

Isle of Wight Community CAMHS

Which change ideas did you test and what did you learn from them?

- **Appreciation jar** – resounding success, makes people feel really lovely with nice comments, although difficult to sustain during building works.

It worked because it's quick and easy to contribute to and see the benefits.

It's so simple but such a lovely boost to have some positive affirmation, over all different reasons and situations.

- **Trial of short mindfulness session within supervision group** – worked well, but difficult to find time to expand to the whole team.

What changes have you seen in the team?

People's experience of having a bit more time to talk about the positives has changed. People were shocked initially at what was written in the appreciation jar – positively surprised at being named and recognised. This surprise worn off as the appreciations became part of day to day working.

The team has always been a very supportive and cohesive team, which hasn't changed. The team pick up on when people are struggling, and help to make each other feel better. This is reflected in how long agency staff stay with the team. This has been a longstanding strength of the team, and survival tactic – but can risk sacrificing ourselves and our wellbeing.

What are your reflections on taking part in the project?

The project meant we had to look at the team and what we've had time for. We know the benefits and want to commit to this improvement, but it's not necessarily realistic at the current time. We need to be given permission to let something else go, to allow us the time and energy to work on this.

We ask ourselves "What can I bring to this, how can I help?" but things overtake you as you get more busy.

We talk about giving to others but we're not looking to give to ourselves – we need to.

What challenges have you faced in this work?

- Building works in our building.
- Staff sickness has been high.
- Covid, lots of people working from home. We've lost the benefits of talking in the corridor or the kitchen. The feelings of isolation that brings and high blood pressure when the technology does not work!
- Lots of people changing roles, and the team has grown. This is a positive but always takes a team a while to re-establish, especially when extra people join and integrate.
- We've outgrown our building, a challenge but also really useful to link in with other organisations and find new places to hold sessions.
- The team have struggled with some of the changes. To have many new aspects come about so quickly, has been a challenge. But staff have been amazing at trying to adapt, look at new possibilities, and be so welcoming and supportive to the new staff.
- The huge amount of paper work, a lot of which is duplication.
- High demand on the service, long waiting lists, people struggling to keep on top of things, huge caseloads.

All of these all mean we have not enough time available to prioritise this work on wellbeing.

Looking at the future:

Set a time for mindfulness sessions for the whole team.

I would like staff wellbeing to remain on the agenda for the team weekly process meeting, with some time dedicated to discuss this. Involving the whole wider team, everyone committing to working on this.

We need to discuss how the whole team would like to take this work on wellbeing forward.

I would like a reduction to the duplication of paper work, cut out the dross and help staff free up time to do their job.

We know the NHS is still changing and we have new projects just starting, new expectations from government about how we work, which is still being reviewed, so will try to aid the staff navigate this changing landscape, while protecting the staff and patients from potential adaptations that are not so beneficial.