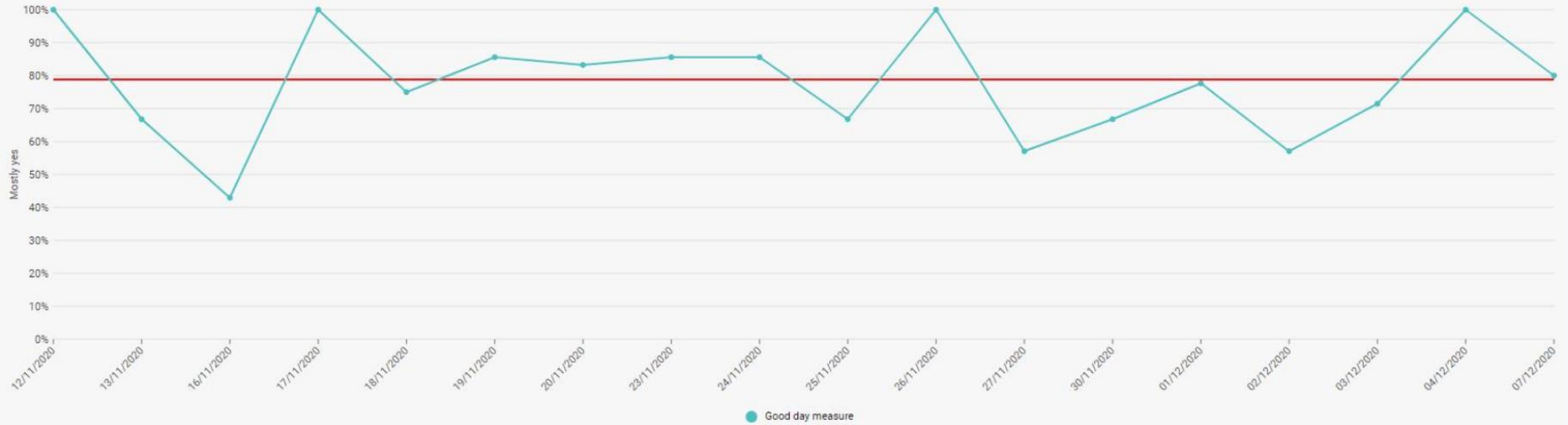
New starter checklist, buddy system, shadowing

Mental Health Law

Regular virtual social connection meetings

Teams' Data

Quality Compliance and Performance (Good Day Measure)

Forensics Admin (Good Day Measure)

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