

The implementation of One Page Profiles for Liaison and Diversion Staff

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Introduction

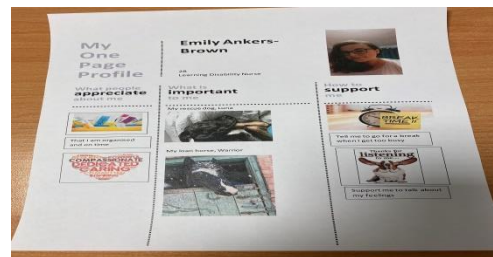
Cheshire and Wirral Partnership Trust Liaison and Diversion Service (L&D) work across a large geographical location and it can be difficult to form meaningful working relationships with peers when staff rarely work face to face. One Page Profiles (OPP) have been extremely successful in supporting adults and children with a Learning Disability to educate support staff and careers about who they are, their strengths and areas for support. In order to improve staff rapport, OPP have been introduced in the team.

The impact

- Staff across the team were initially reluctant to complete the OPP, stating it was a “waste of time”, “wasn’t necessary” and “would be pointless”. Whereas staff from an LD background were much more open to the idea of having OPP as they have seen how effective they can be for people with a learning disability
- Feedback following the introduction seemed to have improved. Staff report that they can understand how OPP might be beneficial but it would be difficult to keep on top of them and review them.

Improvement methodology

- Questionnaire prior to the introduction of OPP
- Implementation of OPP
- Review of staff rapport following the introduction of OPP



The approach

What we were trying to accomplish

The improved professional relationship of L&D staff across a large geographical location, by the implementation of One Page Profiles

What we measured to understand if our change was an improvement

As a diverse team, spread out across a large geographical location (even before Covid-19) seeing staff regularly could be a challenge; this has understandably been made even worse by Covid-19. As a result of this, we measured how well staff knew each other prior to the introduction of OPP. We wanted to explore if staff knew each others signs of stress and how to support people through difficult times.

What changes we made / are making

We then introduced the OPP across the L&D team. Each OPP was completed by the person who the profile was about and related to what people like about them, what is important to them and how to support them.

Leadership learning

- I have been able to learn the importance of good, clear communication
- I have been able to improve my time management as I have still been working in my role full time and having to complete my QI Project around my normal roles and responsibilities
- This project has allowed me to learn how to take criticism, some staff were reluctant to accept the introduction of OPP as they did not see the benefit

Next steps

- To continue to implement OPP with new staff who start in the team
- To continue to share the existing OPP of staff with the team so new staff are aware of who everyone in the team are
- To regularly review the completed