

Listening into Action



7 steps

What is 7 steps?

7 steps supports like minded people who have identified a common area that they want to improve.

They outline the issue and what they want to achieve then lead the work with people across the organisation to make those changes happen over 20 weeks

Look out for the next 7 steps campaign in Connect.



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CERT Physical Health Clinic

Listening into Action



7 steps

Aim

To establish a Physical Health Clinic in the Community Enhancing Recovery Team

Because

The team wanted to improve on physical health interventions, assessment and increasing knowledge and awareness of physical health for service users with serious mental health issues

Who was involved?

Rob O'Connell, Stephenie Barker, Kiran Pindiprolu (pictured)



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Improving opportunities



Listening into Action



7 steps

Aim

To set up a group to look at training and development within the Trust for Admin Staff

Because

We want to improve opportunities around learning for Admin Staff and ultimately give Admin Staff the skills and knowledge to progress in their roles and careers

Who was involved?

Louise Jordan, Julie Pratt, Julie Carden, Stephanie Wilcock



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Peer working



Listening into Action



7 steps

Aim

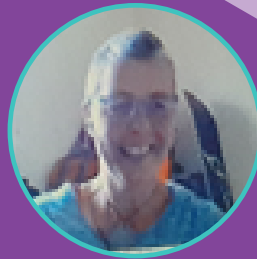
To develop a shared understanding of the peer worker role across the organisation

Because

Peer workers have a crucial role in supporting service users and we wanted to address inconsistencies between teams and promote a supportive culture with emphasis on health, wellbeing and development

Who was involved?

Sue Sibbald, Rachel Lewis, Helen Goodson, Gerke Lange, Laura Di Bona



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Walking Alongside - Lived experience mentoring



Listening into Action



7 steps

Aim

The develop a peer mentoring offer available to all staff within the Trust

Because

We wanted to offer mentoring which is both sensitive to the needs of people with lived experience and open to the resources that lived experience can make available to others



Who was involved?

Pete Sandford, Agnes Wozna,
Adam Rodgers, Simon Wheatley,
Gerke Lange, Mike Ludlam



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Green Wheels

Aim

To increase the use of sustainable transport

Because

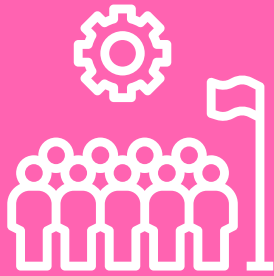
Environmental sustainability is important and as such the Green Wheels group wanted to focus on reducing Carbon Emissions by SHSC staff. They have worked hard to begin a pilot of using e-bikes for journeys during their working day.



Who was involved?

Sarah Ellison, Dasal Abayaratne, Leanne Brouder, Harriet Fletcher, Sam Kirby, Kiran Boden, CERT Team





Listening into Action



Crowdfix

What is Crowdfix?

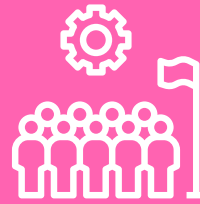
Crowdfix is when we ask you, the staff to make suggestions around a theme or topic that would enhance and improve your working experience.

Two examples of Crowdfix include Health & Wellbeing and the Importance of Connection.

Look out for the next Crowdfix in Connect.



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Crowdfix

Refreshments

You suggested

The provision of refreshments would make your day more comfortable and encourage you to take breaks

We.....

.... made refreshment budgets available to each team

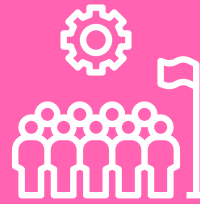
Who was involved?

Phillip Easthope, Nathan Kelly



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Crowdfix

Water bottles

You suggested

You would like to see less single use plastics being used

We.....

... Made reusable water bottles available to all staff and will be issued to new starters on induction

Who was involved?

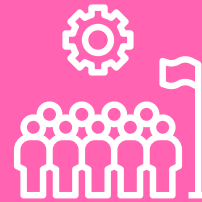
Philip Simon, Steve Jones



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Sustainable Travel



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Crowdfix

You suggested

That SHSC should be encouraging more sustainable travel

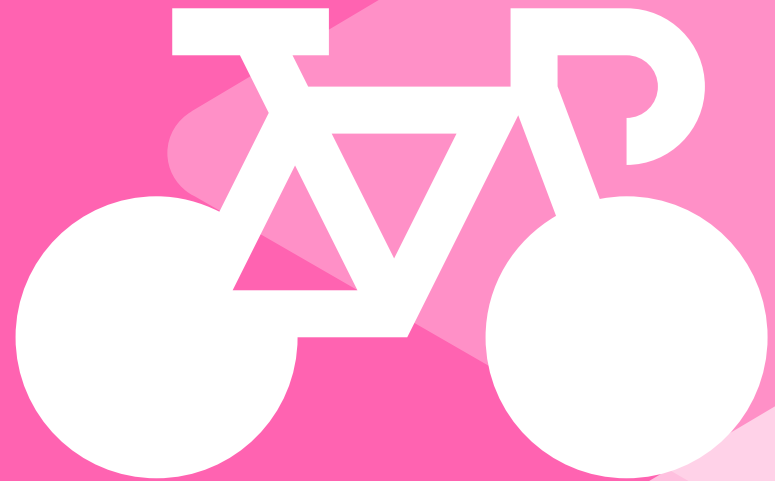
We.....

.... Revived the Bicycle User Group to support the Sustainability Lead to identify fit-for-purpose bike storage at SHSC sites

Who was involved?

Sarah Ellison, Andy Barnett,
Richard Davies

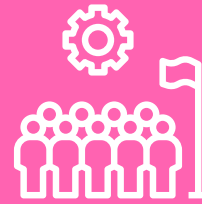
If you would like to join
please email
sarah.ellison@shsc.nhs.uk



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Mindfulness



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Crowdfix

You suggested

You would like more opportunities to access mindfulness

We.....

.... Looked into mindfulness apps to be made available to staff, since COVID-19 this is now free for all NHS staff



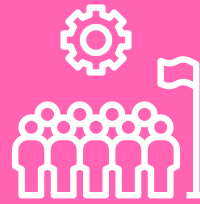
Who was involved?

Liz Johnson, Caroline Parry



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Crowdfix

Letter templates

You suggested

That letters to staff under policies such as Promoting Attendance and Managing Sickness Absence were blaming and critical

We.....

.... HR and staff side worked collaboratively to review the letters in the policies to reflect a more supportive process

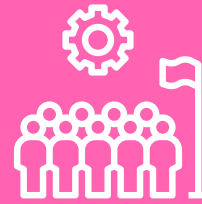
Who was involved?

Sue Rutledge, Sue Highton



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Sleep Hygiene



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Crowdfix

You suggested

That SHSC should help staff to access resources that aid good sleep

Sleepio

We.....

.... Made sleepio available to all staff

Who was involved?

Liz Johnson



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Pulsecheck

What is Pulsecheck?

Pulsecheck is when we ask you, the staff to give us your feedback on what it is like to work at Sheffield Health & Social NHS Foundation Trust.

We also ask for your for your comments, ideas and suggestions

Look out for the next Pulsecheck in Connect.



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HR Helpline



Listening into Action



Pulse Check

You told us

It was difficult to get HR support, you didn't always know who to speak to or receive advice in a timely way

We did

Set up a HR helpline which operates 08:30-16:30, 5 days a week

So that

A dedicated person would be able to answer your call and direct your query to the most appropriate person

Who was involved?

HR Team



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Recruitment



Listening into Action



Pulse Check

You told us

Recruitment process were too time consuming which caused delays in recruiting staff to vacant posts

We did

Abolished the Vacancy Control Panel

So that

There would be one less step in the recruitment process to reduce delays in appointing staff



Who was involved?

Phillip Easthope, Dean Wilson



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Unacceptable Behaviours



Listening into Action



Pulse Check

You told us

Processes for dealing with Bullying and Harrassment were not fit for purpose

We did

Held 'Bullying & Harrassment Roadshows' in collaboration with staff side to hear your views on how the procedures could be changed

So that

We could change the policy and way unacceptable behaviours are managed

Who was involved?

Sharon Booth, Julie Marsland, Phil Easthope



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Gratitude

You told us

That you rarely feel valued or appreciated at work and you are not thanked for the work you do

We did

Designed and produced thank you cards for you to share with your colleagues

So that

We could introduce a culture of gratitude and encourage people to say thank you

Who was involved?

Mike Hunter, Clive Clarke



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Pulse Check



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Senior leader visits



Listening into Action



Pulse Check

You told us

That senior leaders were too far removed from front line clinical services

We did

Arranged executive visits to teams across the organisation to let staff know that they are valued and appreciated and to ask how we can help overcome challenges or improve services

So that

We can work toward a closer integration between senior leaders and services

Who was involved?

Mike Hunter, Jane Barton



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Pulse Check

Board visits

You told us

That executive and non-executive board members were too far removed from front line clinical services and did not understand key issues

We did

Arranged for board members to visit services to meet with staff

So that

Stories and experiences from teams and services were better understood and concerns you raise are acted on

Who was involved?

Jane Barton, Julie Walton



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Leadership Forum

You told us

You did not feel sufficiently informed about the work that senior leaders were engaged in, nor on the overall Trust Strategy

We did

Created a leadership forum

So that

Leaders/aspiring leaders could meet with the CEO and Executive Team to engage in open and honest dialogue, hear key messages, and have an opportunity for Q&A with the Executive Team.

Who was involved?

Clive Clarke, Holly Cubitt



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Pulse Check



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Communication

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Pulse Check

You told us

You did not always feel well informed about trustwide priorities and key developments

We did

Established a monthly team-brief for managers to share with all team members

So that

Teams could be made aware of the key issues

Who was involved?

Kevan Taylor, Clive Clarke, Holly Cubitt



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Desk-risers

You told us

That office furniture was not conducive to good back care

We did

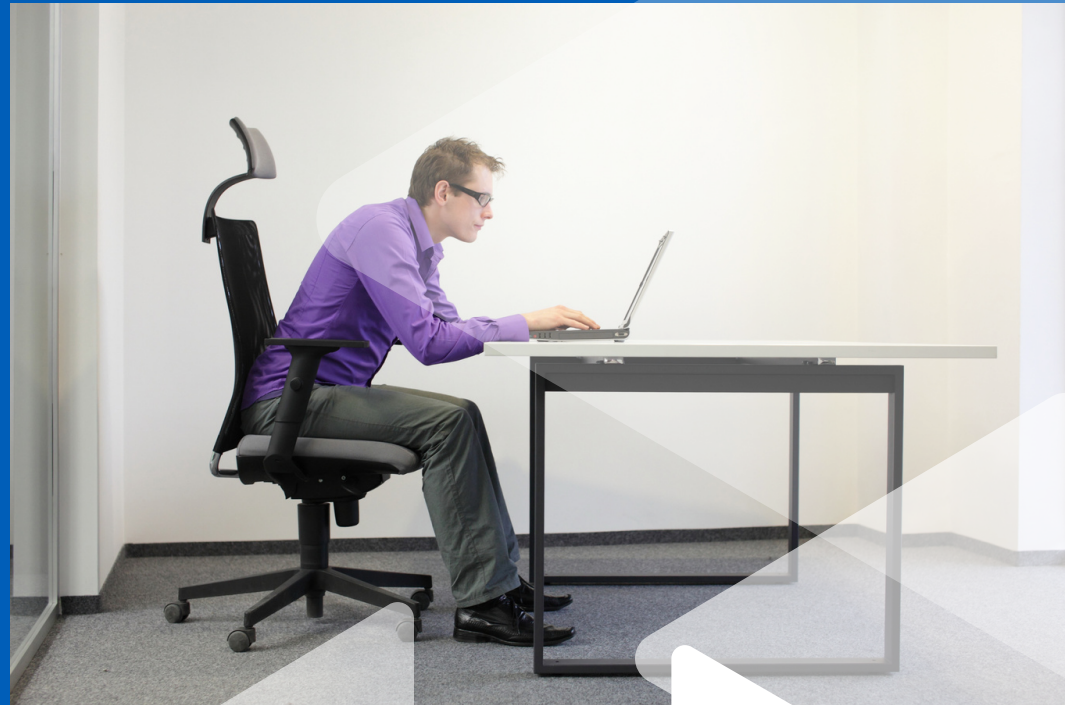
Recommended the purchase of desk risers where this was felt appropriate

So that

Staff were able to stand while using technology to enable better posture and prevent injury

Who was involved?

Phillip Easthope



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Social Events



You told us

That you would like more social events

We did

Held a golf tournament and social event after the Working Together onference

So that

People were able to develop relationships and connections outside of normal circles

Who was involved?

Phil Jonas, Clive Clarke



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Social Media



Listening into Action



Pulse Check

You told us

Communication channels could be more diverse and more use could be made of social media

We did

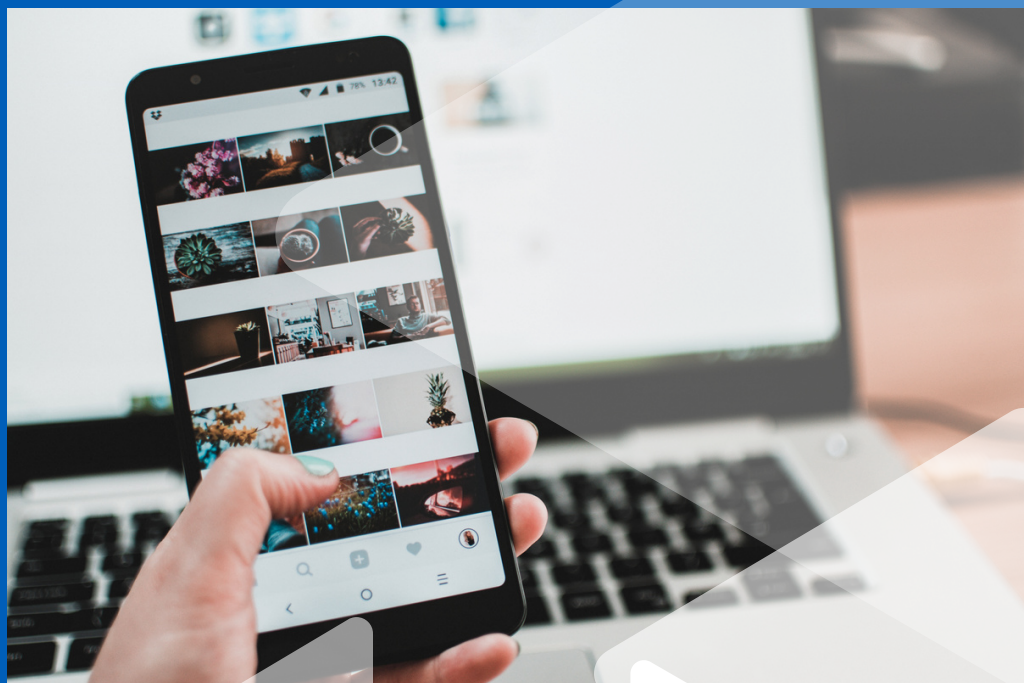
Opened up Facebook on SHSC computers, created a staff facebook page and shared information over Twitter

So that

More people could access information in a wide variety of places using up to date technology

Who was involved?

Holly Cubitt, Phil Simon



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Keeping Informed



Listening into Action



Pulse Check

You told us

That the TV screen in the cafe at Fulwood House was broken and the screen obscured

We did

Purchased and fitted a new TV screen

So that

People were able to read the news carousel

Who was involved?

Amy Moore, Andrew Miles, Joan Palmer



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Training Opportunities



Listening into Action



Pulse Check

You told us

Training opportunities were not available or not easy to find for people at lower bands

We did

Developed new training opportunities and compiled resources and showcased them at large meetings and events and in Connect

So that

Far more staff are made aware of the different learning opportunities and who to ask for more information and advice about career progression

Who was involved?

Steph Allen



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Supervision



Listening into Action



Pulse Check

You told us

You really value supervision for support and development, yet it is not always of a high quality.

We did

Listened to your thoughts and fed them in to CQC workstreams around supervision, with a focus on delivering training to supervisors

So that

Supervisors feel more skilled to deliver high quality supervision.

Who was involved?

Emma Highfield, Ian Cartwright,
Linda Wilkinson, Jennie Wilson



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IT Service Desk

You told us

It was difficult to get support when you needed it, there were often long waits on the IT Service Desk phone line.

We did

Reviewed systems and processes and launched the IMST Self Service Portal

So that

You are able to log incidents and requests and track progress

Who was involved?

Keeley Parker, Liam Powell, Russell Marriott, Tim Davis, Glyn Mettam, Liam Sparkes & Jack Gravil

You can find the IMST Self Service Portal at <https://itservicedesk.shsc.nhs.uk/Sostenuto/web/SContacts/>



Listening into Action



Pulse Check



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Listening into Action



Simple Things

What is Simple Things?

Simple Things supports teams and individuals to be empowered to make changes at a local level that improve the way you work.

The Listening into Action team can support you to overcome challenges and barriers to your change.

If you would like to make a change and need our support please email lia@shsc.nhs.uk



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Taking Breaks



Listening into Action



Simple Things

Issue Identified

The Early Intervention Service identified that they had insufficient equipment or space for taking breaks

How it was resolved

A new microwave was ordered and the team identified a room for breaks

Who was involved?

Stacey Roulson, Nikki Holdcroft



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Office Temperatures



Listening into Action



Simple Things

Issue Identified

The Community Enhancing Recovery Team (CERT) identified that offices were very warm, especially in summer

How it was resolved

New office fans were ordered and allocated to different offices

Who was involved?

Julie Carden, Dawn Kirkland,
Adam Rodgers



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Information dashboard



Listening into Action



Simple Things

Issue Identified

The Community Enhancing Recovery Team (CERT) identified that they did not have useful clinical information to hand

How it was resolved

A large screen and hardware was ordered with IT support. Systems were created to display information

Who was involved?

Julie Carden, Steph Barker,
Leanne Brouder



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Listening into Action



Simple Things

Food storage

Issue Identified

The Community Enhancing Recovery Team (CERT) identified that they did not have sufficient space to keep food cold, previous attempts to resolve had been declined

How it was resolved

Previous challenges were resolved and a new fridge was ordered

Who was involved?

Julie Carden, Dawn Kirkland,
Adam Rodgers



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Training



Listening into Action



Simple Things

Issue Identified

Staff on Burbage Ward identified that they did not have opportunities for completing mandatory training

How it was resolved

It was agreed that staff would be given designated time within their shift to complete outstanding training

Who was involved?

Rob Fenwick, Alice Brooks-Moncrieffe



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Therapeutic Activities



Listening into Action



Simple Things

Issue Identified

The team on Burbage Ward identified that there was not enough access to activities for service users

How it was resolved

Staff were asked to identify craft items, books, games for use on the ward

Who was involved?

Rob Fenwick, Alice Brooks-Moncrieffe



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Medicines SOP



Listening into Action



Simple Things

Issue Identified

Nursing staff on Burbage identified that the current Standard Operating Procedure for the management of Controlled Drugs was unsafe

How it was resolved

Nursing staff provided specific concerns that were reported to Pharmacy to influence future guidance and drafting of new SOP

Who was involved?

Rob Fenwick, Adelaide Chibonda



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Ward Environment



Listening into Action



Simple Things

Issue Identified

The staff team on Stanage identified that the fish tank was hidden away and not used to its potential

How it was resolved

The fish tank was moved to a communal space so it was visible to staff and service users to maximise its therapeutic potential

Who was involved?

Alice Brooks-Moncrieffe, Josh Kearney



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Food provisions

Issue Identified

The team on Stanage Ward identified that there were insufficient snacking options for service users

How it was resolved

The team worked with the housekeepers to look at healthy snack options and offer more choice to services users

Who was involved?

Josh Kearney, Kathryn Hull



Listening into Action



Simple Things



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Using outside space



Listening into Action



Simple Things

Issue Identified

The team on Stanage Ward identified that the outside space was not used to its full therapeutic potential

How it was resolved

A standard Operating Procedure was developed for the use of walkie-talkies to enable better use of outside space whilst maintaining safety.

Who was involved?

Alice Brooks-Moncreeffe, Josh Kearney



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Ward furniture

Issue Identified

The team on Stanage ward identified the lack of chairs in communal areas, and ones in use were old and worn

How it was resolved

New chairs were ordered for communal spaces

Who was involved?

Alice Brooks-Moncrieffe, Josh Kearney



Listening into Action



Simple Things



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Listening into Action



Quick fix

What is Quick fix?

Quick fix is when we ask you, the staff, to notice and make our estates team aware of small works that would improve our buildings and work environment.

If you notice something that could be fixed quite quickly, please look out for our next Quick fix campaign in Connect.



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Improved signage



Listening into Action



Quick fix

Issue Identified

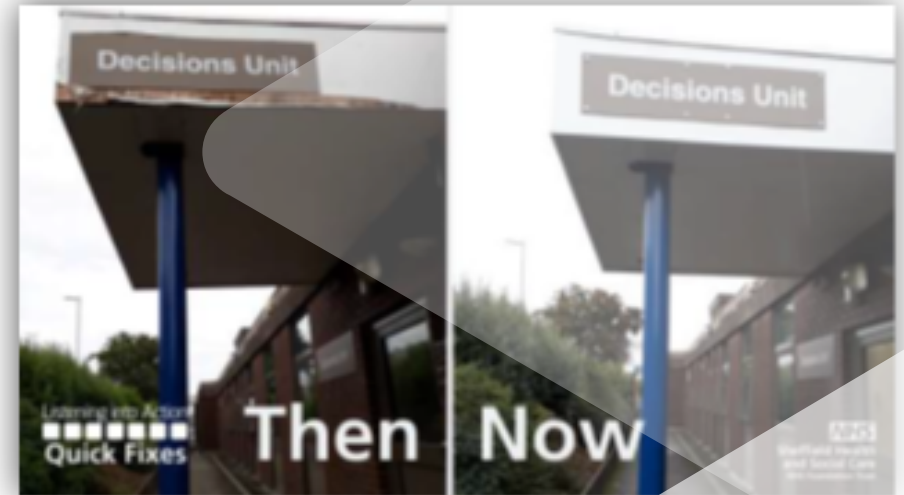
The sign for the new Decision Unit was fitted over a worn and shabby part of the building

How it was resolved

A new sign was fitted and the canopy painted

Who was involved?

Dan Mulhall, estates team



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Improved signage



Listening into Action



Quick fix

Issue Identified

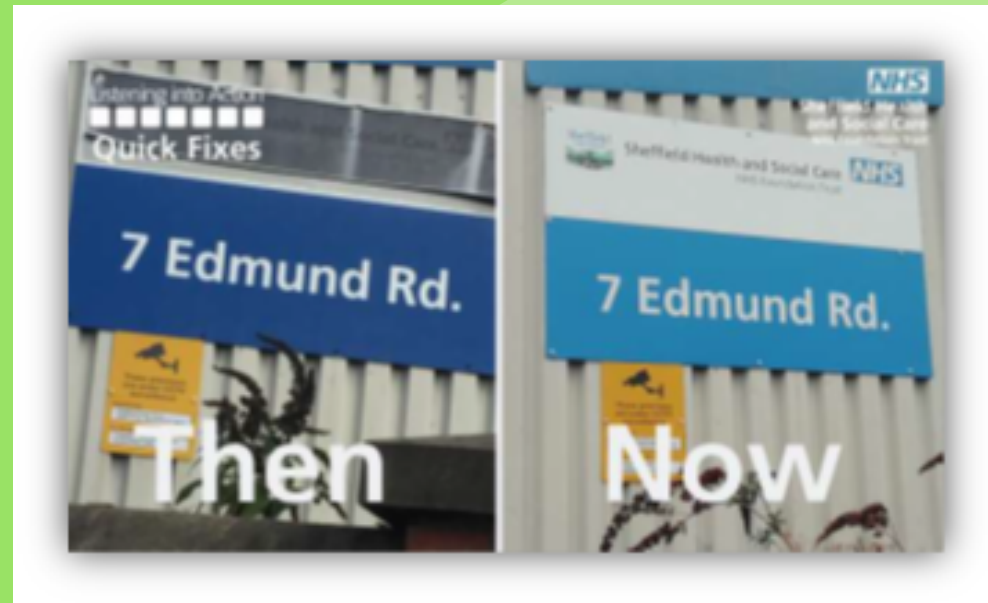
The sign for Edmund Road was out of date and broken

How it was resolved

A new sign was fitted with the SHSC logo

Who was involved?

Dan Mulhall, estates team



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Window coverings



Listening into Action



Quick fix

Issue Identified

Window blinds were broken with pieces missing which meant the sun shone on computers making them difficult to read

How it was resolved

The windows were measured and brand new blinds were ordered and fitted

Who was involved?

Dan Mulhall, Sarah Morrey,
estates team



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Clearer road markings



Listening into Action



Quick fix

Issue Identified

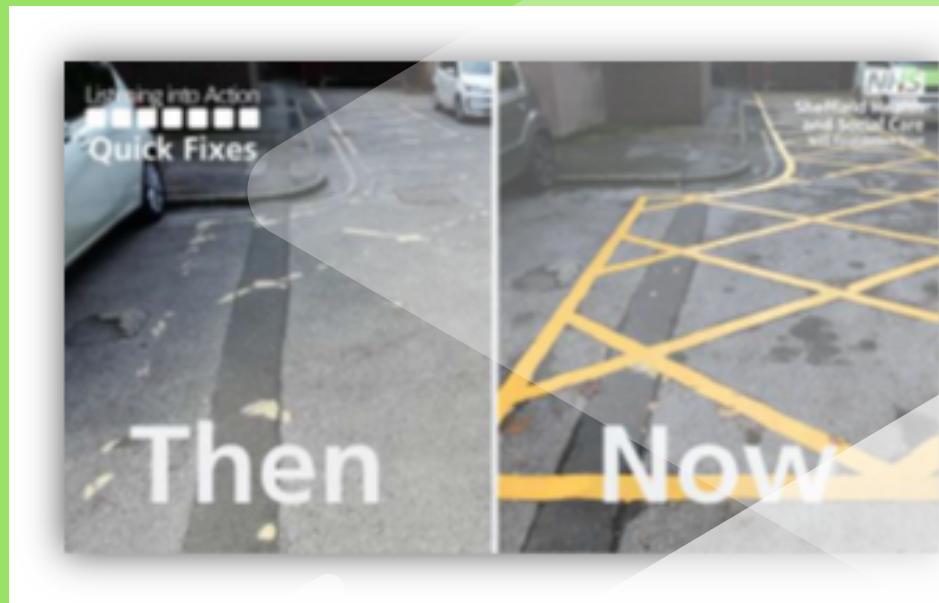
The yellow lines at the Michael Carlisle Centre were old and unclear

How it was resolved

Road markings were repainted to make them more visible

Who was involved?

Dan Mulhall, estates team



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