

An Evaluation of Stay Interviews on the Neuro Critical Care Unit

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Background

- ▶ NCC at LTHT
- ▶ Leaving rate 40%
- ▶ Exit Interview feedback
- ▶ Staff survey results
- ▶ Greater understanding of team

Aims and Objectives

- ▶ Compassionate leadership & ABC core framework culture
- ▶ Strengthen unit communication
- ▶ Meaningful recognition and investment
- ▶ CSU staff health and well-being strategy
- ▶ “Insight involve improve”

Questionnaire Themes

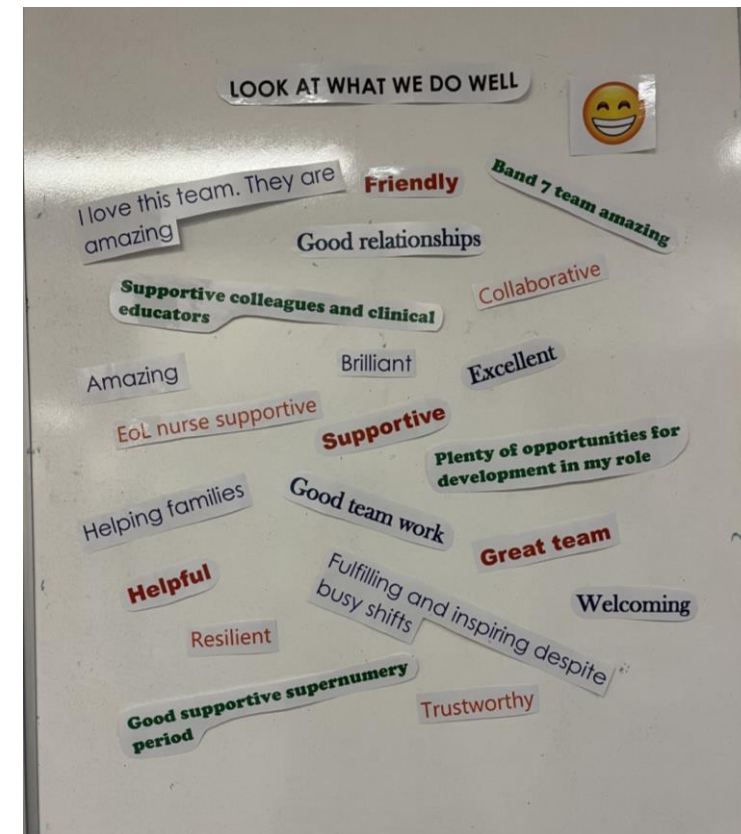
- ▶ Unit culture / teamwork
- ▶ Unit running
- ▶ Support / education
- ▶ Staffing
- ▶ Health and well-being

Method

- ▶ Mixed-methodology
- ▶ Open and honest
- ▶ Confidential
- ▶ Semi- structured interviews
- ▶ Staff involvement

Positive Results

- ▶ Team culture
- ▶ Relationships
- ▶ Training
- ▶ Health and well-being



Look At What We Do Well

- ▶ Are you happy with the support you receive on NCC?
 - ▶ **Positive comments 69/79 (87%)**
- ▶ How would you describe your relationship with your colleagues?
 - ▶ **Positive comments 78/95 (82%)**
- ▶ Do you feel that managers took a concern for your health and wellbeing?
 - ▶ **Positive comments 60/67 (89%)**
- ▶ On joining the department, were you happy with your local induction?
 - ▶ **Positive comments 55/64 (86%)**
- ▶ Did you feel that the department worked well as a team?
 - ▶ **Positive comments 58/74 (78%)**
- ▶ Are you happy with your working pattern in the Trust and did it help you achieve a work life balance?
 - ▶ **Positive comments 51/67 (76%)**

Themes for improvement

- ▶ Compassionate leadership
- ▶ Training and development
- ▶ Challenges of staffing
- ▶ Personalised feedback
- ▶ “More teaching sessions would help”
- ▶ “Would like more ‘checking in’ with my line manager”
- ▶ “Could do with more support on HDU”
- ▶ “I feel that sometimes newer staff are expected to always know what they’re doing e.g. prepping for scan / procedures”

'You Said, We Did'

- ▶ 5–10-minute teachings
- ▶ Role of the Nurse in Charge
- ▶ Presentations
- ▶ Individualised 1:1s
- ▶ Support buddies
- ▶ Application for new furniture

Goals

- ▶ Ongoing process
- ▶ Involvement of staff
- ▶ Individualised training and development plans
- ▶ Open and honest culture

Plans for the future

- ▶ Rolled out to critical care
- ▶ Twice a year
- ▶ Staff engagement

- ▶ 1. What would make your job brilliant for you?
- ▶ 2. If you managed yourself/ your team, what would you do differently?
- ▶ 3. What skills or strengths do you have that aren't being used in your role today?
- ▶ 4. When do you feel most appreciated for what you do?
- ▶ 5. When was the last time you thought about leaving? what prompted it?

At End

- ▶ Would you like to have a conversation to explore your development and future career pathway?

Summary

- ▶ Retention not improved
- ▶ New staff joining team
- ▶ Good feedback from others
- ▶ Agency workers applying for permanent roles
- ▶ Positive feedback
- ▶ 100% of respondents reported positively about the stay interview project