

# GROWTH

# ENABLING GROWTH FOR CSWs

## INTRODUCING THE PERSONAL DEVELOPMENT HOUR

THE INNOVATION IS AIMED AT SUPPORTING THE INCREASED ACCESS TO CPD COURSES FOR CSWS

### Purpose of Development Hour

The Personal Development Hour will empower CSWs by providing protected time for Continuing Professional Development and other work-related tasks

### Pilot Program Implementation

The initiative is planned to be piloted in Lishman Ward as part of a Quality Improvement project to increase access to CPD courses for CSWs.

### Impact on Staff Motivation

From the focus group discussion findings, it is expected that CSWs will feel valued and motivated when given dedicated time for personal and professional growth.

THE INNOVATION:

THE PDH  
PERSONAL  
DEVELOPMENT  
HOUR

### Dedicated Development Time

The initiative provides CSWs with a protected hour weekly for professional growth and learning opportunities. This is to be included in the daily staff allocation sheet as protected time

### Inclusive and Flexible Access

The hour is designed to be flexible and inclusive for all CSWs, accommodating various shift patterns equitably.

### Quality Improvement Pilot

The initiative will be piloted in Lishman Ward as part of a Quality Improvement project aimed at increasing access to CPD courses as well as other e-learning initiatives

### Culture of Continuous Learning

Institutionalizing this hour fosters a culture valuing continuous learning and career growth among CSWs.

WHY CHANGE IS NEEDED

### Critical Role of CSWs

CSWs deliver essential direct patient care and help bridge communication between patients and healthcare teams.

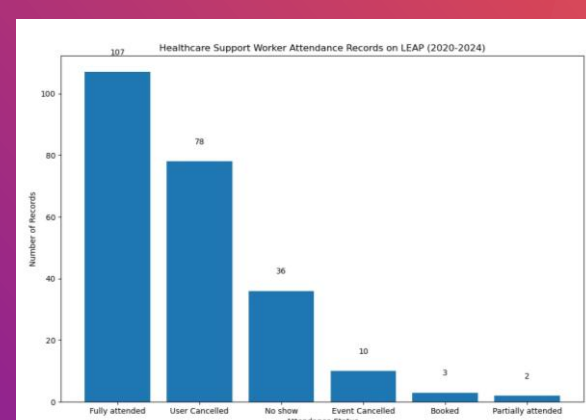
### Barriers to Development

CSWs face challenges like time constraints, heavy workloads, and lack of systemic support for continuous professional development.

### Need for Systemic Change

Embedding professional development within healthcare systems supports CSWs' growth and improves recognition of their contributions.

EVIDENCE AND INSIGHTS



Historical data on the LEAP platform shows a clear opportunity for improvement. While 107 records show full attendance, a combined 114 records show "User Cancelled," "No Show," or "Event Cancelled."

### The Need for Structure

This demonstrates a significant drop-off and highlights the need for a more structured, supportive, and accessible system-like the Personal Development Hour - to improve engagement and completion rates.

### CHALLENGES IDENTIFIED

#### Lack of Process Awareness

Many staff members are unaware of the CPD process, hindering their participation in professional development activities.

#### Digital Skills Challenges

Staff struggle with digital skills, limiting their ability to engage effectively in online learning and CPD platforms.

#### Managerial Support Deficit

Lack of support from managers resulted in lower motivation and engagement in professional development activities.

#### Participation Drop-off

High rates of event cancellations and no-shows indicated systemic issues affecting sustained engagement in CPD events.

### CHALLENGES AND SOLUTIONS

#### Challenges in Implementation

High ward acuity and patient unpredictability hinder consistent allocation of protected CPD time. Staff fatigue and cultural resistance also limit adoption.

#### Solutions for Success

Collaborative rota planning and strong leadership advocacy will promote fair CPD time allocation and emphasize its value among staff.

#### Career Path Clarity

Clearer career pathways make development goals tangible and encourage greater participation and commitment from clinical support workers. This will be a trickle-down effect of increased access to CPD courses

### PROJECTED IMPACT

#### Increased CPD Engagement

The program is expected to boost training attendance and completion rates among care staff. Overall, a more motivated and upskilled workforce is expected

#### Enhanced Staff Morale

Employees will feel more valued and motivated due to support from the initiative.

#### Improved Patient Care

Better-trained and confident staff deliver higher quality services to patients.

#### Positive Pilot Feedback

Initial program feedback indicates substantial long-term benefits for staff and patients. This has come from focus group discussions and informal interviews with managers and colleagues

FUTURE PLANS

### Transition to Standard Practice

The initiative plans to expand from a pilot to standard practice across the entire Trust for broader impact.

### CPD Tracking and Feedback

Incorporating CPD tracking and feedback mechanisms to monitor engagement and measure outcomes effectively. This will be possible with the rolling out of a new electronic patient record system which is touted to save a lot of time

### Empowering Healthcare Staff

Strong commitment to continuous improvement will empower frontline healthcare staff for professional growth.

### Expansion and Standardization

Plans to expand the initiative to other units and standardize the PDH across the Trust.

THE INNOVATOR:

GEOFFREY WANJUKI

HEALTHCARE  
SUPPORT  
WORKER,  
LISHMAN WARD

A passionate advocate for professional development among CSWs. I contributed to this QI initiative by piloting the introduction of a Personal Development Hour in ward allocation sheets. I am proud to have worked alongside very dedicated colleagues who made this initiative a reality



GEOFFREY WON THE CHIEF NURSING OFFICER SUPPORT WORKER EXCELLENCE AWARD



Together with the fellow outstanding CSWs from SLAM who were recognised by the Chief Nursing Officer of England