

SUPPORT AND WELLBEING IN THE ACUTE SETTING

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INTRODUCTION

Labour ward can be a challenging environment and it is recognised that ‘well supported staff teams are better able to consistently deliver kind and compassionate care’ ^[1]. An audit project was undertaken in Aberdeen Maternity to determine if staff felt they had a support system and where they received timely feedback and acknowledgement of good work.

AIM

To identify where we could implement changes to positively impact on support and feedback

METHODS

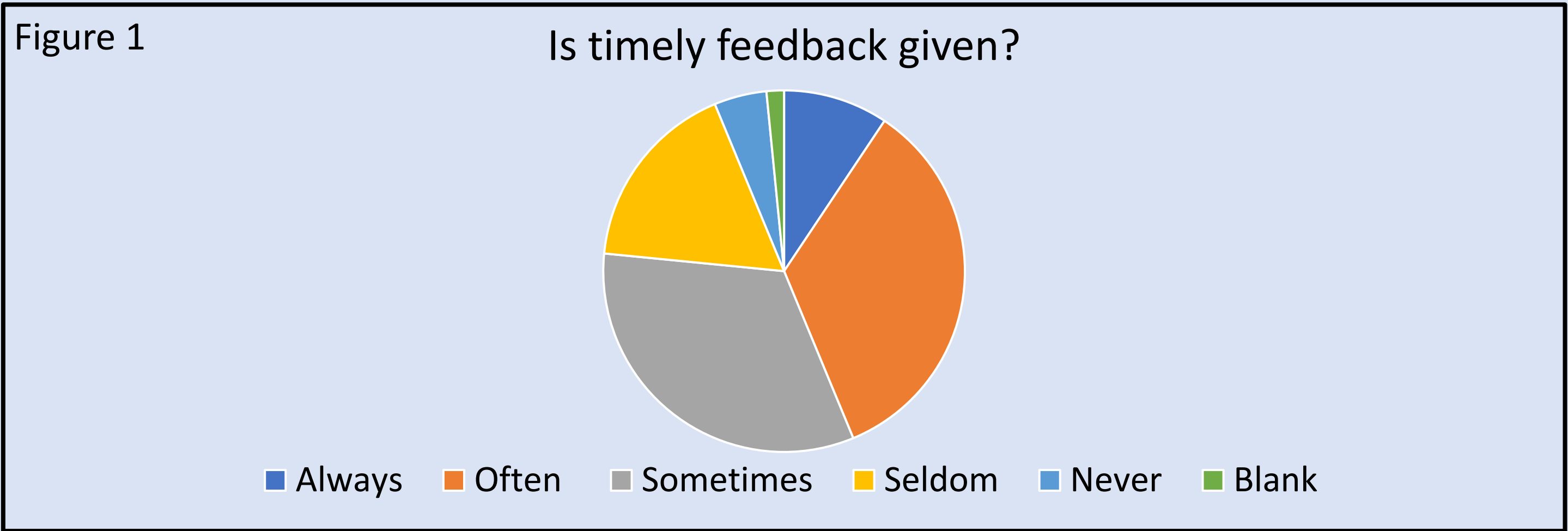
Audit questionnaire undertaken from 28th January to end March 2022
Anonymous paper questionnaire forms completed and analysed using excel software

RESULTS

64 respondents included staff groups across all disciplines and grades working on labour ward as main base

Timely feedback (Figure 1)

Was reported to be given Always 9.4%, Often 34.4%, Sometimes 32.8%, Seldom 17.2%, Never 4.9%

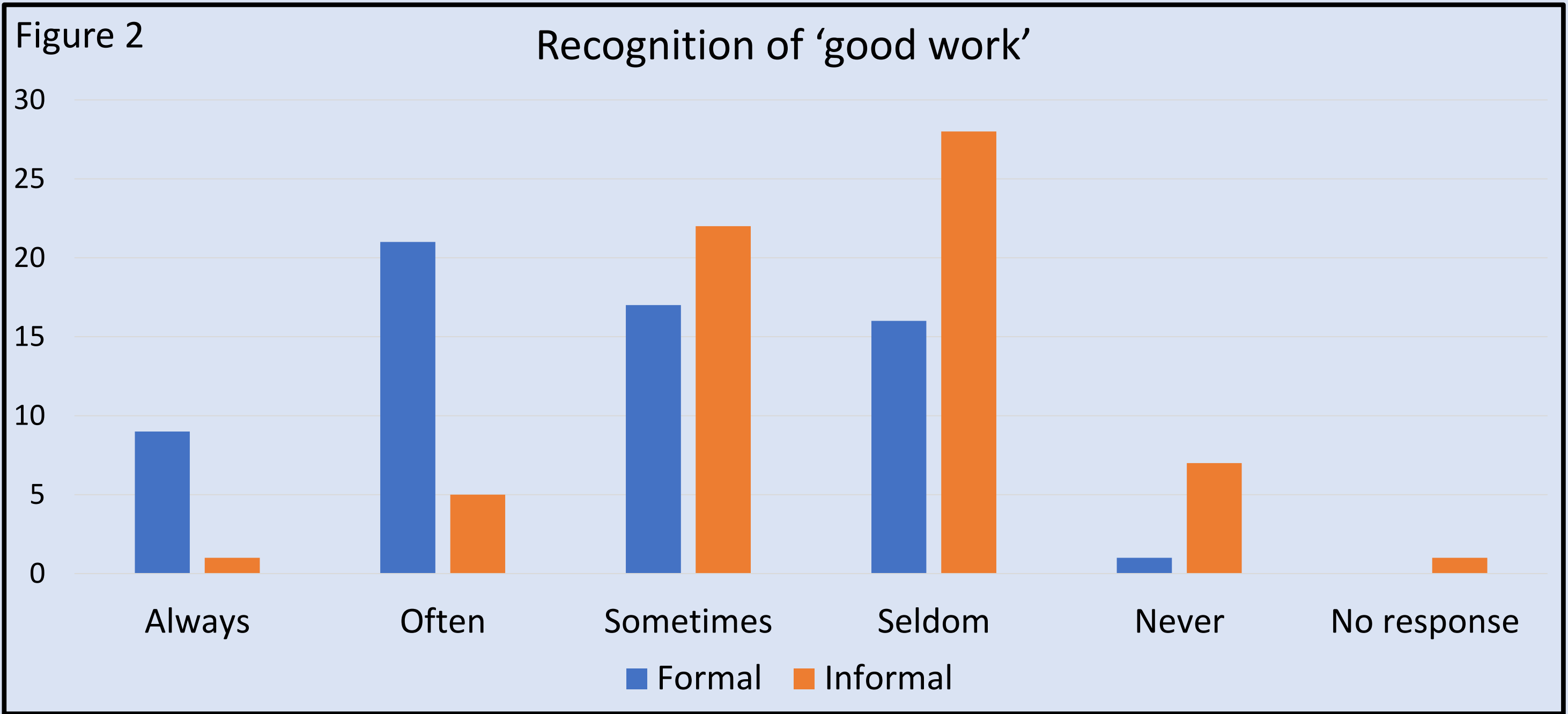


Recognition of good work (Figure 2)

Formally recognised - Always 14%, Often 32.8%, Sometimes 26.6%, Seldom 25%, Never 1.6%

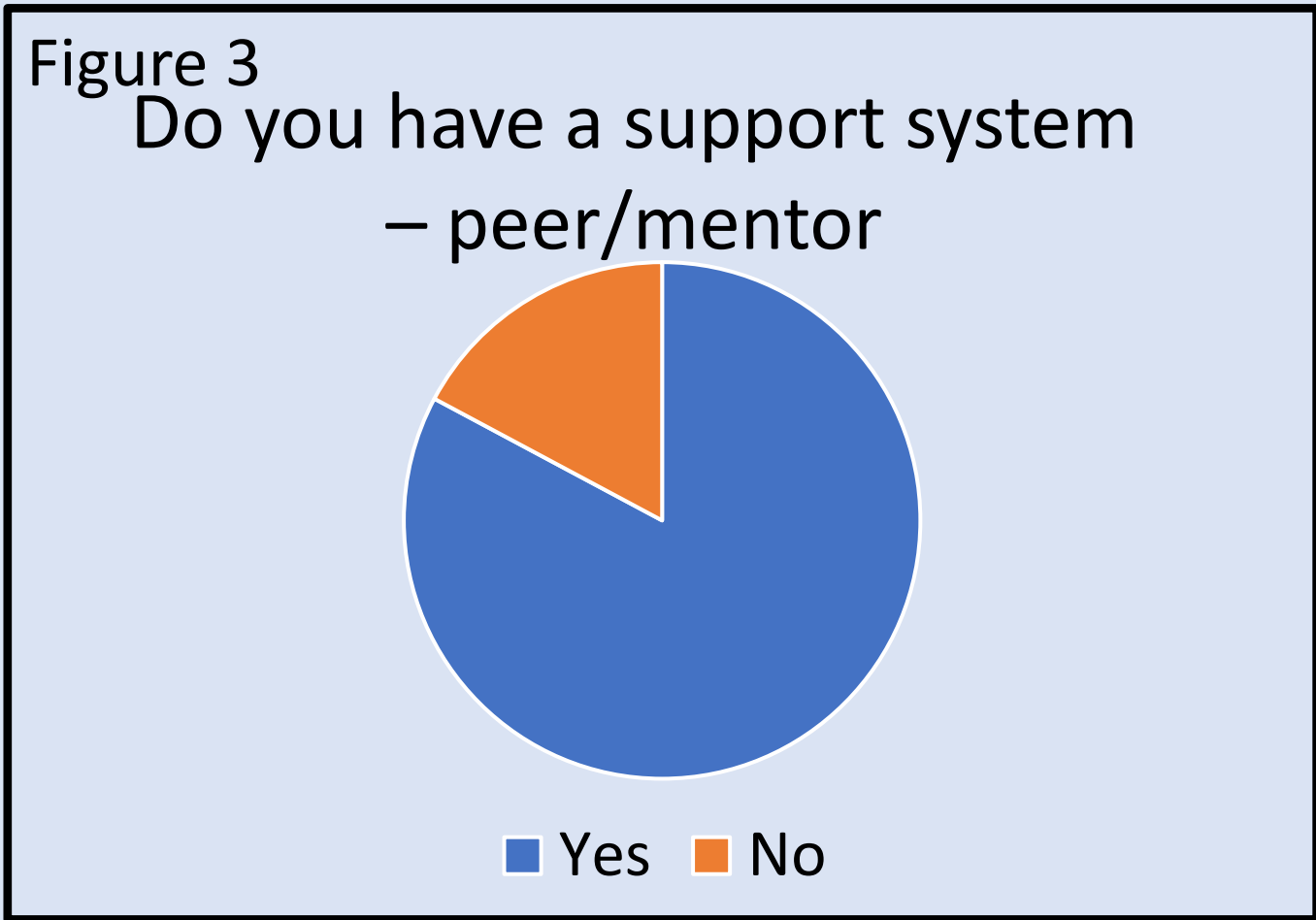
Informally recognised - Always 1.6%, Often 7.9%, Sometimes 35%, Seldom 44.4%, Never 11.1%

‘mostly constructive - not positive’ and ‘constructive given quicker than positive’
‘if it's negative - it's given !!’
‘feedback received formally extremely supportive and makes you want to keep the good work up’



Support system (Figure 3)

83% felt they had a support system to contact for advice and feedback



‘Good network from Colleagues and support or advice available readily’
‘Not someone specific but have a good support system at work with colleagues’

DISCUSSION

Many respondents reported positive experiences and good support from a variety of staff across the multi-disciplinary team. However, 17% felt they did not have a support system.

Formal and Informal feedback is given but not always readily given. Positive feedback sometimes less likely to be given than constructive feedback. Labour ward is a busy environment and timely feedback can be difficult but it is recognised that evidence of ‘good work’ and reflection is important for appraisals and revalidation but importantly feedback and support are key aspects of teamwork and maintaining staff morale.

2 key areas where changes are being introduced to reflect audit findings are:

1. Creating opportunities for feedback

- Aiming to give timely feedback - both positive and constructive
- Introducing Learning From Excellence ^[2] alongside Datix to ensure positive feedback and subsequent learning from good practice shared with all staff

2. Ensuring all staff are supported

- Senior staff to ensure everyone has a mentor
- Further work is being undertaken alongside the Maternity, Neonatal and Psychological Intervention (MNPI) team looking at where psychological intervention may be beneficial to maternity staff

CONCLUSION

Positive support and good experiences have been highlighted from this audit but areas that can be improved have also been identified. Changes are being introduced with the hope they improve the working environment and positively impact on support and feedback in labour ward.

A re-audit will be undertaken in 2023 to evaluate changes

References:
1. Ockenden report - Findings, conclusions and essential actions from the independent review of maternity services at the Shrewsbury and Telford Hospital NHS Trust - final Ockenden report (publishing.service.gov.uk) (March 2022)
2. <https://learningfromexcellence.com/resources-and-evidence/resources/>