

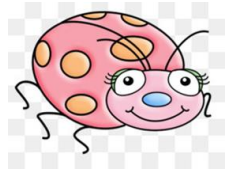
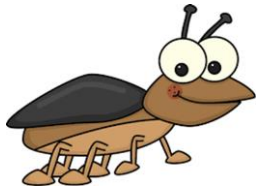
"A Hard Day's Night" Shift

Supporting Staff Wellbeing at Work

care home staff wellbeing and retention supporting practice in Lothian

"A Hard
Days Night"

What we have done
What are we doing now
How your care home can be involved



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The Team and Acknowledgments



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Edinburgh Napier
UNIVERSITY



Cari Malcolm



Background to our work (Pre-Covid)

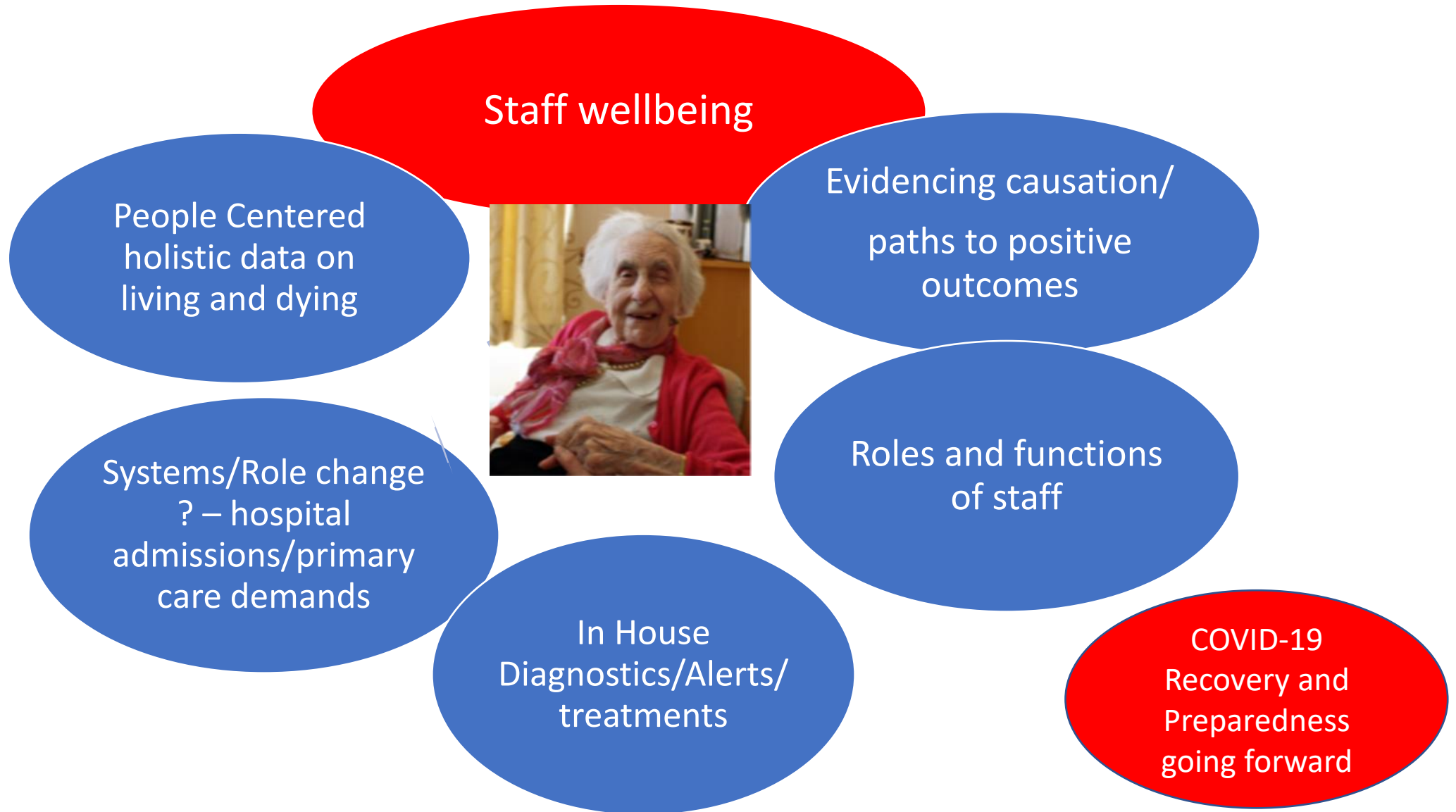
- ToRCH – A Vision for a Teaching and Research Care Home
- Care Home Innovation Partnership
 - Care Homes In Lothian
 - Innovation/Research ready – with ENRICH
 - Tests of Change
- June 2019 – March 2020
 - Developing a data platform for care homes



- Scoping of Care Home **priorities** for service development, research and innovation

TOP PRIORITY- PRE-COVID – WAS STAFF WELLBEING

Care Home Challenge Areas Identified in 2019 by CHIP Members



Care Home Staff Wellbeing and Retention

.....*who can work it out?*



What does research evidence tell us?

- There is a critical relationship between wellbeing at work and staff retention
- Wellbeing of staff is inextricably linked to that of the residents they care for
- Recruitment and retention is problematic for almost all care homes (90%) and on average almost a quarter of staff leave within the first 3 months of joining an organisation
- Research has a lot to say about what care homes should do and far less about how they should do it (Towers, et al 2020)
- Evidence base for practice based approaches that support the work related wellbeing of frontline care workers in care homes is extremely limited



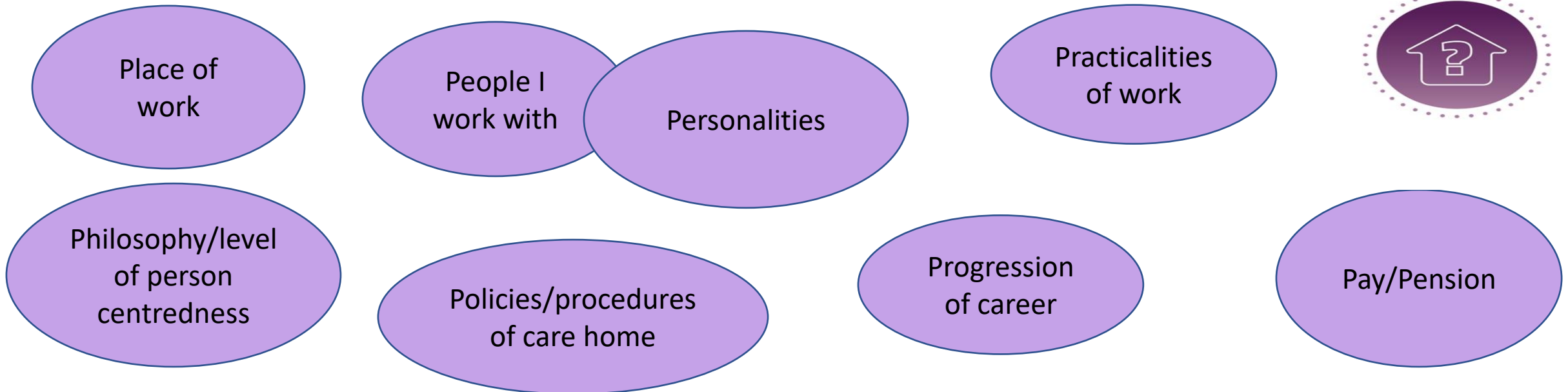
What you already know from experience.....

“I Feel Fine”.....



Something in the way we work.....

- Resilience levels are high.....but wellbeing scores are (very) low
- What actually happens at work is a primary factor in decision to leave and levels of wellbeing at work



What we are doing to HELP! and why?

WHY?.....Because effective and enduring solutions

- Cannot solely target individual staff
- Must be developed in-context and in-situ
- Should focus on identifying cost effective practice based, in-house approaches and solutions
- Must listen to, engage with and act in partnership with frontline care home staff and the teams that support them

WHAT?..... 18 month integrated programme of collaborative work across Lothian

Our work aims to support immediate practice change, utilise the experiences and insights of frontline staff to engage in the implementation of sustainable best practice; inform local and regional priority workstreams for service improvement, education and training and the broader operational priorities for support, quality improvement and investment going forward.

Listening CHAIR activities

An opportunity for Care Home staff to Come Together and

- confidentially share their views and experiences of staff wellbeing and retention at work
- generate discussion amongst care home staff and gather insights and experiences through one to one and group discussions and written comments
- proactively listen to the experiences and insights of frontline staff to support the implementation of sustainable best practice

Your care home will be provided with a report on the anonymous collated views from staff on how to support their wellbeing and keep them in their jobs.



We are hosting one today at Conference – come and talk with us to hear more about we can host one in your care home and opportunity for follow up supported QI projects too!

Wellbeing huddles/end of shift check ins

- Our OSCaRS work focused on palliative and end of life care – highly effective practice based learning and reflection for staff
- Wellbeing huddles or end of shift check ins also give staff the time needed to stop, reflect and learn (from each other).
- Beginning in early 2023 opportunity for 4 care homes to co-design with us their own approach, set meaningful indicators for success and be supported in the implementation and evaluation.



Research into Understanding Retention



Through one to one interviews with care home staff and managers:

- identify the key at-work factors (positive and negative) that influence a CWs decision to remain in or leave their current post from the perspective and experience of CWs with an intention to leave.
- describe what care home managers see as the key factors within their control that contribute to retention rates and challenges.
- inform practice-based approaches to reduce intention to leave.

Please consider being part of this research. Speak with us and ENRICH Team members today who have detailed information on what is involved.

Are you a care worker?
Ever considered leaving your job?
Chat to us...

We'd like to talk with you in confidence about why you stay in or have considered leaving your job in a care home.
We'll use these discussions to help to change things in the future.

You and your place of work will not be identified in any of the reporting of this project.

Who? Care team worker (not a Registered Nurse) working in a care home
What? An interview over Teams, Zoom or telephone
When? Any time that suits you
© Care staff will receive a £20 voucher on completion of the interview.

Please contact Maria Drummond at maria.drummond2@nhs.scot
Or hold your mobile phone camera app up to the QR code below. This will produce a clickable link on your phone screen where you can fill out your contact details.
We'll then contact you to discuss.

Thank you!

A learning enquiry into intention to leave among care home staff in Edinburgh City.

This study has been reviewed by the Edinburgh Napier University ethics committee (application number: 280693).
This study is funded by NHS Lothian and is being led by Lucy Johnston at Edinburgh Napier University. She can be contacted at Ljohnston@napier.ac.uk



How to get your ticket to ride.....

Talk to us today about:

Having a Listening event for your staff
in your Care Home



Co-designing wellbeing huddles with
your staff



Short confidential research interview
about retention (Managers) and what
impacts on intention to leave (Care
Team Members)



Email.....

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Thank You For Listening

***Talk to us too, if you want to know all The Beatles songs that
were used in our presentation today***