

Flash report

Hospital at Home

Virtual Learning Session 4

Staffing

14 January 2021

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In the first learning session of 2021 we learned how three services have approached staffing in their H@H service: Aberdeenshire HSCP, Guys & St Thomas and NHS Fife. Each team brought a different perspective on how to resource a Hospital at Home service, influenced by the context and population group they focus on.

Creating and maintaining a motivated team

There are a number of ways to improve staff satisfaction and retention in what can be a challenging work environment. The speakers from each of the services highlighted some of their methods for maintaining a motivated workforce:

Training: Ensuring that staff are adequately trained means that they will have more confidence in their role and can provide a better service to their patients.

Development: Providing opportunities for staff to develop and progress internally means that they are more likely to stay with the service.

Morale: Small tokens of appreciation such as positive feedback, small rewards or even a simple thank you can go a long way in letting staff know they are valued.

The speakers noted some of the key factors that will influence the model and level of staffing that your service will require:

- The type of service you are developing
- The complexity of the patients
- The geography of your area
- The resources you have available



Tips from the Teams

Keep roles and responsibilities clear to aid staff.

Services can adapt and change as they learn what works best for them.

Peer support, shadowing and internal training are invaluable tools.

Work with other services such as the nurse bank so that your service is supported as well as it can be.



Dates for your Diary



2 February 2021

Drop in Session

4 February 2021

Working with Other Services

25 February 2021

Technology

18 March 2021

Decision Making & Care Planning

23 March 2021

Drop in Session

With thanks to:



Join our community

If you haven't already, make sure to join the Hospital at Home [Community Forum](#) on MS Teams to connect with colleagues in other services.

You'll find the recording from each of the learning sessions and a range of resources to support your service in the forum.

The 'Resources' section from Learning Session 4 includes examples of [staffing structure](#) from teams in Scotland and much more!