

## Ward name

### IPU 11-17 North Warwickshire recovery email.

Cleo Maynard and Helen Owen

## Share your story

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

#### – Step challenge

The team have been more mindful to take more regular breaks from their desk. We recognise trying to change people's mindsets have been difficult due to workload pressures. The majority of people have said they saw the purpose of the step challenge. Some people can see how it works for others, but it just didn't work for them. There were different reasons for people joining, for some it was for the challenge and the prize and for others it was mindfulness of taking breaks, it wasn't just about getting the steps in.

We learnt the importance of wellbeing and how it can contribute in enabling the team to be more productive. It helped to create and tighten the camaraderie within the team. Which was highly important with the stress of the last 2 years during the pandemic.

#### – Improving assessment rota so staff can effectively take annual leave

Staff were reporting that they find it stressful to take annual leave because the responsibility of getting their mental health assessments covered was placed on them.

We were met with barriers for this change due to how rigid the process was and management not allowing cancellations for assessments.

We required input from our senior sponsor who supported us to prepare and have meetings with our general managers.

We prepared by gathering all the views of the staff who complete assessments and came up with solutions to resolve the issue.

We presented this to our General Managers, and they worked with us to find a solution that worked for the staff and maintained the service need.

We learnt that communication is key when trying to implement big changes. It was also important to go to the managers with solutions and ideas from the staff involved. This also helped to reduce resistance to any change from the staff because they were participating in the planned change.

This change is still in process of being implemented and starts in May 2022.

#### – Lockdown admin day

The idea for lockdown admin day was to support staff to have a planned day to complete their admin. It was felt that if a process was in place staff would stick to it and this would help them to keep on top of their work.

Staff initially agreed to participate in a trial however this didn't continue due to staff finding it to be additional work to add their name to an excel spreadsheet.

This is something we haven't continued to pursue however in future if we did we would look at a way to have less paperwork or other options to make it work.

### What changes have you seen in the team?

#### Cleo's views

I have found that the team are talking more about wellbeing and what that looks like for them. I feel the team are starting to value their own wellbeing and I have even noticed people actively looking out for and supporting others more. Change is possible when you get the right people on board to support the vision.

#### Helen's views

To some extent this has helped the team however I feel some people do struggle with change. I do think it has been worthwhile joining the collaborative. It has shown me it has made people more aware of looking after their wellbeing and trying to adapt better ways of working.

With some people there has been a change in culture, we are aware it takes time to change a culture.

Our senior sponsor was impressed with the work we achieved as a core project team of only 2 people.

### **What challenges have you faced in this work and advice we would give to others?**

- People don't always like change.
- Use your senior sponsor to support with barriers.
- Communicate and involve those who the change impacts
- Collect your data
- Take solutions for change ideas
- Be consistent and don't give up at the first hurdle of resistance.

### **Looking at the future:**

As a team we are planning to keep *Joy in Work* on the agenda in team service development meetings. We are planning to use an action tracker to review change ideas and delegate tasks within the team. This will be reviewed on a 6-weekly basis.