STAFF PERSPECTIVES OF ACT TEAM WORKING AND OUTCOMES

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Leicestershire ACT team

- Started in 2003
- Initially was 24 hour service, currently 9 am to 5 pm, 7 days service, outside these hours works with crisis team
- Has both ACT arm with team approach and Rehab arm with case manager approach
- Has its own ward, psychiatrists, clinical psychologists and occupational therapists embedded in team
- Has one user as staff, family therapist, substance misuse and physical health champions
- Works alongside social care staff
Aims

• To find out staff perspectives of
  • how the Leicestershire ACT team works
  • their views on outcome for patients
  • what they enjoy most and least
  • their ideas on improvement
Method

- Purpose built questionnaire created
  Included questions on
  - Demography
  - Team working
  - Patient outcomes
  - Ideas to improve
**Results**

- 44/50 staff responded

<table>
<thead>
<tr>
<th>Male</th>
<th>Female</th>
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<tbody>
<tr>
<td>35%</td>
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<table>
<thead>
<tr>
<th>Full time</th>
<th>Part time</th>
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<tr>
<td>70%</td>
<td>30%</td>
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# Time worked in ACT

<table>
<thead>
<tr>
<th>Less than one year</th>
<th>One to five years</th>
<th>Five to ten years</th>
<th>More than ten years</th>
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<tr>
<td>5</td>
<td>10</td>
<td>19</td>
<td>10</td>
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Likelihood of team members working closely with each other to achieve overall task
Regular processes to reflect on how team works:
Regular processes to look at ways to improve working

Yes: 35
No: 1
Unsure: 5
Feel comfortable to raise ideas

Yes: 40
No: 0
Unsure: 5
Feel ideas are listened to

Yes: 35
No: 0
Unsure: 5
Do you feel team members are aware of roles and responsibilities

Yes
No
Unsure
Are new members welcomed to the service

Yes: 45
No: 1
Unsure: 0
Is there good communication

- Yes: 40
- No: 0
- Unsure: 2
Do staff support each other

• All 44 respondents answered YES
Do you enjoy working in ACT team

Yes Yes

No

Unsure
How does Act help patients quality of life

- Majority of respondents said ACT improves quality of life
- Reasons for improvement included
  - increased visits
  - seeing them at home
  - increase social activities due to support
  - not giving up
  - no plan to discharge until improvement sustained
• Individual responses

Some compromise on time for patients due to increasing volumes of paperwork

Possibility of dependency due to increased visits
Name 3 things you enjoy about working in ACT

• Making a difference with small changes at a time
• Job satisfaction
• Satisfaction of seeing improvement in patients
• Relationship with patients
• Supportive team
• Team approach
• Flexibility
Name 3 things you do not enjoy about working in ACT

• Too much focus on numbers/contacts/targets rather than individual need of patients.
• Too much paperwork
• Stress of team surviving in future
• Impact of cost savings and reduction of staff numbers
• Lower band staff not having many opportunities to improve skills
Any suggestions to improve team working?

• Reduce amount of paperwork
• Less focus on targets
• More security for jobs and team
• More time with patients
• More staff
• Days out to boost staff
• External to team- pressures on beds
• Thank you

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