



Bwrdd Iechyd Prifysgol
Bae Abertawe
Swansea Bay University
Health Board



Meeting Date	10 August 2021	Agenda Item	3.1
Report Title	Mental Health and Learning Disabilities Action Plan for the Staff Survey Experience		
Report Author	Susan Bimson Workforce Business Partner		
Presented by	David Roberts Director Mental Health & Learning Disabilities		
Freedom of Information	Open		
Purpose of the Report	To provide detail on the Mental Health & Learning Disabilities Group Staff Action plan that was developed to address the responses received in the Staff Survey conducted in 2020		
Key Issues	Action plan is to improve engagement, improve staff feeling of belonging within work and to challenge inappropriate behaviour in the workplace		
Specific Action Required <i>(please choose one only)</i>	Information	Discussion	Assurance
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Recommendations	<p>Members are asked to:</p> <ul style="list-style-type: none"> RECEIVE ASSURANCE ON THE ACTIONS BEING UNDERTAKEN BY THE MENTAL HEALTH & LEARNING DISABILITIES GROUP 		

Mental Health & Learning Disability Action plan for Staff Survey Experience

1. INTRODUCTION

The NHS Wales Staff survey was conducted between 3rd November 2020 and 24th November 2020. For Mental Health & Learning Disabilities out of our overall headcount of 1731, 13% of staff responded which equated to 220 responses. The survey results did not indicate from which of the 127 areas within Mental Health & Learning Disabilities that staff had responded from but the main themes that were important from the results were how we engaged with each other, how our staff felt in the workplace and how we engaged with each other both as staff and in our relationships with patients and members of the public and whether there were lessons for us in respect of whether individuals or teams felt bullied or harassed within the workplace.

2. BACKGROUND

Prior to the survey being conducted we had been monitoring within the Group our Employee Relations cases together with our sickness absence levels and our engagement levels with staff in particular through annual appraisals and service change which were discussed with union colleagues. We had also through our Nurse Workforce Group and our Learning & Development Group been exploring staff knowledge of the Equality Act and ensuring that learning material was shared throughout the group and that learning through established Networks and external organisations like Diverse Cymru were reviewed and shared, this led to us identifying the need to establish an Equality action group within the group.

With the arrival of covid in March 2020 and the associated pressures for our staff both within and outside of work it led us to focus on the importance of staff wellbeing to a new level, with the development of a Wellbeing action plan, utilising our Psychologists to undertake dual support roles for both staff and patients and the need to identify a mechanism by which we could hear from our staff how they were feeling in what had become a fearful world of masks or virtual world of teams.

We made the decision to approach the Head of Learning & Development in September 2020 to discuss ideas for what action we could undertake, at this stage the detail of the NHS staff survey had not been confirmed. The idea that interested us the most was having support to undertake a values assessment with our staff of what they felt was working well and what where they felt improvements could be made. Unfortunately covid, social distancing and work pressures did not enable the role out of this piece of work across the whole of the group but staff within Forensic, Mental Health & Learning Disabilities were given the opportunity to meet and discuss in confidence how they felt the group worked in line with the Health Board values with a Lead facilitator.

For us the staff survey was a further opportunity to hear further from our staff.

Whilst the details of the survey and how to complete it were circulated throughout the group it has been commented by our staff that it was a difficult time to complete a survey and for those that did that their views were influenced by how they were coping during what was an extremely difficult year.

So In December 2020 we decided to review our survey results straight away has a senior team and decided that the % of overall responses were not important what was important was the questions that had been asked and the responses received but we decided it was important to open the feedback up to staff who may not have had an opportunity to respond.

We asked for individuals to come forward to represent their divisions and areas that fell outside of their remit. We asked for staff from all staff groups to be involved and we tasked our management structure to circulate the results widely to all staff individually or within team meetings and to ask staff what they felt they wanted us to act on based on the main themes of Engagement, Experience of Work and Bullying & Harassment. We wanted to ensure that our union colleagues were involved so the findings were shared with them in our Partnership meeting in January 2021.

We agreed to use our division and union representatives to speak with staff across the group and to feedback ideas and suggestions of action. We held three staff survey action meetings between February 2021 and April 2021 facilitated by our Workforce Business Partner and Lead Facilitator to pull all of the ideas and suggested actions into a draft action plan.

This plan was then timetabled on all formal meetings within the group including, Medical Workforce meeting, Psychology meeting, Nurse Workforce meeting, Weekly business meeting of Senior team, Partnership Meeting, Board meeting in addition to it being shared to staff within team meetings in each division in May and June 2021 to give the opportunity for further actions or amendments to be made to the action plan.

The action plan will be held by the Senior team within Mental Health & Learning Disabilities and the actions will be reviewed and updated on a monthly basis from division feedback within the workforce section of the business meeting of the Senior team.

The overall action plan is attached at the end of this document but for us our key focus is:

- Engagement improvement

We recognise that our employee voice is to be encouraged to reinforce or challenge views. We recognise that our employees are central to the solution of change and improvement in the group and need to be involved, listened to and invited to contribute their experience, expertise and ideas which also underpins the work of developing a just culture and compassionate leadership

- Immediate experience of work – feeling of belonging

We recognise that staff with higher levels of engagement have lower levels of both absence and presenteeism. These staff are also less likely to suffer from work related stress and rate their own wellbeing more highly.

- Bullying & Harassment

Ongoing work within the unit through an Equality working group to raise improved awareness of unconscious bias and staff to consider their engagement methods and appropriateness of banter in the workplace. Reinforcement of values. Enabling staff to feel comfortable to challenge behaviour which is impacting on self or others leading to reduced dignity at work cases and disciplinary cases associated with disrespectful behaviour.

3. GOVERNANCE AND RISK ISSUES

The implementation of this action plan will enable reduced risks to staff wellbeing in the workplace.

The group have taken due regard to equal opportunity implications arising from this action plan.

4. FINANCIAL IMPLICATIONS

No anticipated financial implications directly linked to the implementation of the action plan

5. RECOMMENDATION

We ask that you note the content of our action plan and that it provides assurance to you of the group's commitment and intention to support the implementation of the action plan

Governance and Assurance		
Link to Enabling Objectives <i>(please choose)</i>	Supporting better health and wellbeing by actively promoting and empowering people to live well in resilient communities	
	Partnerships for Improving Health and Wellbeing	<input checked="" type="checkbox"/>
	Co-Production and Health Literacy	<input checked="" type="checkbox"/>
	Digitally Enabled Health and Wellbeing	<input checked="" type="checkbox"/>
	Deliver better care through excellent health and care services achieving the outcomes that matter most to people	
	Best Value Outcomes and High Quality Care	<input type="checkbox"/>
	Partnerships for Care	<input type="checkbox"/>
	Excellent Staff	<input checked="" type="checkbox"/>
	Digitally Enabled Care	<input checked="" type="checkbox"/>
	Outstanding Research, Innovation, Education and Learning	<input checked="" type="checkbox"/>
Health and Care Standards		
<i>(please choose)</i>	Staying Healthy	<input checked="" type="checkbox"/>
	Safe Care	<input checked="" type="checkbox"/>
	Effective Care	<input type="checkbox"/>
	Dignified Care	<input checked="" type="checkbox"/>
	Timely Care	<input type="checkbox"/>
	Individual Care	<input type="checkbox"/>
	Staff and Resources	<input checked="" type="checkbox"/>
Quality, Safety and Patient Experience		
The action plan has taken into account the importance of staff and patient interaction to ensure mutual respect and a safe environment for all		
Financial Implications		
No specific financial cost the actions should be integral to employment roles		
Legal Implications (including equality and diversity assessment)		
Essential that we comply with employment law including Equality Act		
Staffing Implications		
It is expected that these actions will become integral to team actions		
Long Term Implications (including the impact of the Well-being of Future Generations (Wales) Act 2015)		
The action plan is in line with the "The Well-being of Future Generations (Wales) Act 2015, 5 ways of working.		
<ul style="list-style-type: none"> ○ Long Term - The importance of balancing short-term needs with the need to safeguard the ability to also meet long-term needs. ○ Prevention - How acting to prevent problems occurring or getting worse may help public bodies meet their objectives. ○ Integration - Considering how the public body's well-being objectives may impact upon each of the well-being goals, on their other objectives, or on the objectives of other public bodies. ○ Collaboration - Acting in collaboration with any other person (or different parts of the body itself) that could help the body to meet its well-being objectives. 		

<ul style="list-style-type: none"> ○ Involvement - The importance of involving people with an interest in achieving the well-being goals, and ensuring that those people reflect the diversity of the area which the body serves. 	
Report History	Staff Survey Action plan was developed in partnership from staff feedback obtained from division representatives and union colleagues. The Action plan has been shared within the Mental Health & Learning Disability Board meeting, Business meeting of senior team, Division Meetings and MH & LD Partnership meeting.
Appendices	Appendix 1 – MHLD Staff survey action plan Appendix 2 – Staff Survey