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EMPOWERING GROWTH: SHIFTING THE CULTURE OF CHANGE TOWARDS PERSONAL DEVELOPMENT & EXCELLENCE AMONGST CARE HOME STAFF

AUTHORS
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AFFILIATIONS
Supported by all staff and stakeholders at Tayside View

OBJECTIVE
To improve staff engagement with mandatory training & personal development.
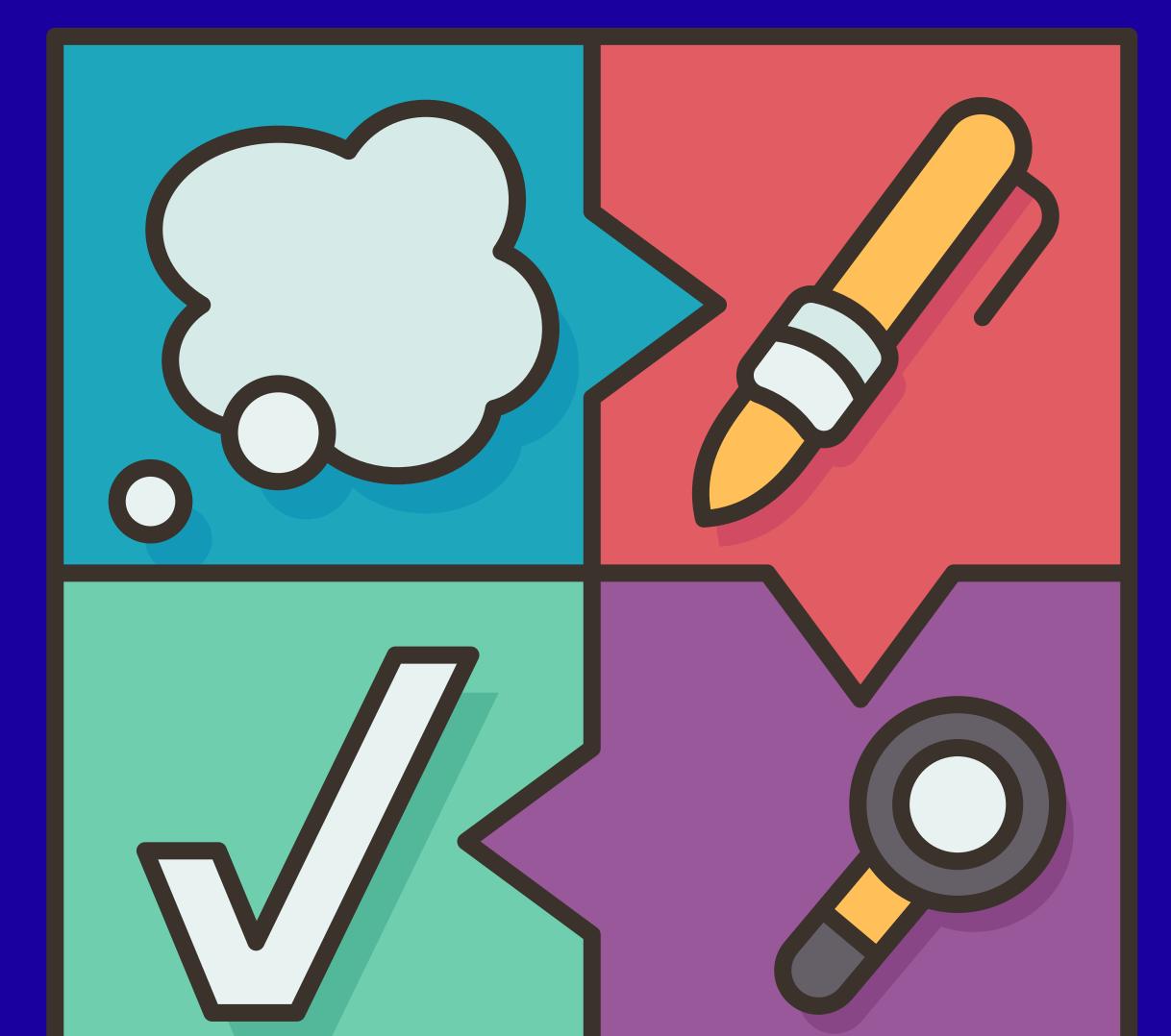
METHODOLOGY
A PDSA cycle was implemented to test and drive the change, beginning with a training needs analysis, where strengths & areas of improvement were identified for all staff. Staff were supported to create TURAS accounts and provided tailored assistance based on individual needs from the Training Needs Analysis (TNA)

RESULTS/FINDINGS
The culture shifted towards empowerment and self-driven development, with staff increasingly using the PDSA cycle for continuous improvement.
- Increased staff compliance in mandatory training.
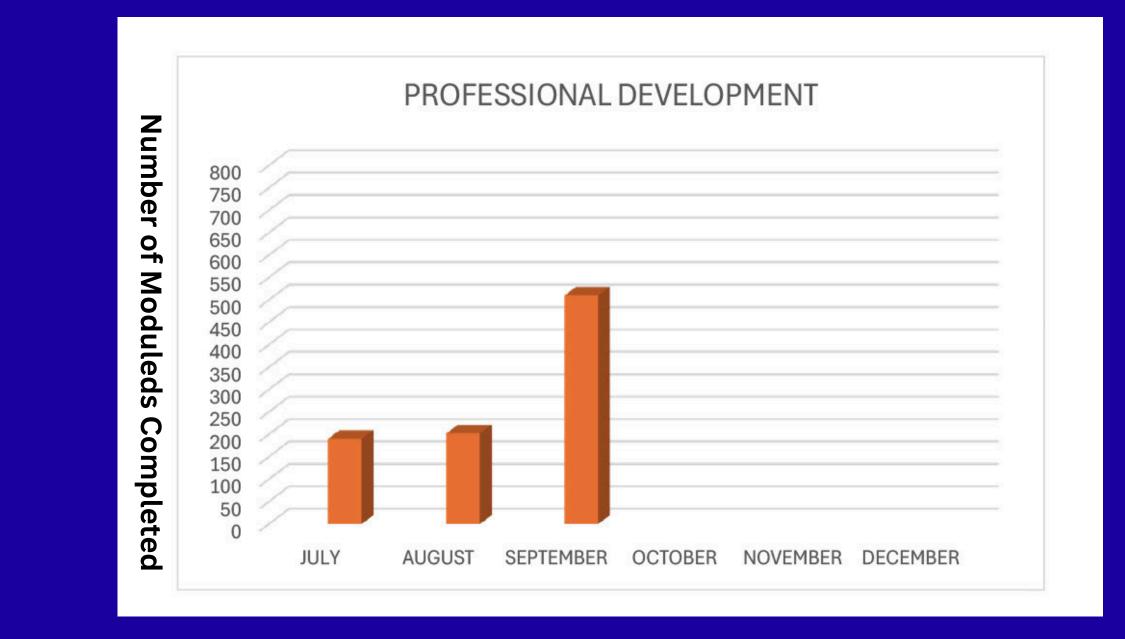- Significant uptake of TURAS modules.
- Staff taking ownership of personal development and learning.

OUR RESULTS

MANDATORY TRAINING
Overall staff completion rates

Mandatory training has improved by approx 40% in the last 2 months

PROFESSIONAL DEVELOPMENT
Number of Moduleds Completed

TURAS training has increased significantly over the month of September, staff feel confident to access and complete TURAS modules relevant to their role.

ANALYSIS
It was easy to see how using the PDSA tool to communicate the strategy and demonstrate impact supported staff outstanding and improvement with impact noted in increased compliance.

RECOMMENDATIONS
Make sure that future projects are supported by the use of these simple tools to support a research culture based on the research in action approach to change.

CONCLUSION
The shift in the learning culture, facilitated by a clear communication strategy with the use of PDSA cycle empowered the staff, increased compliance, and created a sustainable model for ongoing personal development.

CITE KEY REFERENCES USED IN THE STUDY