

Improving Staff Satisfaction and Confidence

Questionnaire Results from Adult Acute Mental Health In-Patient Occupational Therapy Staff Following Implementation of the Vona du Toit Model of Creative Ability

How it Started

A full service delivery change based on the VdT MoCA was implemented within Berrywood adult acute OT department in July 2010.

A questionnaire in December 2010 aimed to identify improvements in service delivery and the impact on staff satisfaction and confidence.

9 members of staff contributed to the questionnaire: 3 x Band 6 OTs; 3 x Band 5 OTs; 2 x OT assistants; 1 x Sports and exercise technical instructor.

Prior to implementation of the model staff voiced feelings of **frustration** with their role which tended to be around:—

- feeling that they were **not working to their therapeutic potential** despite being extremely busy;
- uncertainly of their unique role** and contribution to the increasingly acute setting.

The Impact on staff

67% felt both their Job Satisfaction and Confidence had Greatly Improved,
33% felt that both their Job Satisfaction and Confidence had Improved.
No staff rated these two elements as staying the same or getting worse.

I have enjoyed being part of the development. It has been a lot of change and work but worth it.

I have a clear understanding of what my role is in this setting. I am able to explain to others with confidence what I am doing and why.

More confident in my treatment approach.

Confidence

Using the VdT MoCA has enabled me to become a more focused and confident practitioner who feels excited about taking these skills forward in order to benefit the whole service as well as myself as a life long learner.

Professionally – more confidence and increased skills. Personally – great to be part of a team that all feel enthusiastic about a model of practice.

Fantastic!

Job Satisfaction

I'm far happier in my work, feel that I'm achieving and look forward what each day has to offer.

