Lessons from Covid-19

Staff Survey

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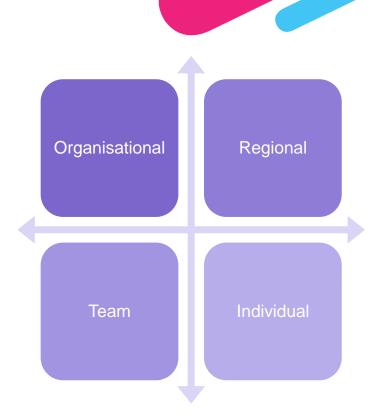Datblygu Cymru gofalgar

Overview

277 respondents from services across Wales

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Explored communication, safety, wellbeing, learning, service delivery, relationships, service users and future planning

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Majority of staff commented on feeling safe, communicated with and well-looked after

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Main concerns cited were around isolation, wellbeing, PPE and I.T. equipment

Organisational | Regional

Team | Individual

Communication

79% of staff responded positively to the communication from their organisation

Staff:

- Appreciated the two-way nature of feedback
- Commented on the quick move to digital engagement
- Valued the consistency and frequency of updates

But they also:

- Felt that at the start communication was overwhelming, particularly in consortium services
- Would have like clearer guidance on what was expected of them
- More involvement in decision-making

Safety

Around half of those who took part said they felt very safe to differing degrees pre, during and post-lockdown

Staff were generally pleased with the limitation on numbers of people in buildings and the social distancing measures put into place.

The majority of staff commented on the positive impact of working from home on their feelings of safety, although some were keen to return to offices when safe to do so

There were some areas of concern around suitability of buildings for social distancing and the risks involved in being around other staff and members of the public who may not follow the guidance.

Wellbeing

Wellbeing was a significant concern for many. Staff commented on the effect of the pandemic on themselves, their colleagues, their families and their service users.

	VERY LOW	LOW	OK	GOOD	EXCELLENT	TOTAL
▼ Prior to COVID-19?	1% 3	4% 9	16% 36	55% 128	24% 55	231
▼ During the early stages of the pandemic (March / April)?	10% 24	25% 57	35% 80	25% 57	5% 12	230
▼ As the lockdown progressed (May / June)?	8% 18	20% 47	39% 89	26% 59	8% 18	231
▼ At this moment?	4% 9	11% 25	32% 73	41% 95	13% 29	231

Service Delivery

80% of staff said their organisation had adapted well or very well to the emerging needs of service users during the pandemic

What worked well?

Staying in contact with service users

Partnership working

Keeping services open

Digital learning and group facilitation

New and innovative ways of working

Flexibility and adaptability to meet need

Ideas for improvement

- Development of more digital resources
- Best practice groups for workers
- More opportunities to engage
- Keeping offices open
- Addressing digital exclusion

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Relationships

The majority of staff felt their working relationships had been mostly unchanged by the events of the pandemic

One quarter felt that their relationships with service users, managers, their team and partner organisations were improved as a result of the pandemic

The greatest decline in relationships was stated to be those with service users – 18% of staff said the pandemic has impaired their relationship with those they support

Challenges of the future

Suitable settings and spaces for service delivery

Balancing new ways of working with traditional service delivery

Caseloads, capacity and engagement

Staff and Service user wellbeing, mental health and physical health

Unpredictability and uncertainty

Perceptions / attitudes around pandemic and PPE

Recommendations

Key themes

- Digital inclusion and engagement
- Safe face-to-face working
- Agility and flexibility
- Innovation in delivery
- Regular and relevant communication
- Collaboration and consistency
- Wellbeing

Diolch
Thank you