

## FINAL VERSION

### Social Therapy and Recovery Service - Psychiatry of Old Age - Stracathro Hospital



#### Our iMatter Journey

iMatter 2017 Survey Result - **57% Employee Engagement Index**

Response to 'I have sufficient support to do my job well' - **50% satisfaction**

As team leader my initial response to the iMatter survey result was responsibility for the team's dissatisfaction and that I had let them down.

At the hastily arranged team meeting it soon became apparent that there had been a problem comprehending the survey; who were the team commenting on, was it me, our Clinical Team Manager or the organisation.

The survey result, the team assured me, was not a reflection of my leadership but of the organisation. I accepted this.

Our meeting developed into one where, for the first time since I took over as lead, we shared an open and honest discussion on our thoughts, team need and future plans.

I had been following a collective approach to team management where we were all free to problem solve and make decisions, this was my mistake as the team wanted and were used to being 'led'.

We agreed the actions that were needed to move forward; the result is an ease of communication and clear understanding of our roles and responsibilities.

Following our participation in iMatter 2017 we became, and still are a strong team.

iMatter 2018 - **84 Employee Engagement Index**

**89% I have sufficient support to do my job well.**

This has continued into 2019 -

**92 Employee Engagement Index**

**92% I have sufficient support to do my job well**

On behalf of the STARS Team – Charge Nurse Lesley Alexander