

COVID-19: Collaborative Compassionate Care

Supporting employees during COVID-19

BACKGROUND

In March 2020, Kilbryde Hospice agreed to support NHS Lanarkshire (NHSL) to address the service and population challenges that COVID-19 presented to South Lanarkshire. The Senior Management Team (SMT), whilst keen to support NHS, were equally concerned about the impact of such swift changes on staff across the organisation during this challenging time. Allen (2016) proposes a period of detailed analysis and preparatory work prior to any change however the Kilbryde team understood that we needed to rise to the challenges quickly without any formal preparation .Following our return to providing specialist palliative care as a Hospice, SMT wished to establish the impact on staff and action plan accordingly.

BACKGROUND

Allen, B. (2016) Effective design, implementation and management of change in healthcare

Nursing Standard. 31, 3, 58-71.

doi: 10.7748/ns.2016.e10375

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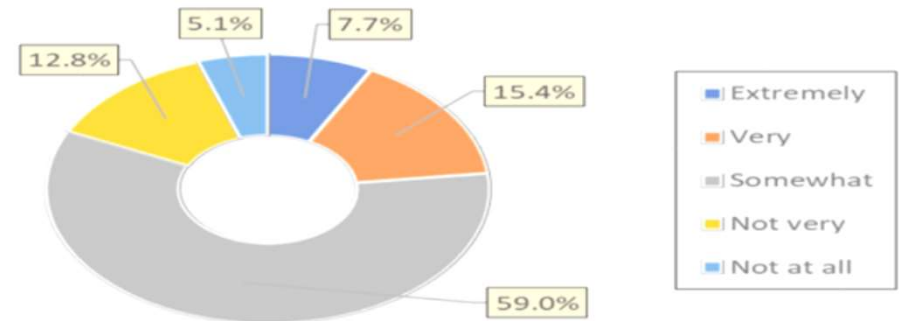
AIMS

- To establish the impact on all hospice staff relating to the changes in working practice due to COVID-19
- To establish if SMT were making the correct decisions on behalf of staff and volunteers

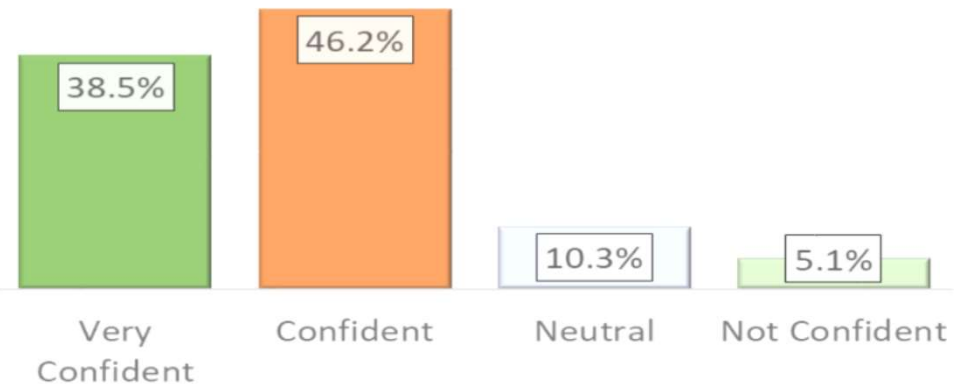
METHOD

- Smart survey sent to all clinical and non-clinical staff by email/paper format.
- Returned forms (n=39) collated. Data and themes identified.

How Worried are you about the personal impact of COVID-19?



Are SMT making the right decisions?



Excellent support available

Everyone pulled together as a unit

It could be better

Glad that people checking in on you

I believe there is lots of support for staff

“WHAT HAS COVID-19 REVEALED ABOUT STAFF SUPPORT AVAILABLE?”

Support is available both in and out of hospice

Support is there if I need it and I'm thankful for it

Support has been excellent especially during furlough

We don't access what's there very often

RESULTS

- 73% of staff worried about the impact of COVID-19 on themselves
- 70% worried about the impact of COVID-19 on hospice
- 85% of staff felt SMT were making the right decisions
- 83% of staff were confident they had the correct resources to work during crisis
- 67% of staff working remotely felt they could continue for a limited period

CONCLUSION

- SMT feel reassured that support has been valued by staff
- Support uptake has been mixed but readily available
- Staff feel that SMT are making the correct decisions on their behalf
- If necessary, staff could continue working remotely for future short periods