

Workforce redesign webinar

Thank you for joining us, we will be starting shortly

Derbyshire Community Health Services NHS Foundation Trust
London Ambulance Service NHS Trust
North Tees and Hartlepool NHS Foundation Trust

Please note this webinar is being recorded

12 July 2022

Welcome and introduction

Nicola Morar, programme lead, NHS Employers

12 July 2022

Lauren Adkin

Senior Project Manager

Apprentice and Community Engagement

Derbyshire Community Health Services
NHS Foundation Trust

12 July 2022

Daniel Phillips

Mental Health Paramedic Lead

Cameron Terry

Mental Health Team Manager

London Ambulance Service NHS Trust

12 July 2022



London Ambulance Service

NHS Trust



Workforce redesign webinar

Mental Health Joint Response Car

Hello!

Dan: Mental Health Paramedic Lead

Cam: Mental Health Team Manager

LAS Mental Health Team:

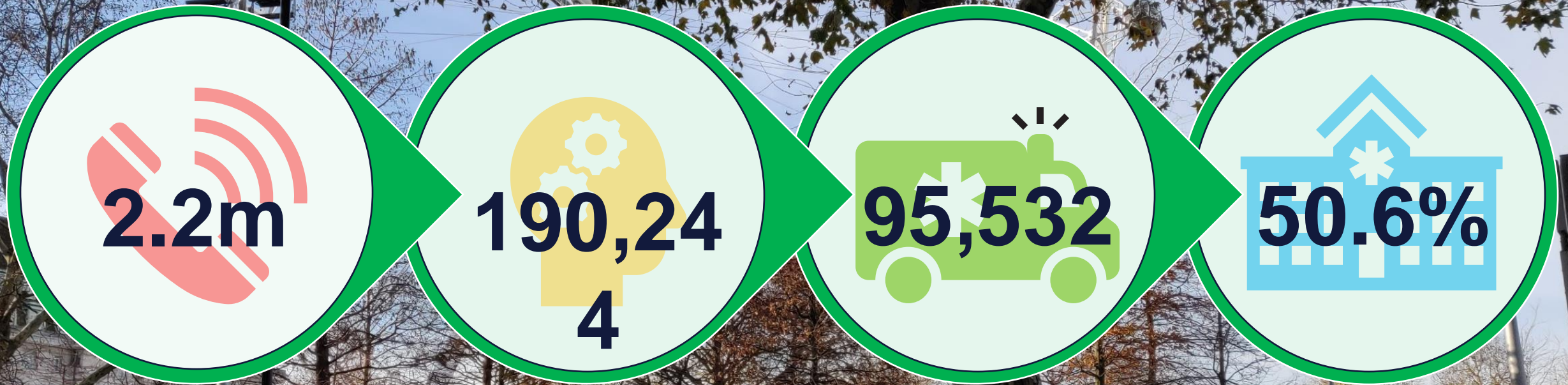
Mental Health Joint Response Car (MHJRC)

MH Nurses in control room

MH training

Engagement with key stakeholders including MPS & MH Trusts

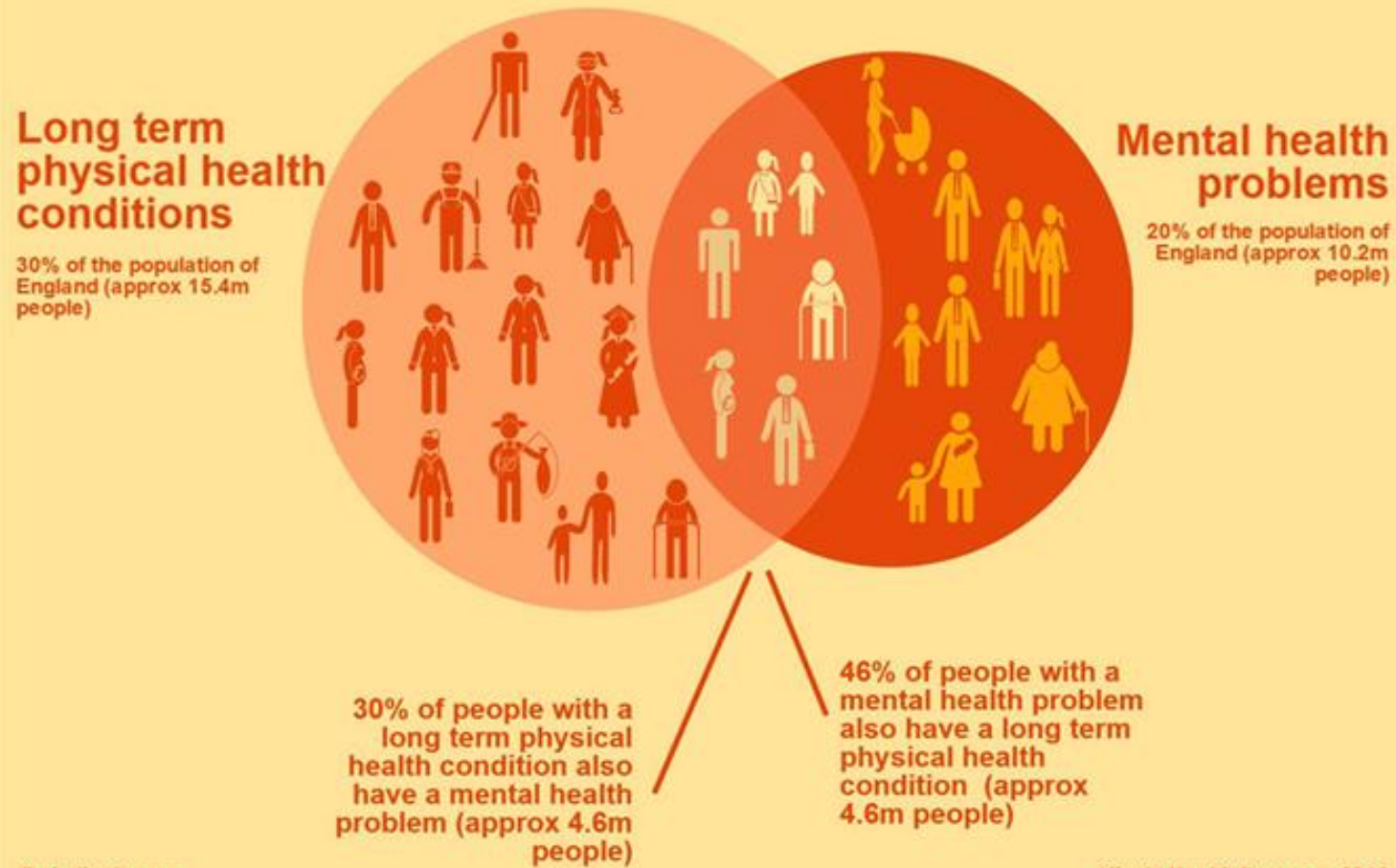




Reasons to change.

- Patient experience
- 10 % of our daily workload but not 10% of our training.
- Staff confidence and feedback
- Longest on-scene times
- Ensure right care, right place, first time.
- MDT working

The overlap between mental and physical health



#mindbodycare

www.kingshealthpartners.org/mindbody

King's Health Partners, 2016

Source: Centre for Mental Health and King's Fund research
centreformentalhealth.org.uk/co-morbidities

The start.

PDSA cycles – 10 test shifts.

Scoped timings, geographical locations, primacy of care

Consideration of skill mix

Developing governance and SOP

Embedded in the trust strategy as a pioneer service

Whose shoes 2018



MH Nurses
Join the LAS
in EOC



2015

6 month
review of
MHJRC



BAU
Funding
agreed

2018

1st MHJRC
launches in
SE London

2019



2020

Expansion
of MHJRC
across
London

2022





NHS England and NHS Improvement



NHS
Camden and Islington
NHS Foundation Trust

Barnet, Enfield and Haringey **NHS**
Mental Health NHS Trust
A University Teaching Trust

NHS
NELFT

West London
Mental Health **NHS**
NHS Trust



East London **NHS**
NHS Foundation Trust

NHS
South West London and
St George's Mental Health
NHS Trust

NHS
South London and Maudsley
NHS Foundation Trust

Oxleas
NHS

Since 2020:

14800+ = Number of patients seen

85% = See & treat rate

0 = Number of serious incidents



Financial value

	See & Treat	See & Convey
MHJRC	£245	£307
Ambulance	£298	£387
Savings per call	+£53	+£80

ED attendance = £193

Productivity and Performance

MHJRC attend a similar number of incidents per shift compared to BAU (5.1 vs 5.6)

MHJRC travels for longer distances than BAU (14.7 vs 9.9 mins)

MHJRC has a shorter job cycle time compared to BAU (85.2 vs 98mins)

MHJRC spends longer on-scene with patients. (70 vs 58mins)

Feedback from the team

- 95% had positive experience
- 100% had developed new skills
- 100% agreed or strongly agreed that service users had benefited from accessing MHJRC due to the joint assessment.



Your message:

Thank you for your care, thank you for supporting me. I am sorry you had to attend my address because of what I did. I do feel guilty when there's probably more people out there that deserve your help. You're such an inspiration, the way you handle the situation and the reassurance you gave me means a lot. You make me want to be better and become better. I want to be just like you and I have done for a while. I hope even though what I did was irresponsible of me that I get the help I need to get better physically and mentally and I can study and learn to become like you. I will try not to do anything like that again. Thank you for coming when you did ;)

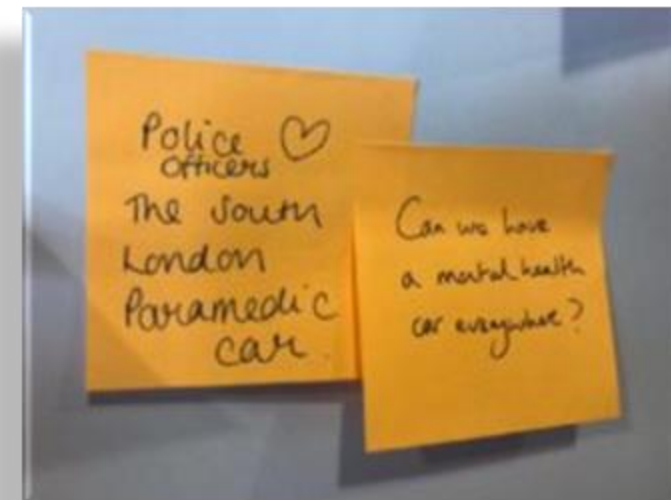
Please, fund this new resource.

Please, make it 24 hours.

It is possibly the biggest advancement in MH services in years and in my opinion and really will help patients, LAS, MH services, and us the police!

What did they do that was great?

MH02 came for backup on a complex MH job with a young girl who was suicidal. They were absolutely fabulous and incredibly helpful on scene, allowing for much better engagement and a much more appropriate outcome for the patient.



Top Tips!

Role-modelling – lead from the front.

Giving staff opportunity to develop – eg learning new skills such as teaching, audits etc.

Using QI methodology helps to present real time results.

Data is key – present the right data for your audience eg financial benefits to commissioners.

Evaluate.

The future?

MHJRC business as usual

Further upskilling of staff

Higher Education

Rotational model for nurses and paramedics

Training and developing

Improved working with stakeholder



Thank you!



Jamie Waters

Head of Business Support

Fiona McEvoy

Head of Nursing

North Tees and Hartlepool NHS
Foundation Trust

12 July 2022

Team Support Workers in North Tees and Hartlepool NHS Foundation Trust

Jamie Waters
Head of Business Support

Fiona McEvoy
Head of Nursing for Collaborative Care



Why Team Support Workers?

- Staff unavailability
- Listened to frontline staff
- Reaching out to the community
- Stepping stone to the NHS
- National HCSW Vacancy Reduction Programme
- Strategic fit



Putting our Population First

- Local community without NHS experience/qualifications with range backgrounds and age
- Recruitment based on core values, life experience and interests
- One stop recruitment approach with quicker turnaround times
- 44wte appointed
- Supporting local health economy and population health

Transforming Our Services

- Released 'time to care'
- Patient satisfaction
- Reduction in 'communication' complaints
- Regional interest
- National interest
- Positive feedback

Valuing People

- Induction/welcome to the organisation/background to pilot
- Training requirements
- Allocated area of work (52% medical wards)
- Opportunities for shadowing, undertaking care certificate
- HEE careers advice
- Engagement session

Health and Well Being

- Review meetings
- Career aspirations (44% HCA)
- Ongoing bespoke support
- Flexibility

So has it had an impact?

- Attracted people with the right core values
- Released time to care
- Patient satisfaction, communication and support
- Reduction in complaints
- Positive feedback from trust colleagues
- Positive feedback from the TSWs

Colleague Feedback

The role was a huge success. They were invaluable and such a good support to the clinical area. They helped us achieve tasks we sometimes struggle, due to time constraints such as speaking with patients offering drinks. Really made a difference to the level of care we could provide to our patients

The TSW has far exceeded our expectations. She is proving to be a valuable employee, she is hard working, flexible, dedicated and has made a very positive contribution to our team

Our TSW has settled into the role, she is an asset to the team and we would like to support her future development

It has been very helpful to the department and gave us a good insight into how a person may fit into the team. There are some opportunities coming up that our TSW would be perfect for and we are hoping she applies

Our TSW has really settled into the role, she assists with patient care and stocking up. She is a pleasure to have on the ward

Our TSW provides invaluable support to the team in maintaining the general cleanliness and tidiness of the ward. Checking and restocking vital supplies and providing patients with comfort checks and a friendly ear



Colleague Feedback

Our TSW has been amazing on the ward and has fit in really well with the team .Caring, compassionate and a true asset. It will be a shame if we can not recruit after the pilot

I was delivering training this morning, ward staff mentioned how wonderful the TSWs were. They told me they have fitted in well and are amazing, so keen and extremely helpful

We were extremely pleased to be offered a TSW as an administrative resource. She has helped support the administrative staff and her input, maturity of character and personality have been invaluable. everyone agrees that this has had a huge impact on the quality of care on the ward. Freeing staff up to focus on their own roles and responsibilities

TSW role has been fantastic.....I never have to look for a blood bottle now , they are always stocked!



This role has become vital to the smooth running of the ward. The TSW's are an integral part of the team and have their own clear role providing them with a high degree of job satisfaction while increasing the general morale of the rest of the team

Patient Feedback

I would like to sincerely thank you for the professionalism and kindness shown to me, nothing was too much trouble or a chore. I could not have managed day to day without you.....10/10 superstar!

Hospitals are a frightening place. She lifted my spirits and truly aided my recovery. She found simple food to tempt me when I couldn't eat. She had the time to listen and chat and laugh as well as helping the staff to maintain the smooth running of the ward



Team Support Worker Feedback

I felt like I fit into the team on the first day, feel very well supported. Love the team!

I absolutely love getting up for work!



I am so grateful for this opportunity. My dad died with Covid-19 just before I was offered this opportunity. I am now gaining skills in palliative care

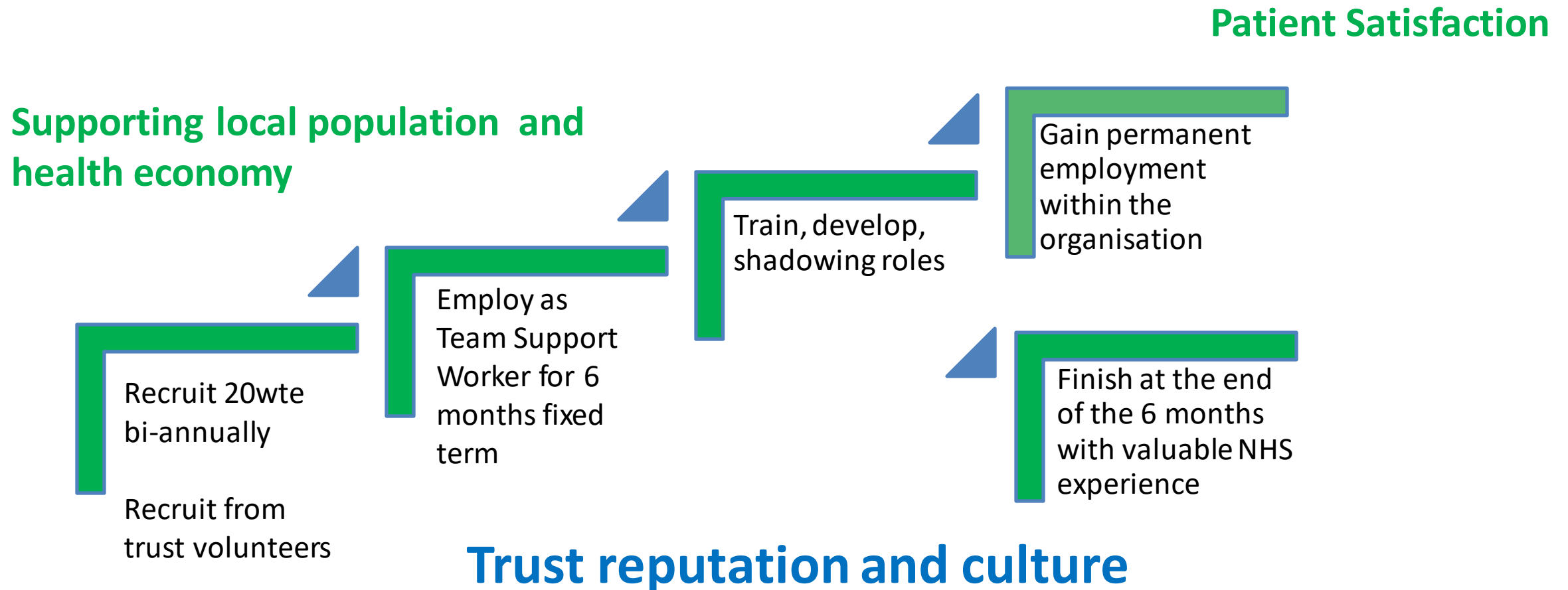
I love being with dementia patients, it makes me feel good about myself knowing I am helping them

Outcomes

- 96 people recruited to TSW over 3 cohorts (approx. 80wte)
 - Cohort 3 starts August 2022 – 28 people (22wte)
- 63% retained and recruited to HCA or apprenticeships – reducing HCA vacancy factor
- Route into healthcare for local population
 - Medical students, Nursing students, Mental Health Trusts
 - Grow your own
- Staff satisfaction and high quality care

TSW programme plan

Stepping stone to NHS employment – career pathway



Thank you

Questions?

Questions?

NHS Employers workforce supply team

Nicola Morar, programme lead

Georgie Dixon, senior programme officer

12 July 2022

Webinar round up

Nicola Morar, programme lead, NHS Employers

12 July 2022

Resources

- [North Tees and Hartlepool NHS Foundation Trust - Team Support Worker job description](#)
- [North Tees and Hartlepool NHS Foundation Trust - Numeracy and literacy assessment](#)
- [Team support worker questionnaire](#)
- [Team support worker interview questions](#)

Thank you.

Email us at workforcesupply@nhsemployers.org
Follow us @NHSEmployers on Twitter

Please take a moment to fill in our survey which will pop up in your browser when the webinar closes