

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

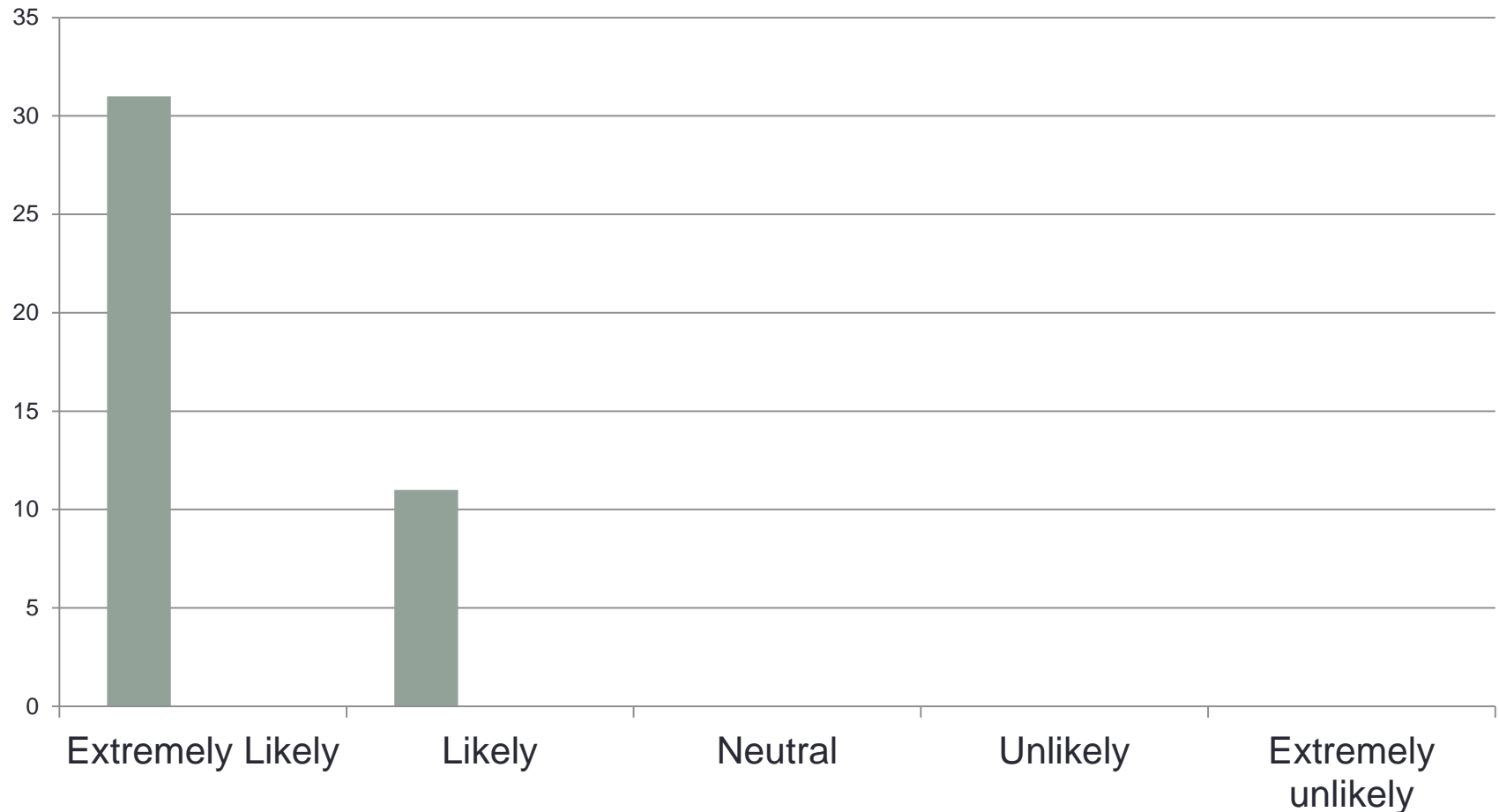
Male	Female
35%	65%

Full time	Part time
70%	30%

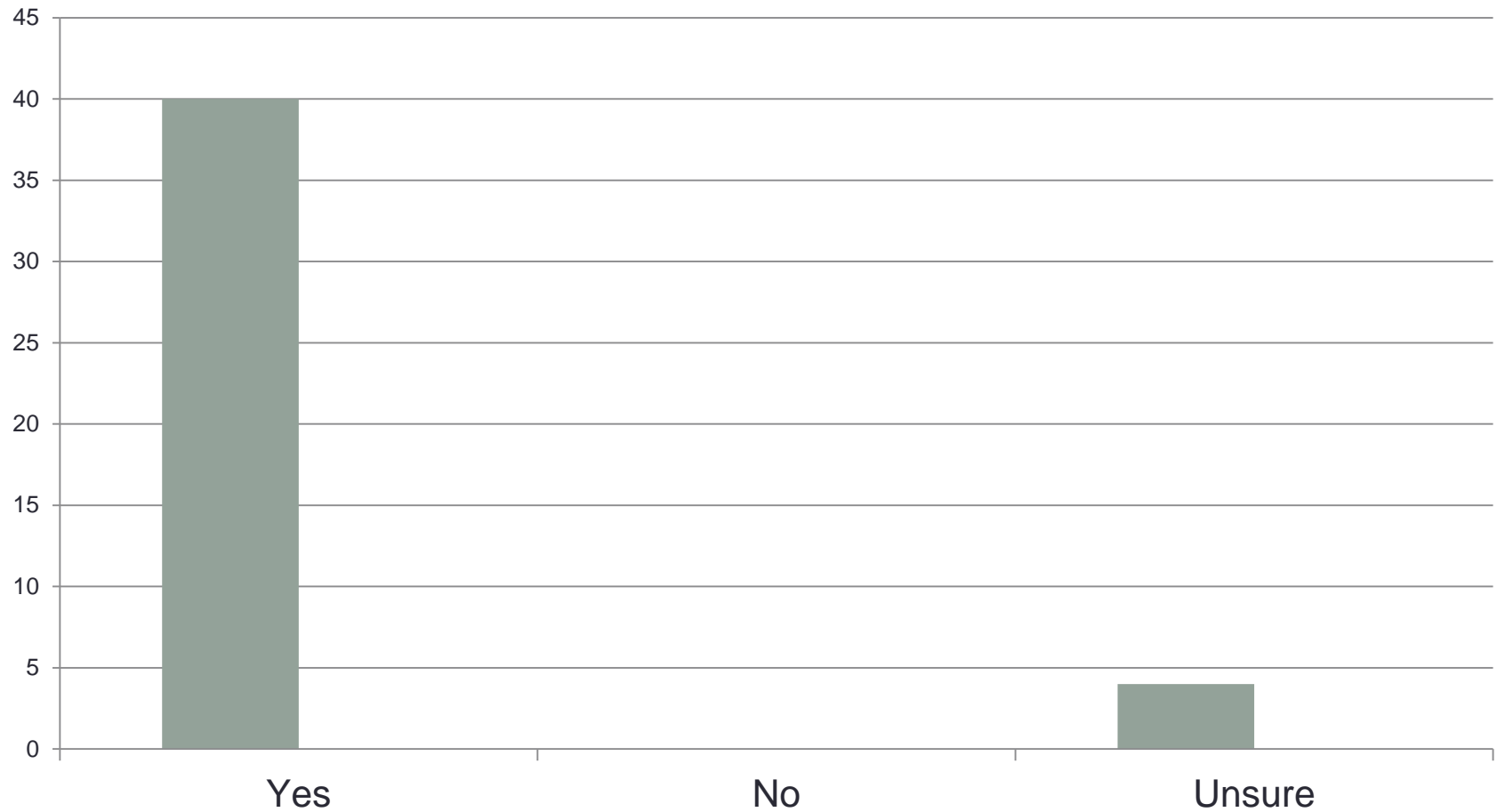
Time worked in ACT

Less than one year	One to five years	Five to ten years	More than ten years
5	10	19	10

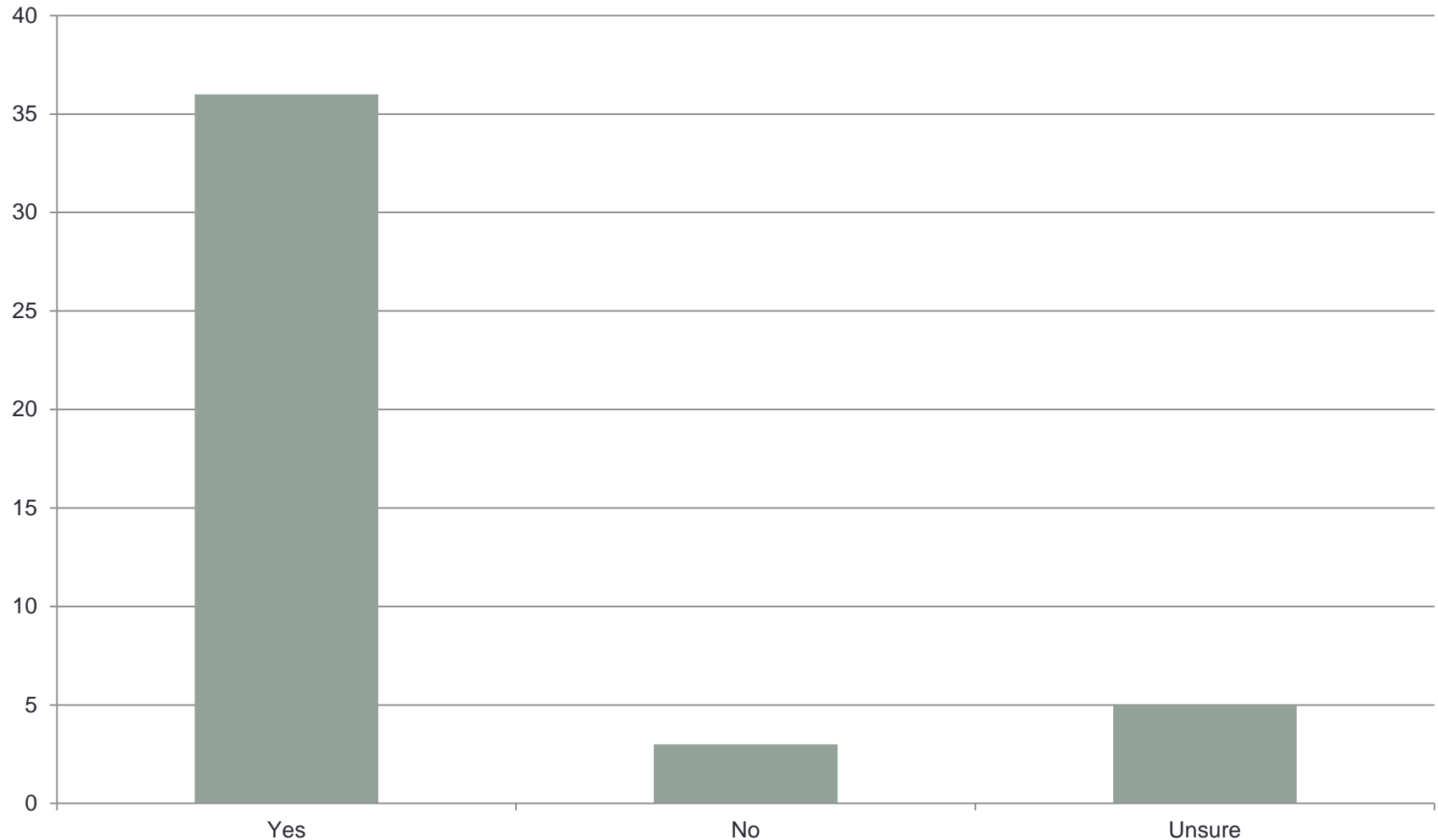
Likelihood of team members working closely with each other to achieve overall task



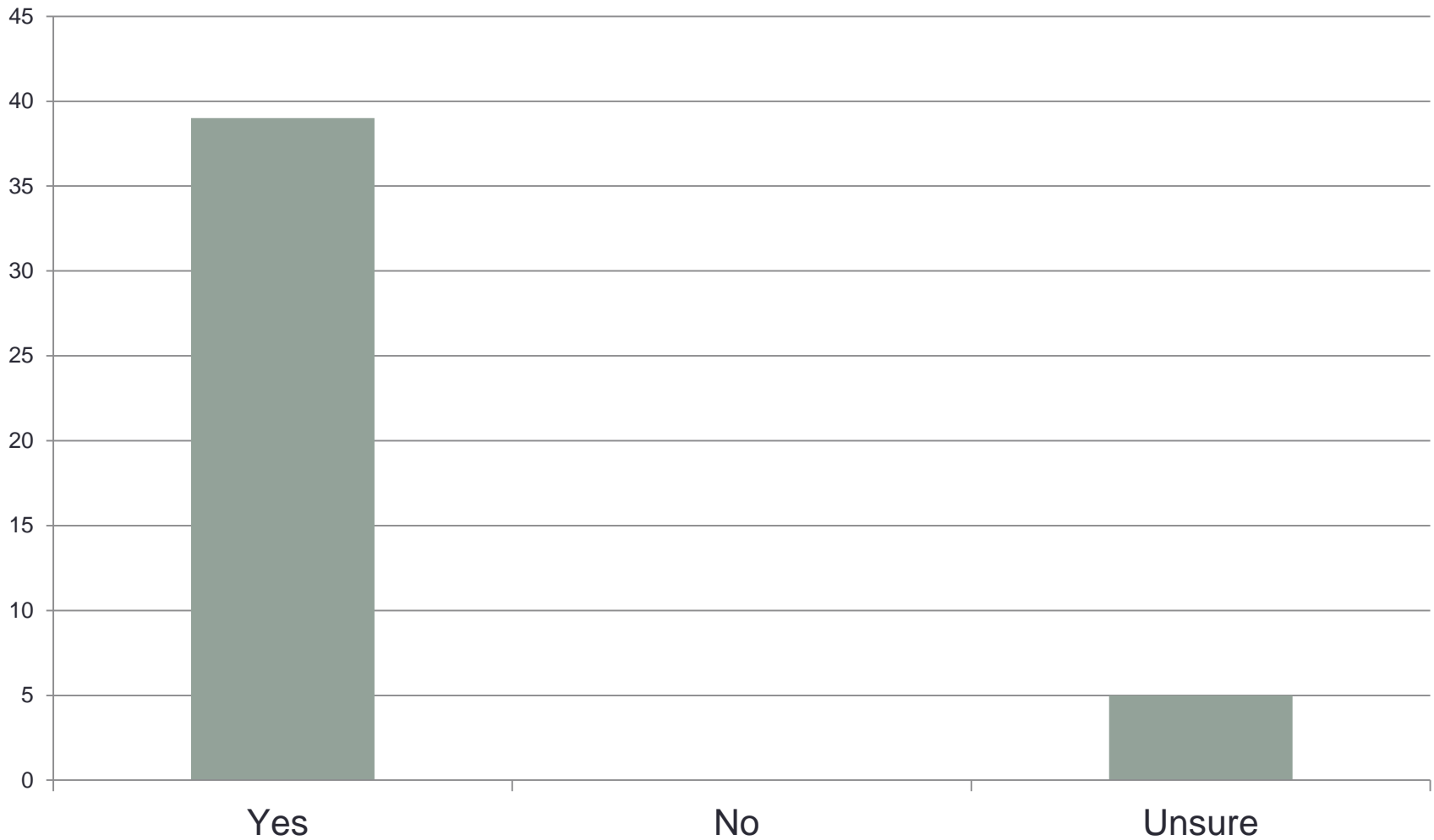
Regular processes to reflect on how team works:



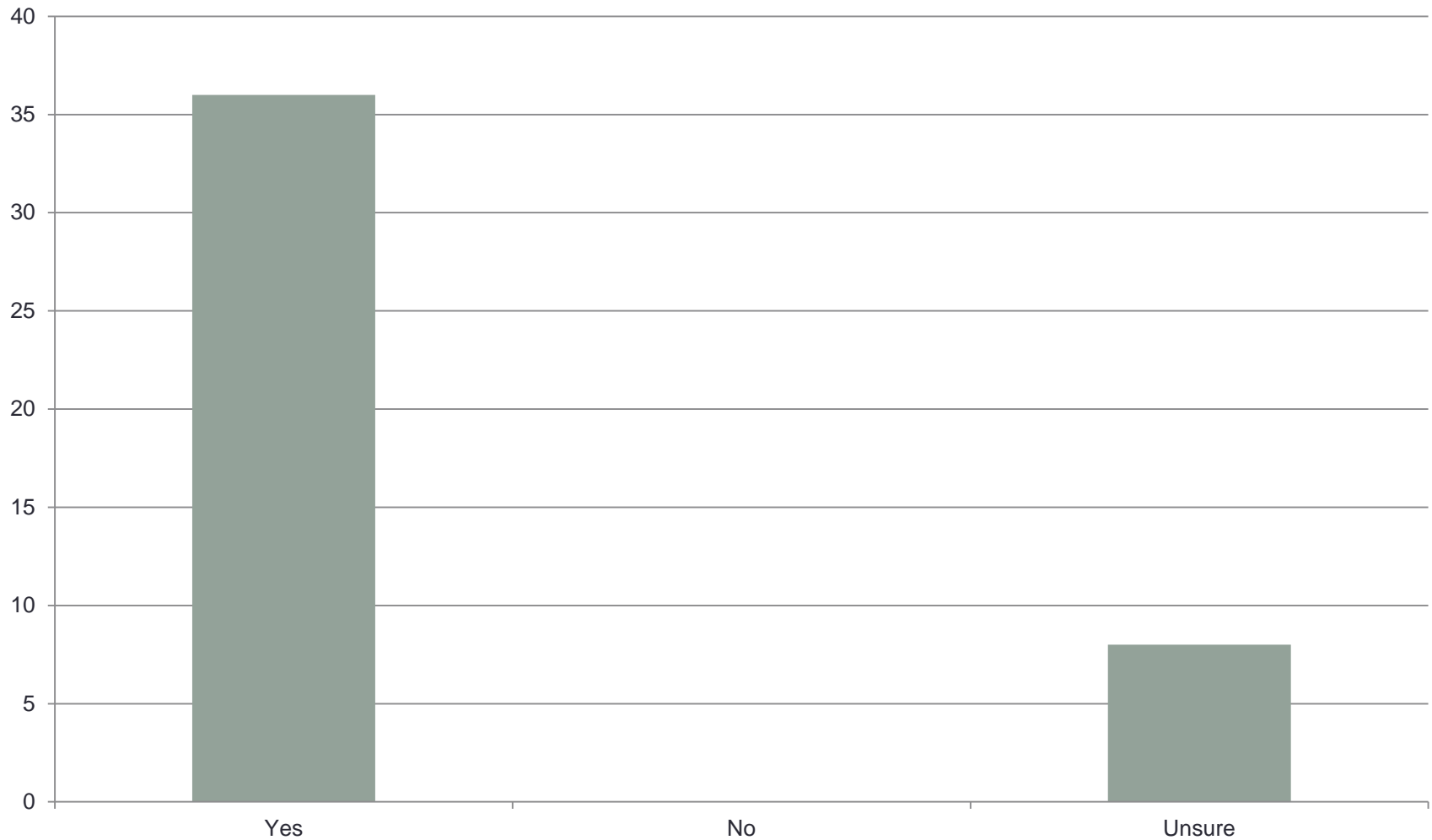
Regular processes to look at ways to improve working



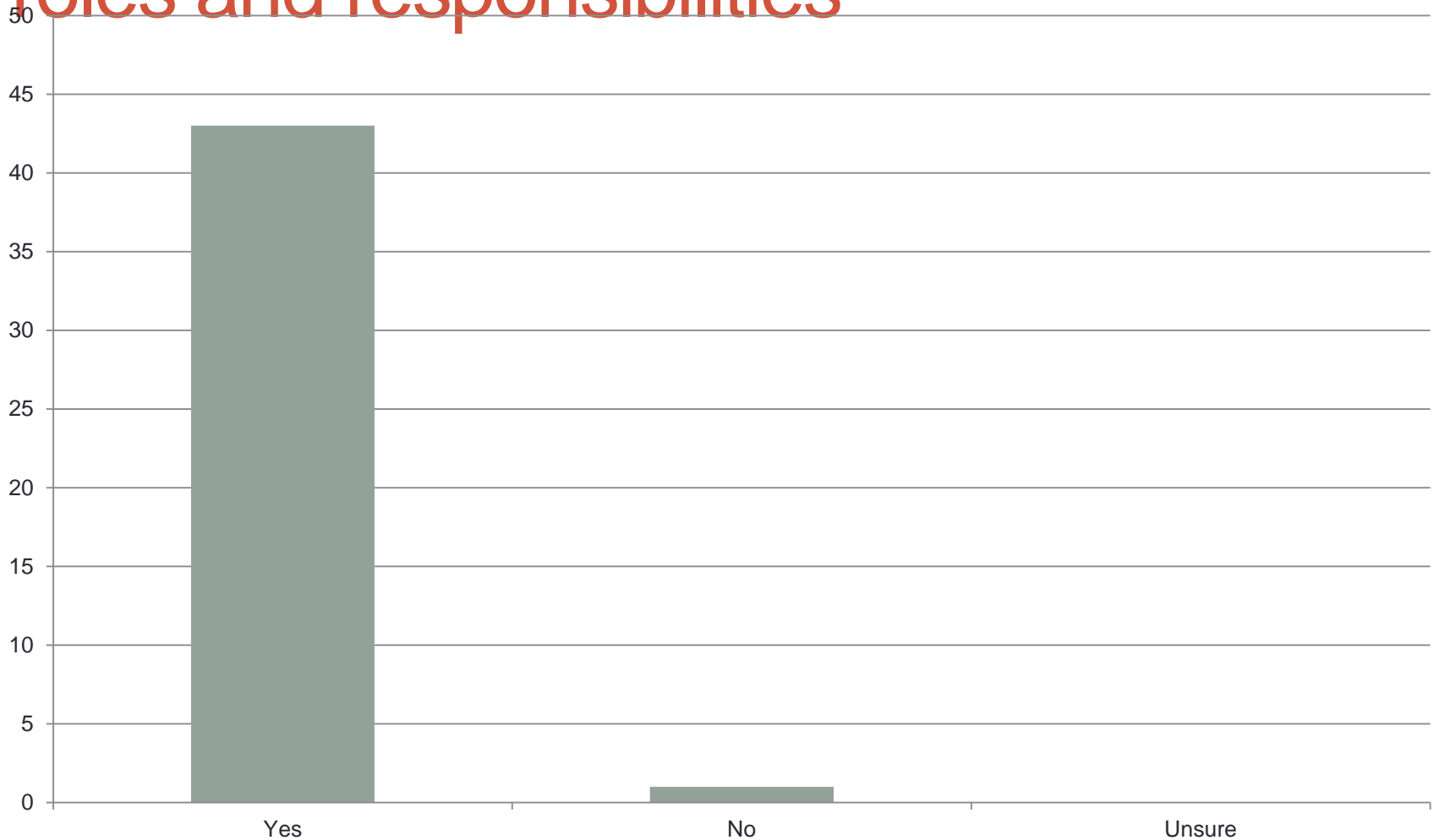
Feel comfortable to raise ideas



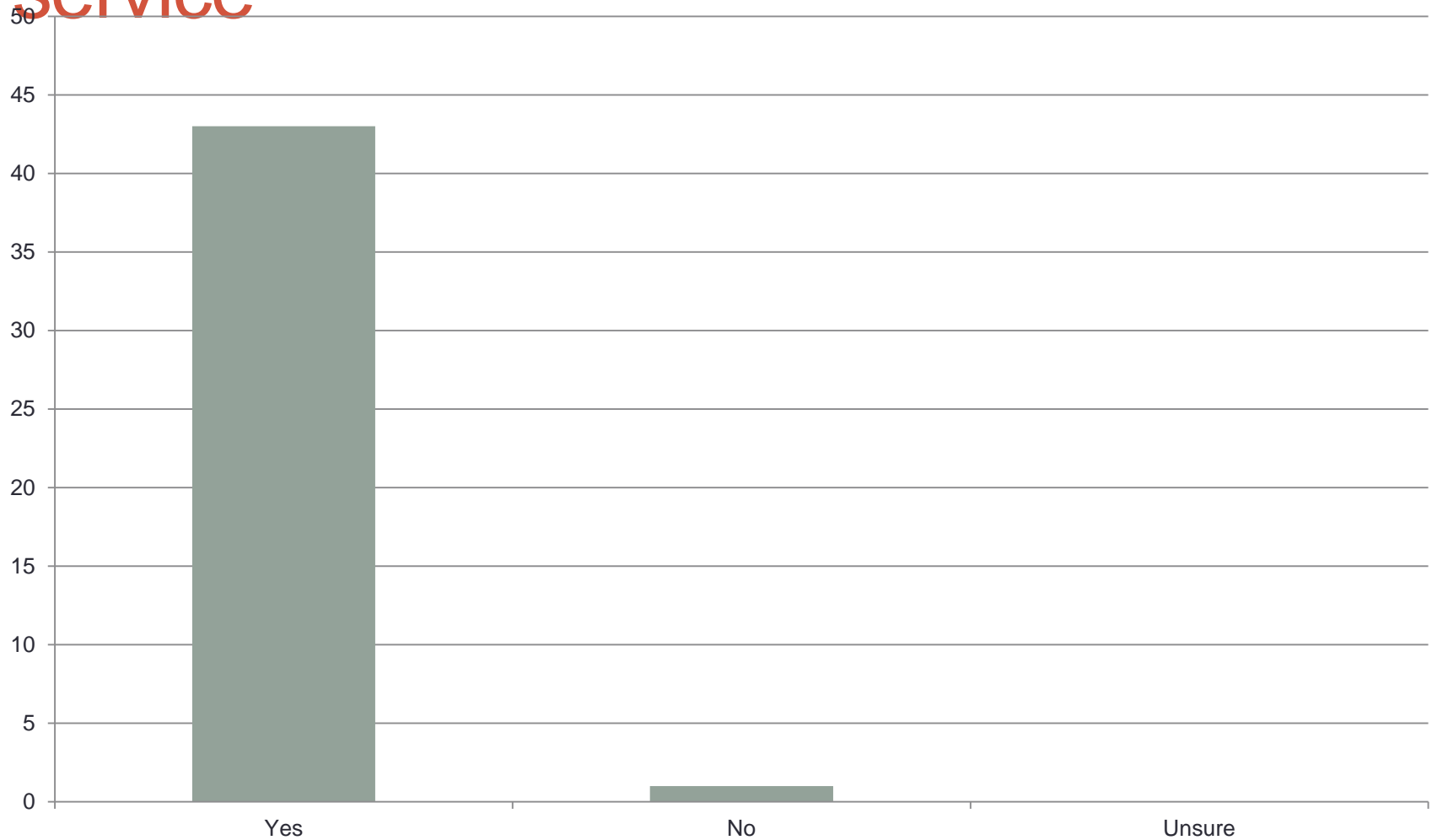
Feel ideas are listened to



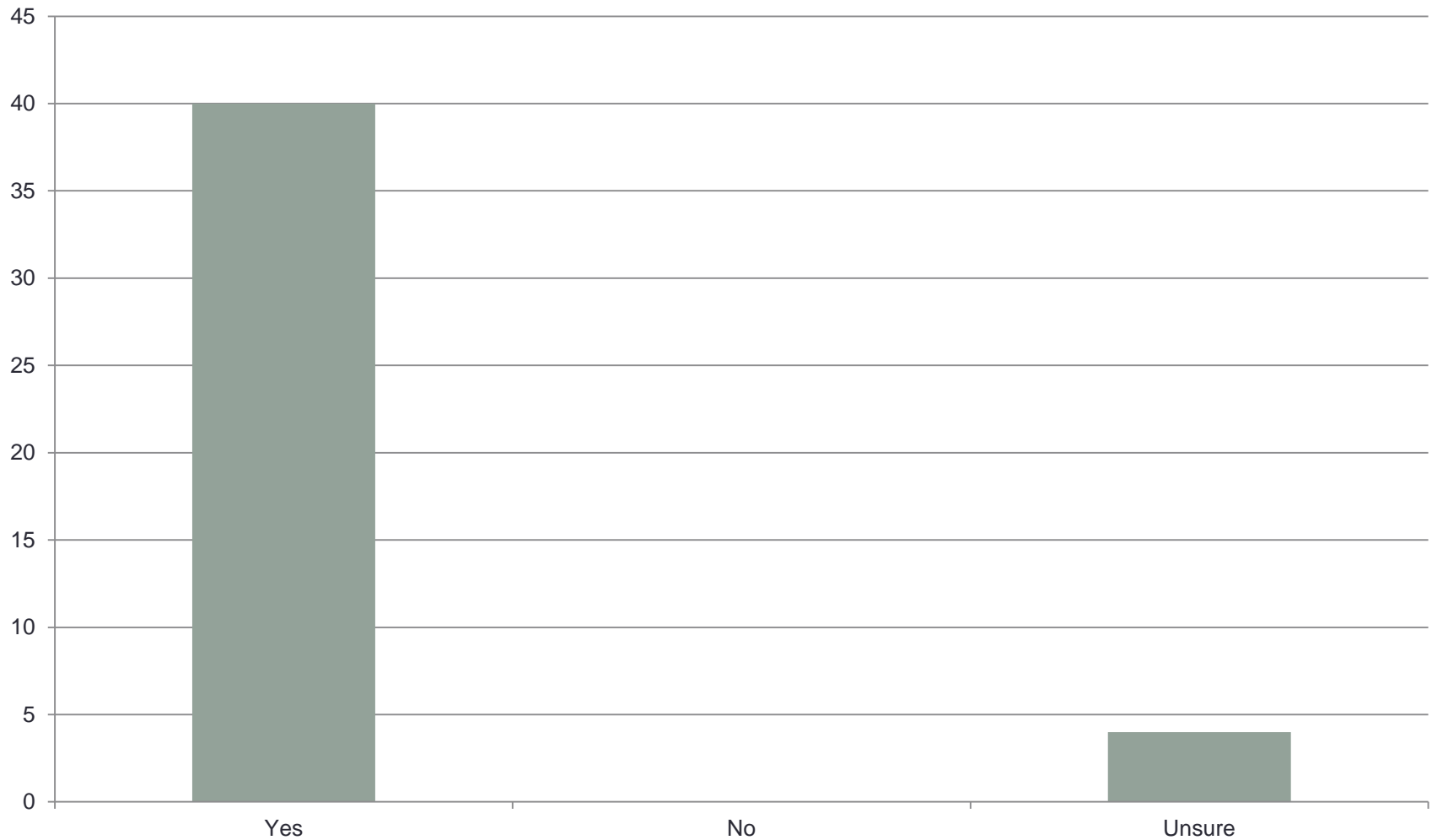
Do you feel team members are aware of roles and responsibilities



Are new members welcomed to the service



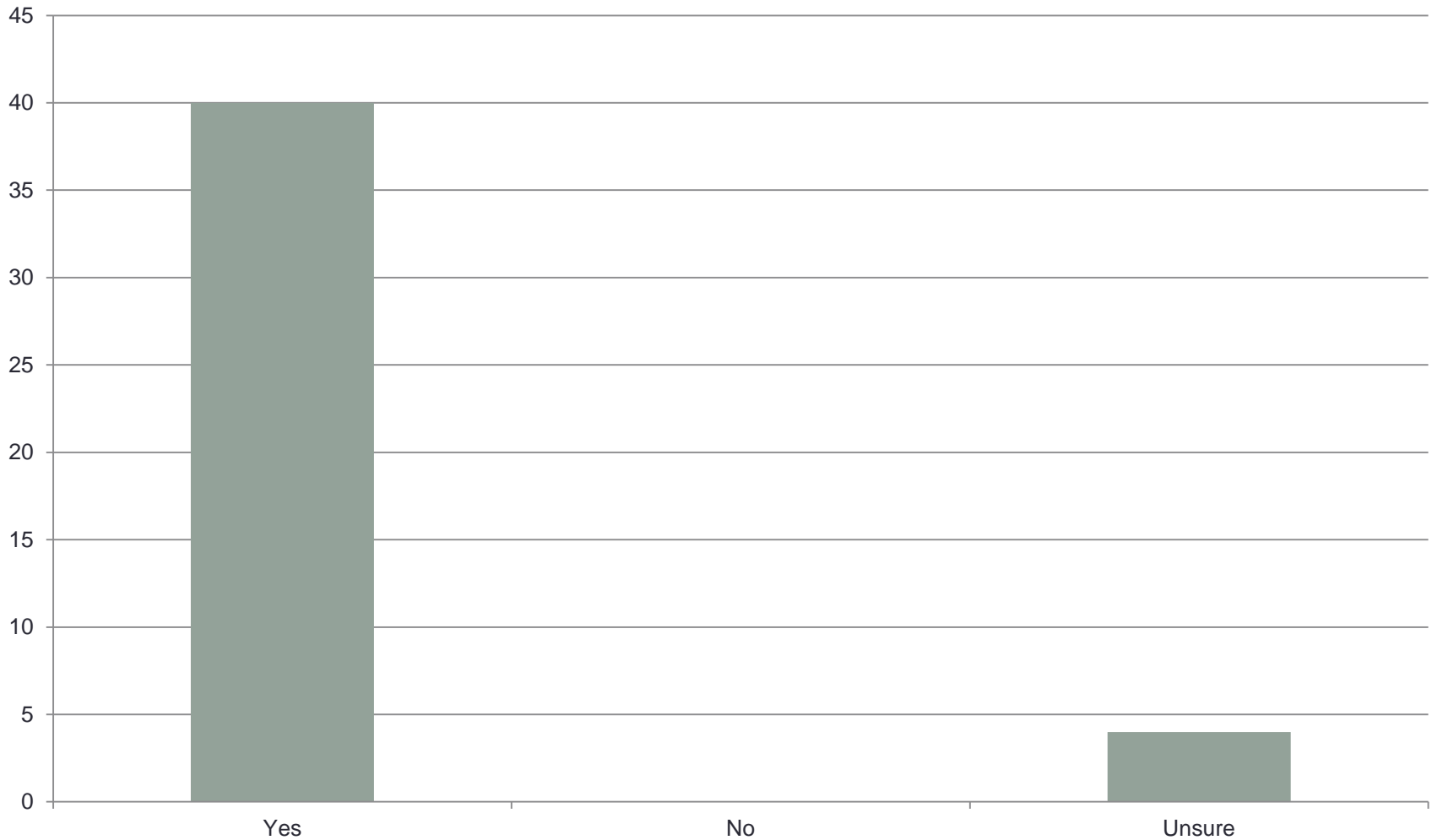
Is there good communication



Do staff support each other

- All 44 respondents answered YES

Do you enjoy working in ACT team



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

- Contact

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