

 **Change idea:** *1 Hour Protected Time for Service Users Each Day*

Predictions

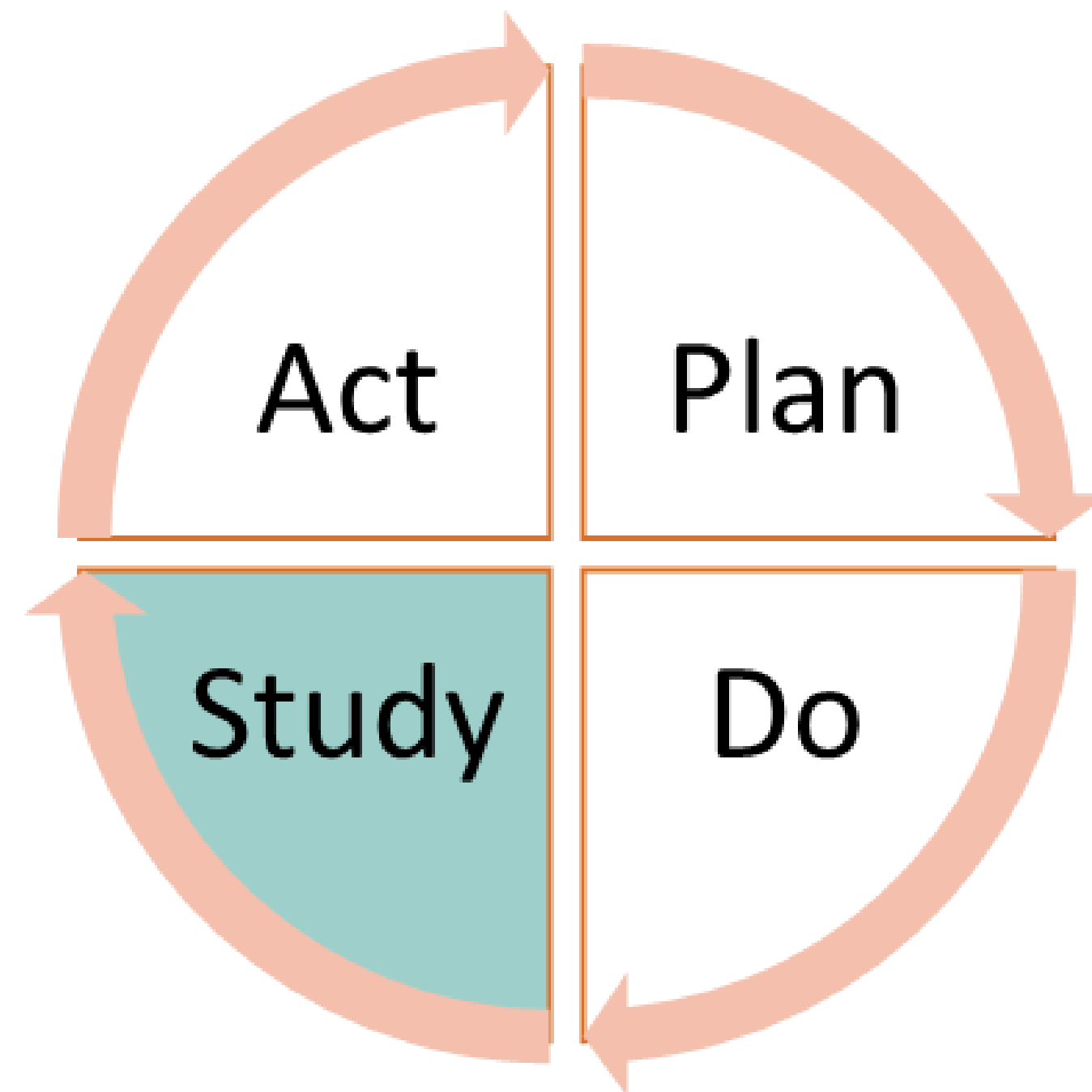
- Increased engagement with SU's
- More time for co-production
- Staff feeling able to offer uninterrupted time

Plan

- 10:30 – 11:30am everyday
- All nursing staff visible and available on the ward
- “Close Down” nursing office
- Ward Clerk manages phone calls, takes message etc.

Do

- Increased 1:1 engagement
- Increased group activity
- Positive feedback from service users
- Not always happening consistently



Study

- Service users welcomed it “I LOVE getting guaranteed time with staff”
- Increased 1:1 time recorded in clinical records
- Staff sometimes found committing to it a challenge due to other clinical pressures/demands

Act

- Shift co-ordinator stays in office during protected time to free other staff to engage in it
- Future introduction of “Happy to Help” lanyards to identify available staff throughout the day

All teach, all learn

- Very popular amongst service users, all found it helpful & supportive
- Simple changes can have the biggest impact
- Supports staff to break away from the operational issues and focus on quality service user engagement

