

Dudley and Walsall Mental Health Partnership NHS Trust

**One Trust's experience of engaging with their staff
and the positive impacts**

Ashi Williams, Director of People.

Michael Hirons, Trust Staff Engagement Lead and Freedom to Speak Up Guardian.



Why We Looked At Staff Engagement

- Average Staff Survey Results
- CQC inspection
- Indicators & claims of bullying and harassment
- Acknowledgement of value of engagement



What We Did - Leadership

- New CEO
- Open Communications
- Tackling challenging behaviours
- Open Door



What We Did - Strategically

- Dedicated Staff Engagement Lead
- Combining later with Freedom to Speak Up Role
- See this as culture change not process change



What We Did - Culturally

- Values launch – staff lead
- Engagement Champions
- Cultural Ambassadors / Change Champions
- Workplace Advisors
- Moment of Truth
- Staff / CEO Awards



What We Did - Practically

- Focus Groups
- Face to face walk arounds
- On-Boarding
- Personal & General Comms
- You Said / We Did
- Staff Partnership Forum
- Health & Wellbeing focus



Results

2017 STAFF SURVEY RESULTS – Of 32 key findings*, this is what our staff said about working for Dudley and Walsall

*Key findings are a summary of several questions

1st **Rated Best Trust in the Country for**

- Staff feeling able to contribute to improvements at work
- Support they get from immediate line managers

Rated Best Specialist MH/LD Trust **1st** ★★★★★

90%

Staff satisfaction with the quality of care they are able to deliver

Staff feeling that their role makes a difference to service users



Staff Motivation at work



Organisation and management support **health and wellbeing** of staff



Quality of appraisals



Level of responsibility & involvement in what we do



How staff work effectively as a team



The resources and support staff receive to do their job

Fairness and effectiveness of procedures for reporting errors, near misses & incidents



Fewer staff experiencing discrimination at work in the last 12 months



Any Questions?



Activity

What are your priority issues based on your staff survey?

- How could an engaged workforce help you achieve them?
- How you involve staff in the solutions – investment vs buy-in
- What are your engagement KPI's and how are you measuring them?



