

Staff and service user led
information gathering



An opportunity to understand and learn

An opportunity to reflect; learn and look to the future

Analysis, review and triangulation

Locally owned next steps



Opportunities to influence, own and make things happen



Quick Wins & Early Learning

Strategic Direction



An opportunity to respond, react and support

An opportunity to take stock, realign and move forwards



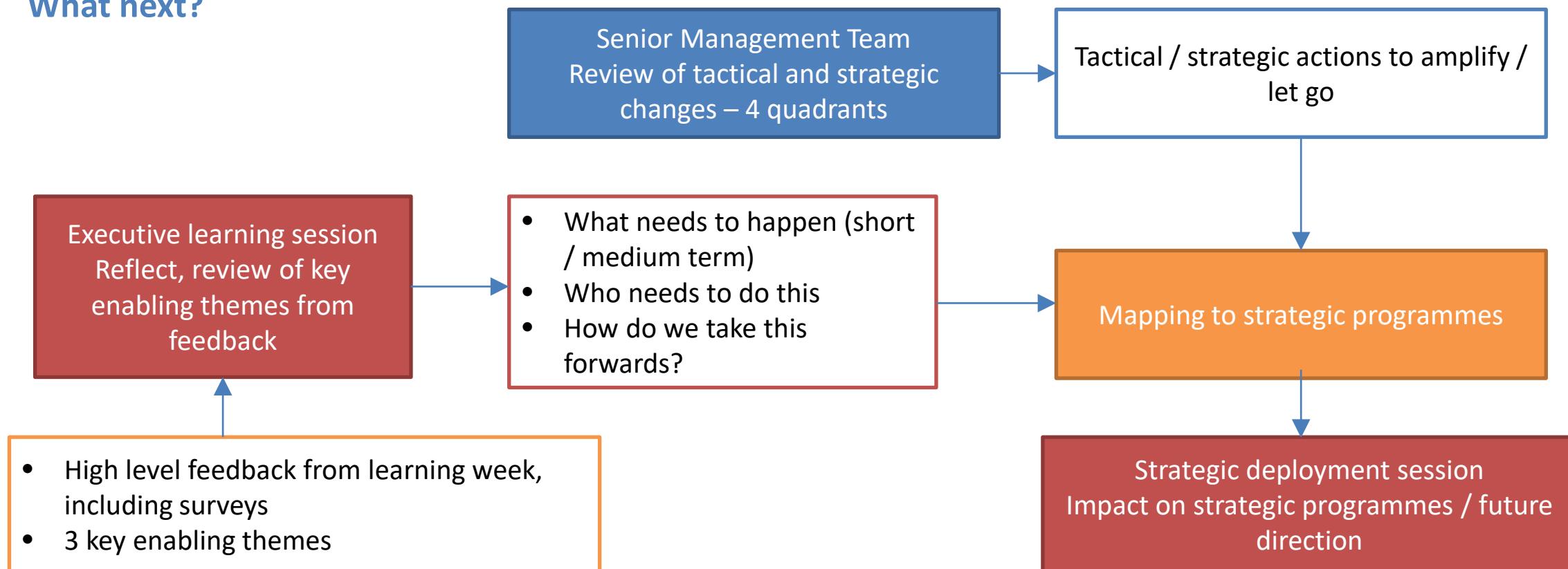
Continue the conversation



What have we done so far?

- **Staff survey** – 708 responses
- **Service user survey** – 132 responses
- **Learning week** – 32 sessions, touching in the region of 50 teams and 400 individuals
- Finalising **governance survey** and process for reviewing incident control processes
- **Immediate response** to quick wins identified
- **Immediate feedback and rapid analysis** of information to reflect what we have heard

What next?



Repeat staff engagement event in 6-8 weeks -

- identification of new areas of focus resulting from outputs of stage 1 processes

Flexible / agile working

- Use of MS teams to support corporate meetings - strong feeling that this could be a hybrid approach
- Need to use home / work sites flexibly – not ‘a one size fits’ all approach, will need to be driven by teams locally
- Provision and support of equipment to work from home (cost / risk assessment/ duplication)
- Using telephone / MS Teams to support and provide additionality to service user / carer contacts – benefits in engaging hard to reach service users balanced by need to ensure home/work boundaries and confidentiality

Communication / daily management and support of teams

- Building in daily contacts with teams
- Using technology to support cross-organisational communication and joint working
- The perception that lack of / slowness of communication means the Trust leadership is unaware/ not responding
- How we use emails versus other methods of communication
- Ethically challenging decisions – it has been good to have the space to think these through but is this process responsive enough to meet the pace of change?
- The focus on staff welfare, daily check ins about how people are feeling, huddles and buddying
- How we celebrate success – both in the short term and how we do this in the longer term

Key enabling functions within the Trust

- IT as both a constraint and an enabler to innovation
- Estates - concerns about how people will return to working on site – speed, links to childcare concerns, travel, infection prevention

Feedback on the process

The majority of the feedback on the process of engagement was positive and included:

- People having space to think and reflect on their own and other’s experiences
- Staff are feeling heard and listened to – need to maintain the momentum and ensure concerns are responded to and ideas for innovation supported
- Reinforcing the Care Trust Way approach – locally owned innovation and ownership of decisions, using the expertise of staff to determine both constraints and solutions

Learning includes

- Having enough time to plan so that people can be released to join the conversations
- Thinking about the mix of teams and how this is managed virtually – this can get complicated with large mixed groups