

# Improving the Induction Process for new staff joining the Inpatient Therapy team at RSH

May 2023

Getting to Good: Culture and Behaviours

Team: Sarah Sandy, Isaac Ogunsanya, Hannah Lloyd, Alix Astles, Kate Robinson, Leah Jackson, Phil Evans and Katie Craft

**Abstract:** The induction process within Therapies is not standardised and the quality is very variable. There has been a large turnover of staff with poor retention for various reasons. Within 12 months we had 13 new starters with 8 International recruits. Feedback from exit interviews within the Inpatient Team at RSH highlighted failings with the induction process

## SMART Aim

To improve the induction process and experience for all new starters into the Inpatient Therapy Team at RSH and as a result improve retention of staff by May 2023.

## Plan

A working party was set up to include all key stakeholders (Therapy staff across all pay grades including new starters). A review of the current process from offering a position at interview to the first 4 weeks of employment was undertaken. The team also looked at producing an electronic booklet that can be emailed prior to start date, including team information and hospital information including restaurants, maps and carparking.

## Do

The team:

- Produced a flow chart of the process to follow for the induction process.
- Produced an electronic booklet to email prior to start date including team info/ parking etc.
- Secured café bistro vouchers for new starters to have a coffee with supervisor/ mentor on first day.
- Produced a printed pocket-sized booklet including a PSAG guide, discharge pathway information, a referral guide and discharge planning contact numbers (Funded by SaTH charity).
- Developed a shadowing programme for the first 4 weeks into post.
- International recruits receive an international buddy for support before and after starting work.



## Study

At the end of the 4-week induction programme we have been meeting with the new employees to evaluate the induction and how prepared they feel to start their role within Therapies. Each new staff member is given a feedback form to evaluate the process.

The feedback from these forms has been positive so far:

More than satisfied.

The 4-week induction was really helpful.

Able to settle in faster.

It made me settle in easily

It made me feel welcomed and I got the support I needed around expectations of work.

I received information about the induction ahead of time which was helpful for me to prepare.

We are now going through a period of stable staffing with good retention. It is not possible to say that this is due to the induction process, but it has clearly had a positive impact on our new staff.

## Act

The next steps include, formatting of induction folder to include links to relevant forms and documents. The electronic booklet is being refined so that it is generic to all areas of therapies. A wider focus on launch across other therapy groups for a standard approach.