

REASON WHY?

The role of the housekeeper is key in supporting wards to maintain a clean and healthy environment, ensuring our patients receive the appropriate nutrition and hydration and maintaining adequate stock supply. The aim of the development day was to engage with housekeepers, understand areas for development, share key learnings and improve attendance at the monthly housekeeper meeting.

PLAN

The plan was to engage with housekeepers and hold a development day to provide teams with the opportunity to network and share good practice. Attendance at the monthly housekeeper meeting is variable and the hope was that a development day would help encourage attendance during the monthly meetings. Additionally, the plan was to seek feedback to understand areas that colleagues may wish to improve.

DO

A development day was arranged to support the housekeepers within their role. Feedback was gained from Ward Managers and Housekeepers on areas of interest in order to create the agenda for the day. Education sessions that linked to the key areas of the housekeeper role were added into an agenda and the session was held in April 2023. The agenda included a patient story, dietetic & speech and language training, fluid balance, catering training and dementia and the link to stores and stock management.

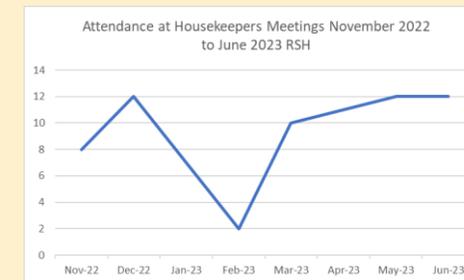
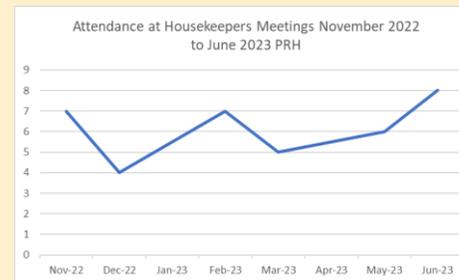


SMART AIM

To improve engagement and morale with housekeepers, as measured by a housekeepers development day by 30th April 2023.

STUDY

During the session, housekeepers were asked a series of questions to help understand how many currently attended the monthly sessions (50% said yes), if the meeting was at the right time (56% said yes), if they were the right frequency (65% said yes), if communication around the meeting was sufficient (83% said yes). Further suggestions to improve were gathered. Overall feedback for the day was positive, with the majority of the attendees feeling engaged and valued at the end of the session. Attendance at the housekeeper meeting following on from the development day has seen a slight improvement, however, teams will continue to monitor this to see if there is any statistically significant improvement in attendance for future sharing of learning and improvement opportunities.



ACT

The next steps are to review the suggestions for improvement and develop an improvement plan based upon the key themes.

Teams will look to understand if there has been an improvement in some of the key areas of focus based upon the education received during the housekeeper development day.

Additional improvement training sessions have been offered based upon feedback received during the development day and these have been well attended.