

Effective Home Working

22 October 2020



Clinical Audit
SUPPORT CENTRE



**Thank
You**



Virtual events: info for delegates

- Ideally turn your **video ON**
- **We are recording today**
- **Mute your sound**
- Please introduce yourself
- Chat function is useful to give your views, ask questions, engage with others, etc
- Please get involved – be a 2%er not a passenger
- Please complete our post event evaluation via Survey Monkey – we will post this in chat, so it is easy to pick up
- Feedback from the event and an infographic will be shared next week via CASC website



'Learn at Lunch': what next?



JOIN US FOR OUR FREE NATIONAL 'LEARN AT LUNCH' EVENTS

On 6 August, we ran our first free 'learn at lunch' event for members of the clinical audit and quality improvement community. It proved a success and bookings for the follow-up event on 24 August have been exceptional. With this in mind we are pleased to announce we will be running more events in 2020 (see dates). We will be inviting the likes of HQIP, NOICAN, NHS England, national audit suppliers, QI leaders, etc. to help facilitate these. If you'd like to speak or have a 'hot topic' in mind then please get in touch. More details will be released via @cascleicester and our website, [here](#).

- **29 September:** Improving National Clinical Audit
- **8 October:** Mental WEALTH with Dr. Andy Cope
- **22 October:** TBC
- **24 November:** Celebrating #CAAW
- **22 December:** TBC

All sessions run from 12.30 to 13.30 (finish no later than 14.00) and you can secure your place or season ticket by emailing us your name and details to: info@clinicalauditsupport.com

Clinical Audit SUPPORT CENTRE

These events are organised by Clinical Audit Support Centre Ltd. In order to participate, you will need to download and have access to Zoom.

- 2 more sessions booked for the rest of 2020: #CAAW, clinical audit bug-bears
- Spring 2021: human factors, leadership, resilience/de-stress, patient involvement in clinical audit, etc.
- **We want your ideas!**

Dedicated webpage: on website, under training tab

Feedback so far



- Mainly positive so far
- Consensus seems to be people want **one-hour** talks, some want shorter/longer
- A few requests for MS Teams
- A few requests for more interaction with learners
- A few suggestions that Stephen should talk less

5 x £10 vouchers on offer today



- As a 'thank you' to the regional networks we offered £50 gift for #CAAW20
- 13 regional networks
- So far three have turned that offer down
- We want local staff to benefit as it has been a tough year
- So we've transferred one of the networks £50 into 5 voucher prizes for today
- Get involved if you can!

Format for today



- Initial thoughts from CASC
- Case studies
 - Hollie Mann
 - Corinna Bentley
 - Claudia Chetcuti Ganado
- More thoughts from CASC
 - Poll results
 - Additional thoughts
- Discussion
- Wrap it up!

No one has all the answers here...



- We have a growing ‘Learn at Lunch’ community
- **Everyone** has a voice and something to contribute
- Please share ideas and experiences
- We will create infographics after today and share these

We are all coming at this from a different position!

- Different jobs
- Different pay
- Different employers
- Different manager
- Different responsibilities
- Part-time / full-time
- Different homes
- Different WiFi connectivity
- Live in different parts of the world
- Different ages
- Different genders
- Parents and non-parents
- Different health conditions
- Different abilities and disabilities
- Different interests
- Different motivations
- Different needs
- Different expectations

2 initial thoughts

TIER 1: MEDIUM

RULE OF 6

10PM CURFEW IN PUBS

TIER 2: HIGH

NO HOUSEHOLD MIXING INDOORS

TIER 3: VERY-HIGH

NO MIXING INDOORS OR OUTDOORS

PUBS AND BARS CLOSED



Back in September 2006



- Tracy and Stephen had just left the NHS to set up CASC
- We gave up:
 - Very nice offices
 - Administrative support
 - IT help desk
- Both worked from home
- To be fair, it was a planned move we decided to make
- But we didn't know how long it would be for... (15 months)

Stephen's WFH tip



- Link your daily tasks and jobs to rewards
- Initially for me that was linked to the bigger picture of establishing a business
- But often it was mundane stuff:
 - Making a drink
 - Getting food
 - Watching TV
 - Going for a walk / going outside
 - Check sports results
 - Listen to music / podcast
 - Calling a friend / family member
 - Doing a household task: putting washing on, loading the dishwasher, ironing, watering the plants, etc.

2020: Stephen's good day



08:30 Start work

10:25 Drink and Pop-Master

10:45 Re-start work

12:30 Lunch and Radio 5

13:00 Re-start work

15:00 Tea break

15:15 Re-start work

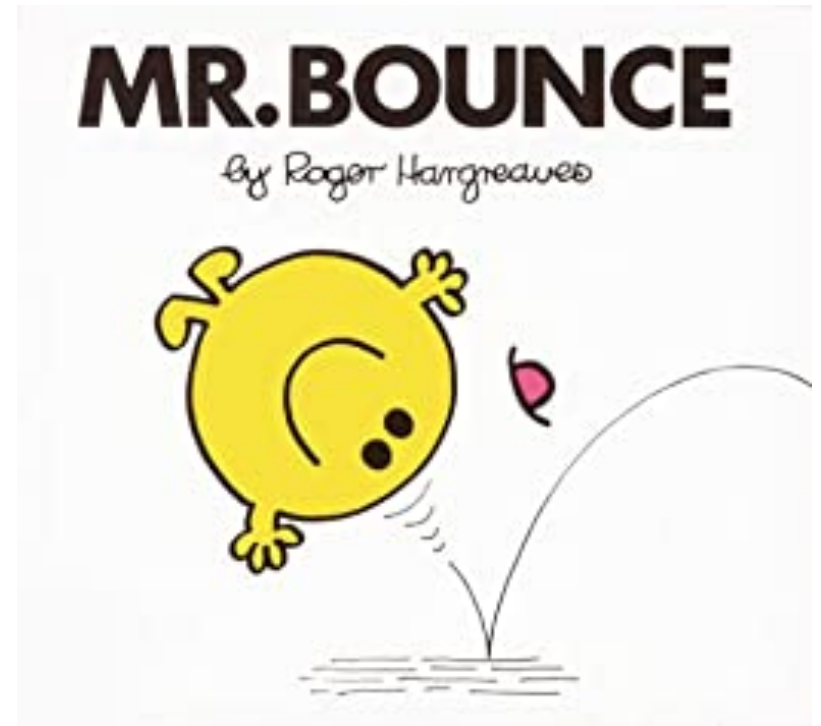
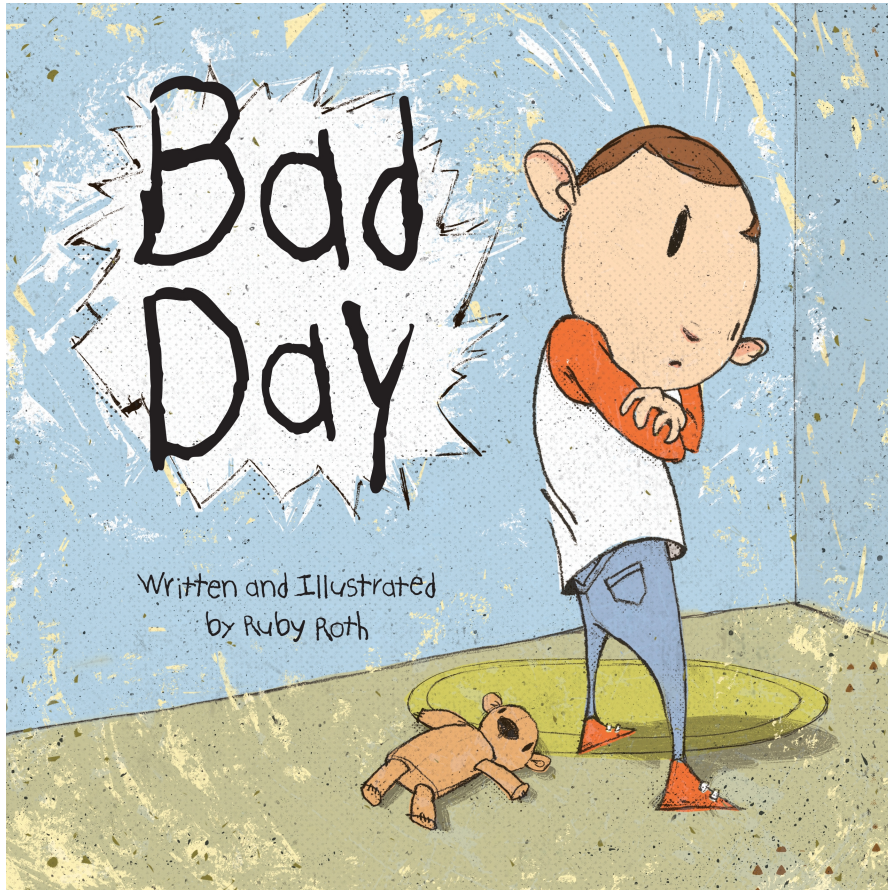
17:00 Stop!



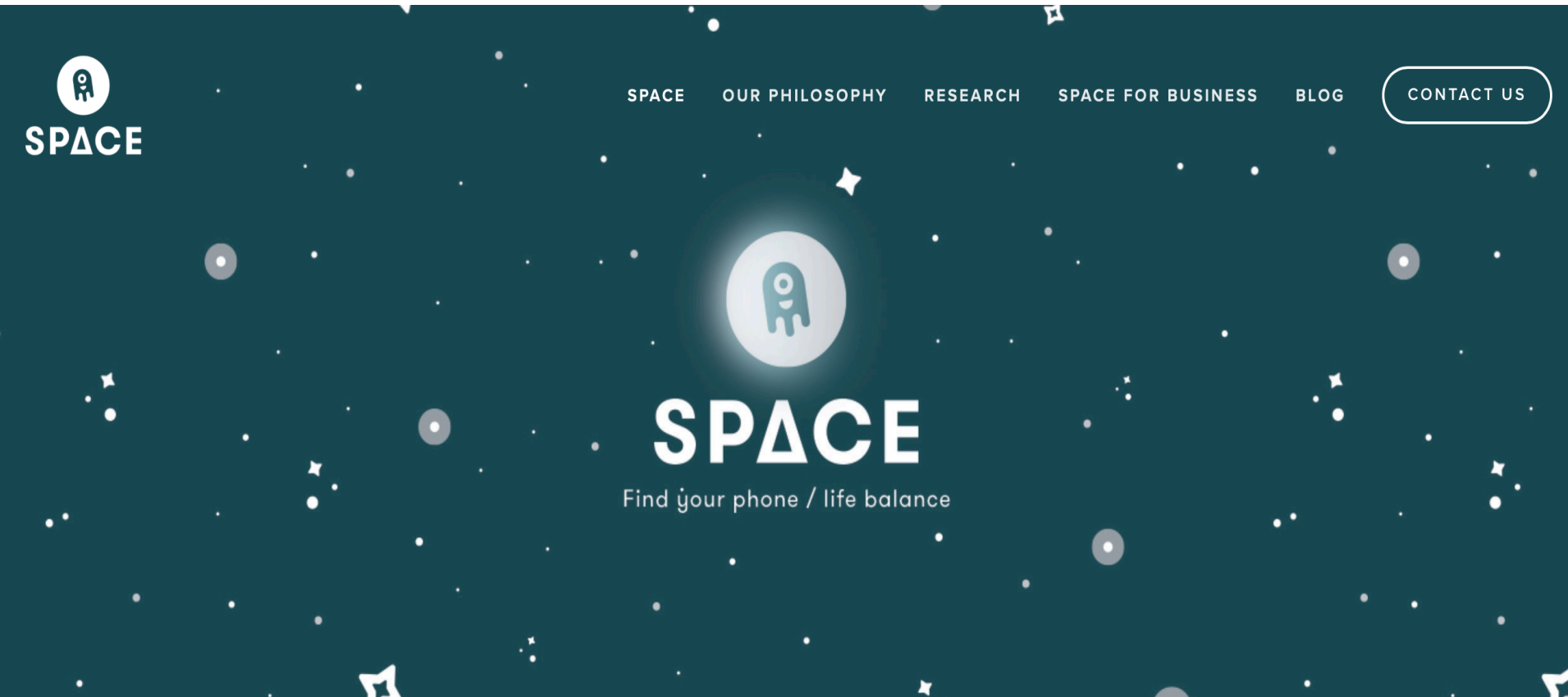
2:30am wake up
2:45am prayer time
3:15am breakfast
3:40-5:15am workout
5:30am post-workout meal
6:00am shower
7:30am golf
8:00am snack
9:30am cryo chamber recovery
10:30am snack
11:00am family time/
meetings/work calls
1:00pm lunch
2:00pm meetings/work calls
3:00pm pick up kids @ school
3:30pm snack
4:00pm workout #2
5:00pm shower
5:30pm dinner/family time
7:30pm bedtime

@MARKWAHLBERG

We all have bad days



Tracy's WFH tip: monitor your smartphone use



Turn off email/social media notifications

A spotlight effect is shown in the top left corner, with a bright oval light source and a beam of light that tapers and illuminates the text below. The background is dark with a subtle floor reflection.

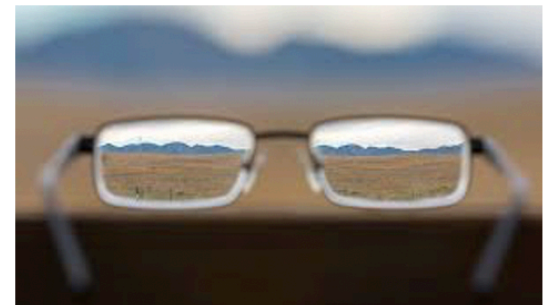
Guest
SPEAKERS

Hollie Mann

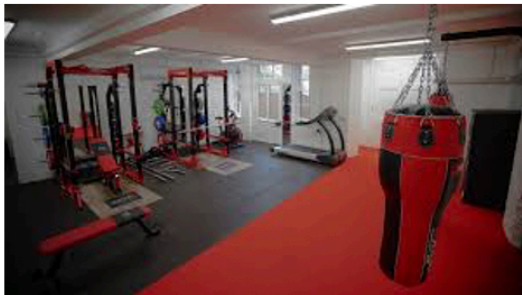
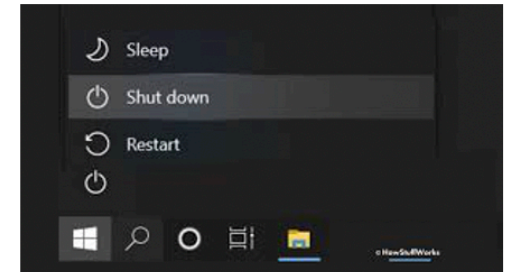
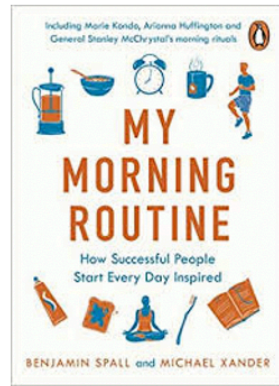
Head of Human Resources and Volunteer Engagement Richard House Hospice



My benefits of home working



Making it work



Corrina Bentley
Clinical Audit Manager
North Staffordshire Combined
Healthcare NHS Trust



**North Staffordshire
Combined Healthcare**
NHS Trust

Corrina Bentley – North Staffordshire Combined Healthcare NHS Trust

- * Clinical Audit Manager – Clinical Audit Team within wider Governance Team
- * Started working for the Trust in 2002, moved into audit in 2010
- * Mental health Trust based in Stoke on Trent, approx. 1277 staff, population 470,000
- * Previously based in open plan office shared with Performance, PMO, Finance (approx. 35 people)
- * Started working from home 23/3/2020

Personal Circumstances

- * Home environment and family
- * Personality – introvert / extrovert
- * IT background – EPR embedded prior to lockdown (NSCHT – Lorenzo – May 2017)

Trust Actions

- * Provision of necessary equipment
- * IT support
- * New ways of working – MS Teams
- * Communication from Chief Exec and senior managers
- * Flexibility and focus on staff health and wellbeing
- * Recovery planning – involving staff

Team / Individual Actions

- * Weekly team catch-up meetings and individual contact with close colleagues via Teams
- * Review of processes, e.g. registration, data collection, training
- * Lists and planning
- * Making myself comfortable – have I got what I need?
- * “Closing the door” and keeping it closed!

Benefits and Challenges

Benefits

- * Fewer distractions and interruptions
- * Opportunity to review processes
- * Easier to track down elusive clinicians
- * Closer working with Directorates

Challenges

- * Loss of the “corridor conversation”
- * Maintaining team relationships
- * IT connectivity

Claudia Chetcuti Ganado

Neonatal Consultant

Luton and Dunstable University Hospital





THE ROLLER COASTER EXPERIENCE OF A NEONATAL INTENSIVIST HAVING TO WORK FROM HOME DUE TO SHIELDING

CLAUDIA CHETCUTI GANADO

NEONATAL CONSULTANT

A group of people are riding a yellow roller coaster car. The car is moving upwards, and the background is a clear blue sky. The people are smiling and looking forward. The roller coaster car is yellow with black accents and has large black tires. The background is a solid blue color with some faint, light blue circuit-like patterns in the corners.

THE HIGHS: MY FIRST THOUGHTS

- Commute and On calls
- I'll be protected from COVID
- Time to do things I never have time to do
- Saving lots of money on fuel
- I'll be able to spend quality time with my children
- Won't need to wake up early

THE REALITY WITH THE KIDS



TIME TO DO WHAT I ALWAYS DO: INITIAL ROUTINE

- Breakfast
- Start
-
-
- Work
- Exercise
- Dinner
- Netflix (evening)

WORK FROM HOME
- CORPORATE ATTIRE -



And so it went day in day out - perfect itinerary

Constant media bombardment
There's no doubt I will die if I get it

Your com
be furn

re a fraud

You wasting public
money

You're of no use

YOU RE RUNNING
AWAY WHEN NEEDED
MOST

THE RAINBOW AFTER THE STORM

- The Enlightenment
- A new journey -
 - Managing my mind
 - Return to the new normal
 - Work life balance
 - Exercise



WHEN YOU WORK FROM

**AND SOMEBODY
WANTS TO VIDEO CHAT**



**WHEN FRIDAYS
DON'T FEEL AS
FUN ANYMORE
BECAUSE YOU
NEVER LEAVE
THE OFFICE**

Burnout zone

A LOYAL FRIEND



LIVE LIFE
FOR THE
MOMENT
BECAUSE
EVERYTHING
ELSE IS
UNCERTAIN

THE THRIVING ZONE – FIXING EVERYTHING

- Picking up work from my colleagues – Many clinics
- Guidelines
- Quality Improvement work
- Fighting for the rights of trainees during the PPE crisis
- Help with the rota

Reasoning

Want to feel useful
Need to relieve my colleagues of
admin so they can focus on clinical and
reduce their burden

Still not enough
NHS 111

NHS Advice on home working

1. Set a routine
2. Make dedicated workspace
3. Give yourself a break
4. Stay connected
5. Set boundaries
6. Think longer-term
7. Be kind to yourself



<https://www.nhs.uk/oneyou/every-mind-matters/7-simple-tips-to-tackle-working-from-home/>

2. Make a dedicated workspace

- You need a suitable chair
- Wrist supports, screen protectors, footrests, etc.
- Do you have all the kit and equipment you need?
- Upgrade WiFi
- Get the most out of the room you work in:
 - Re-decorate
 - Photos, flowers
 - Water bottle
- Can you re-create your workspace at home?



Employer responsibilities

During the coronavirus pandemic, it's very unlikely that employers can carry out usual health and safety risk assessments at an employee's home.

However, an employer should still check that:

- each employee feels the work they're being asked to do at home can be done safely
- employees have the right equipment to work safely
- managers keep in regular contact with their employees, including making sure they do not feel isolated
- [reasonable adjustments](#) are made for an employee who has a disability

If changes are needed, employers are responsible for making sure they happen.

WFH MYTHS

- You don't have to prove you are available 24/7 just because boss/co-workers can't see you in the workplace!
 - Entitled to breaks / lunch
 - Set your working hours
- Understand people you work with aren't available 24/7
 - Keep important messages and questions to work hours
 - Don't expect immediate replies
 - Try to be kind to your colleagues



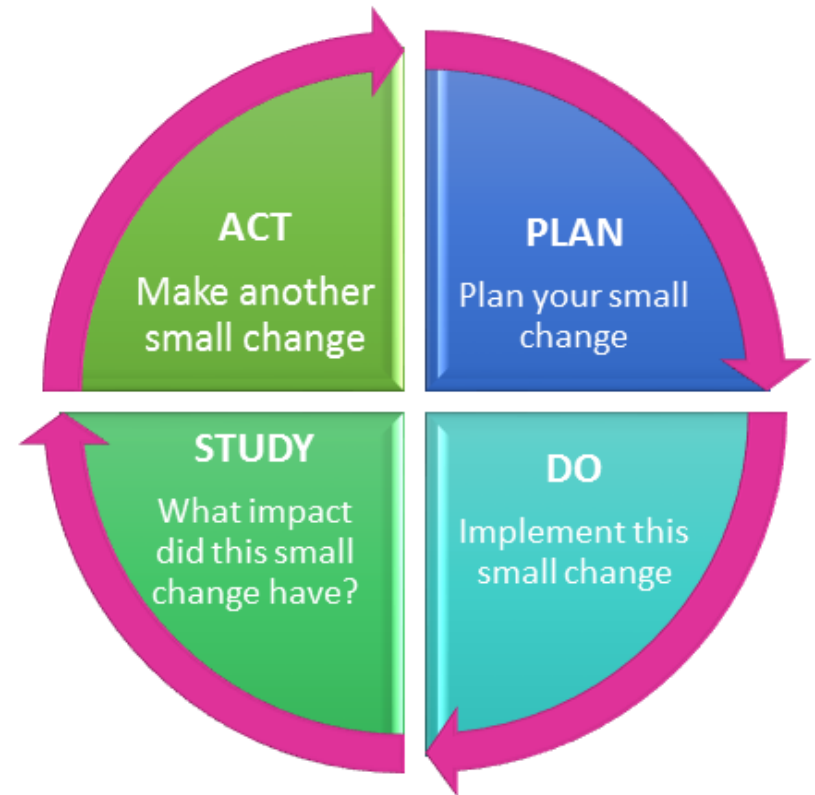
Don't be a Friday Night Off-loader

- To many people 'dump' important emails on others late on Friday
- Emails that ask:
 - Questions
 - Work/tasks to be done
- It's not clever offloading onto others ahead of the weekend
- Always ask yourself: can this wait until next week?



Try different approaches to WFH

- Most of us advocate using PDSA to trial new ways of working
- Have you used a PDSA to making sure you get the most out of your working day?
- Do you know what part of the day you are most productive?
- Have you altered your work start and finish times?
- Have you altered your workplace?
- Keep tweaking!!!

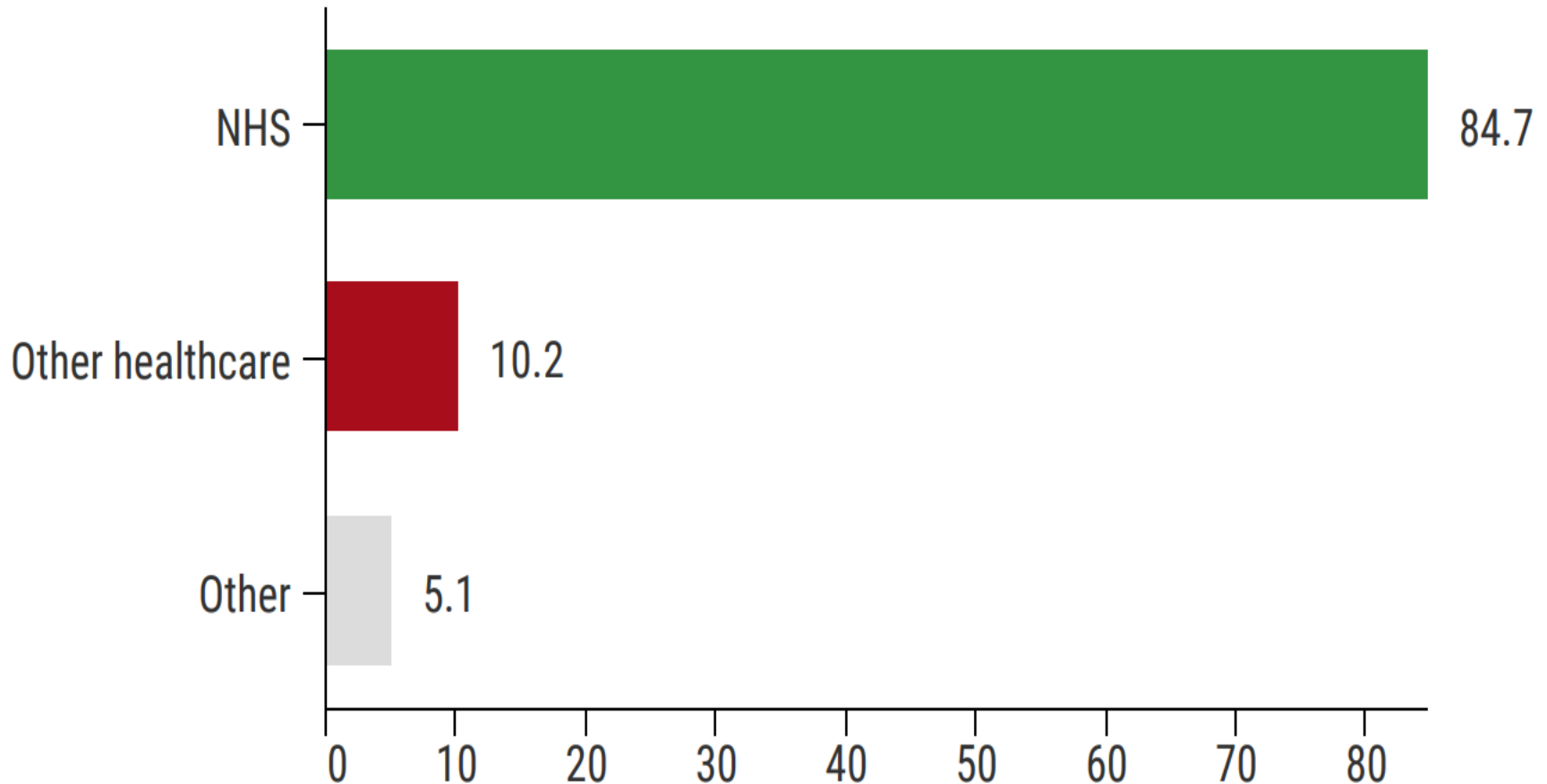




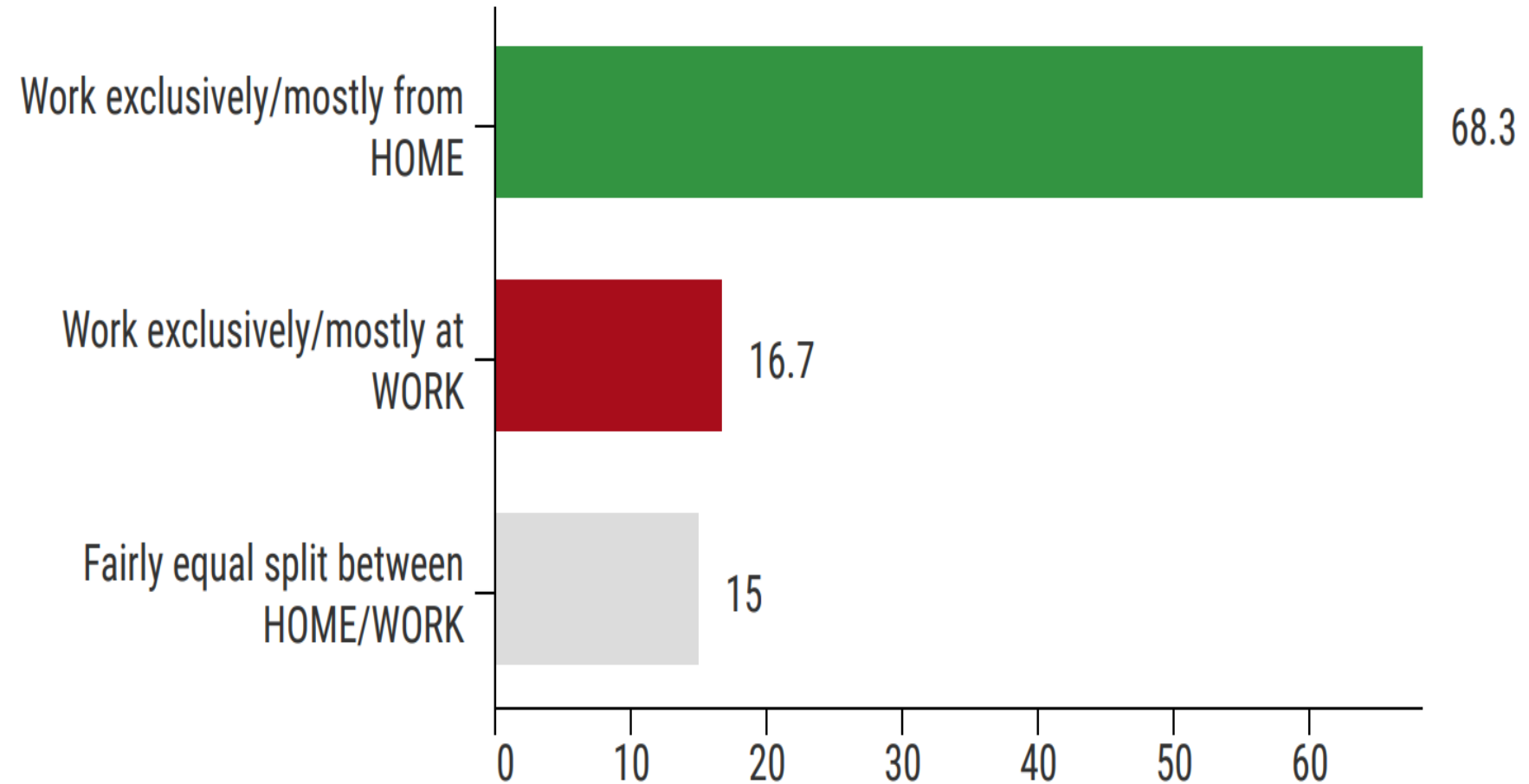
THE RESULTS ARE IN...



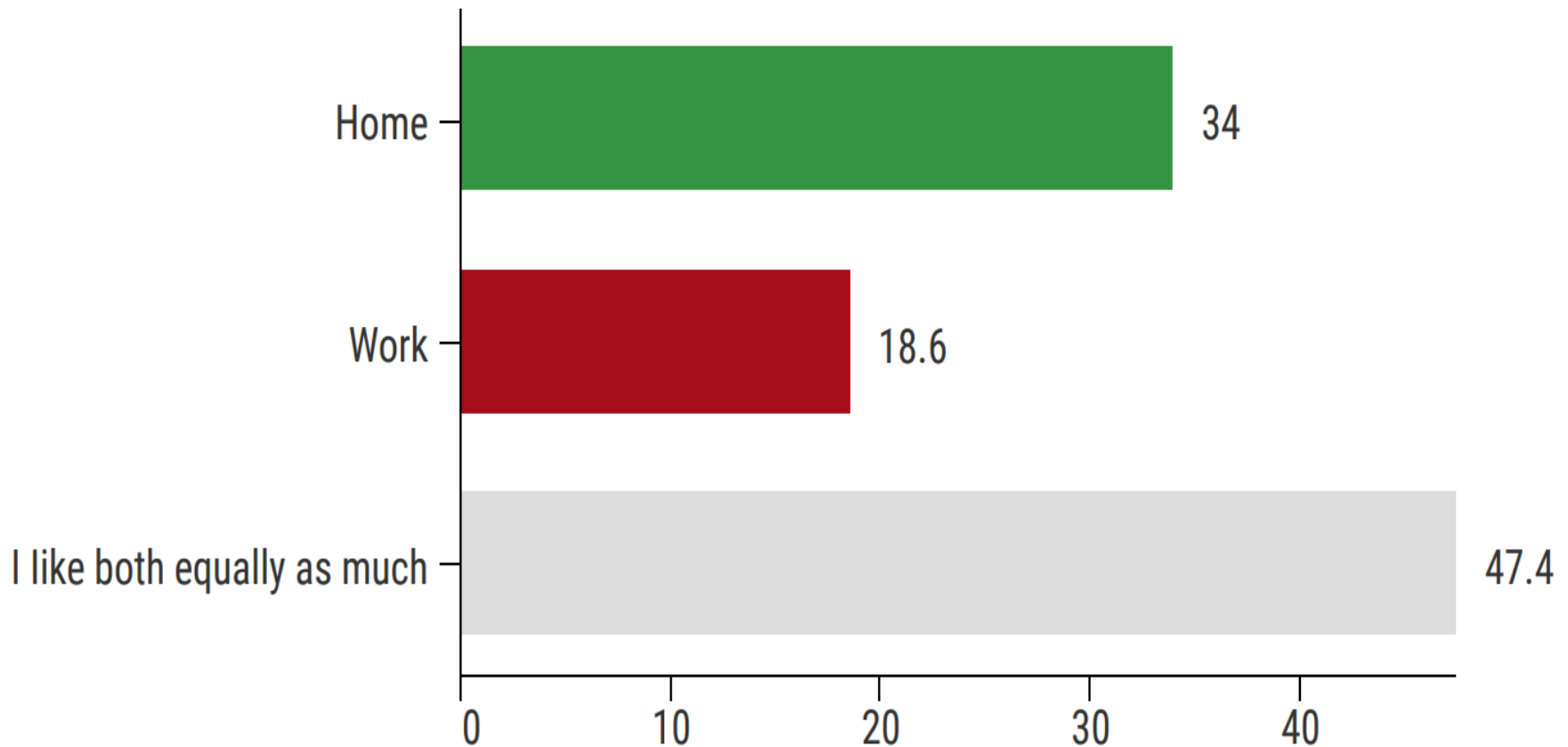
Q1: who do you work for?



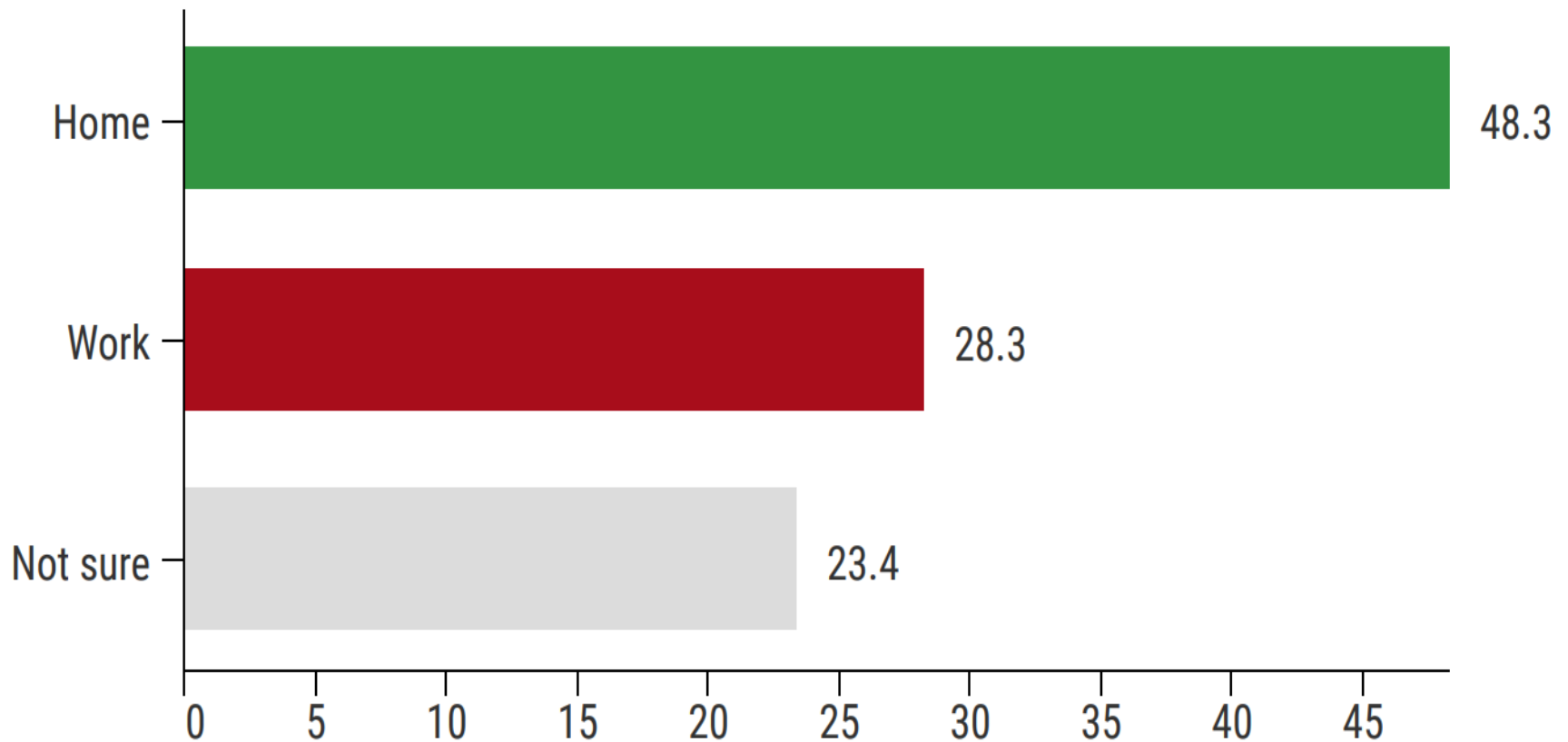
Q2: please describe your current working situation?



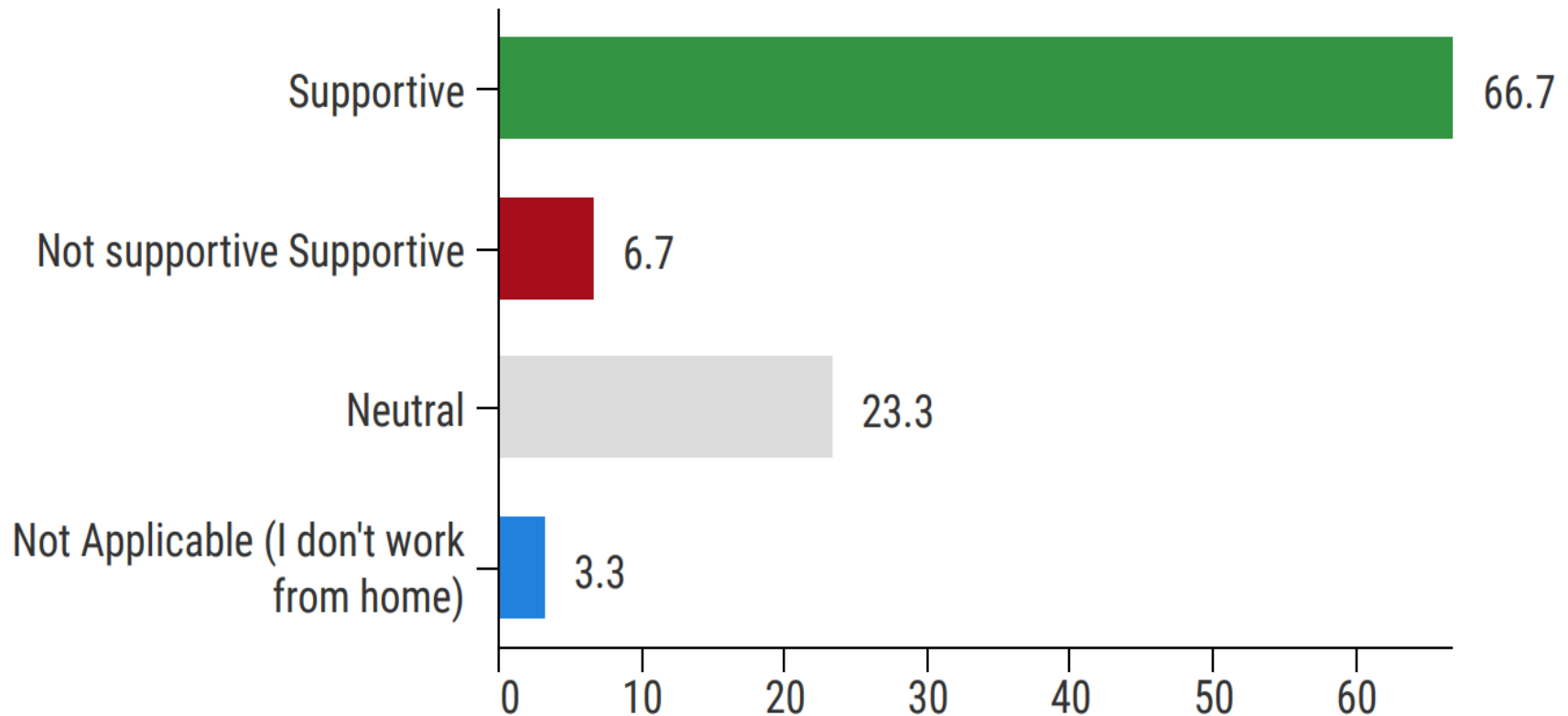
Q3: do you prefer to work at home or at work?



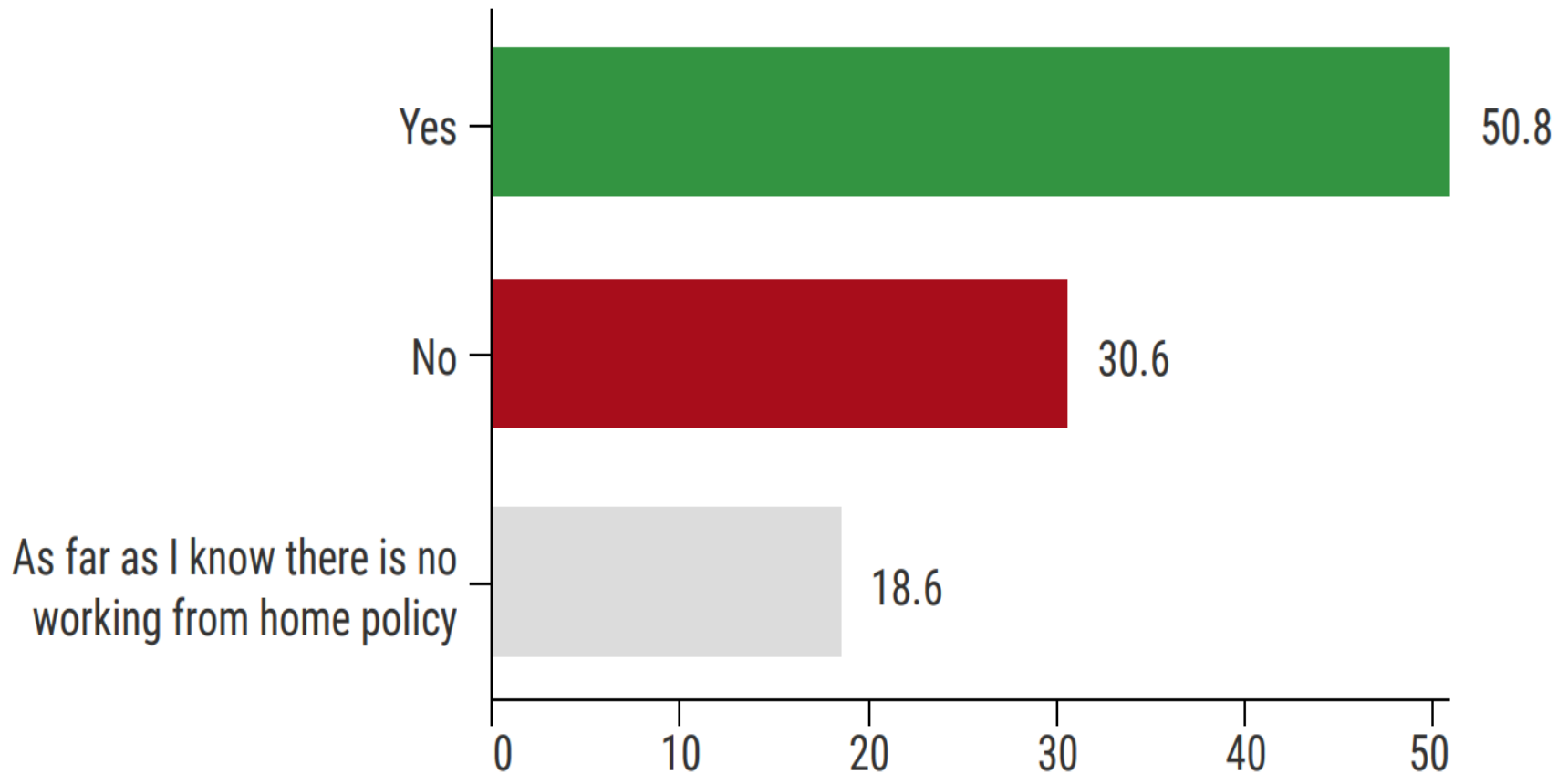
Q4: where do you feel you work most productively?



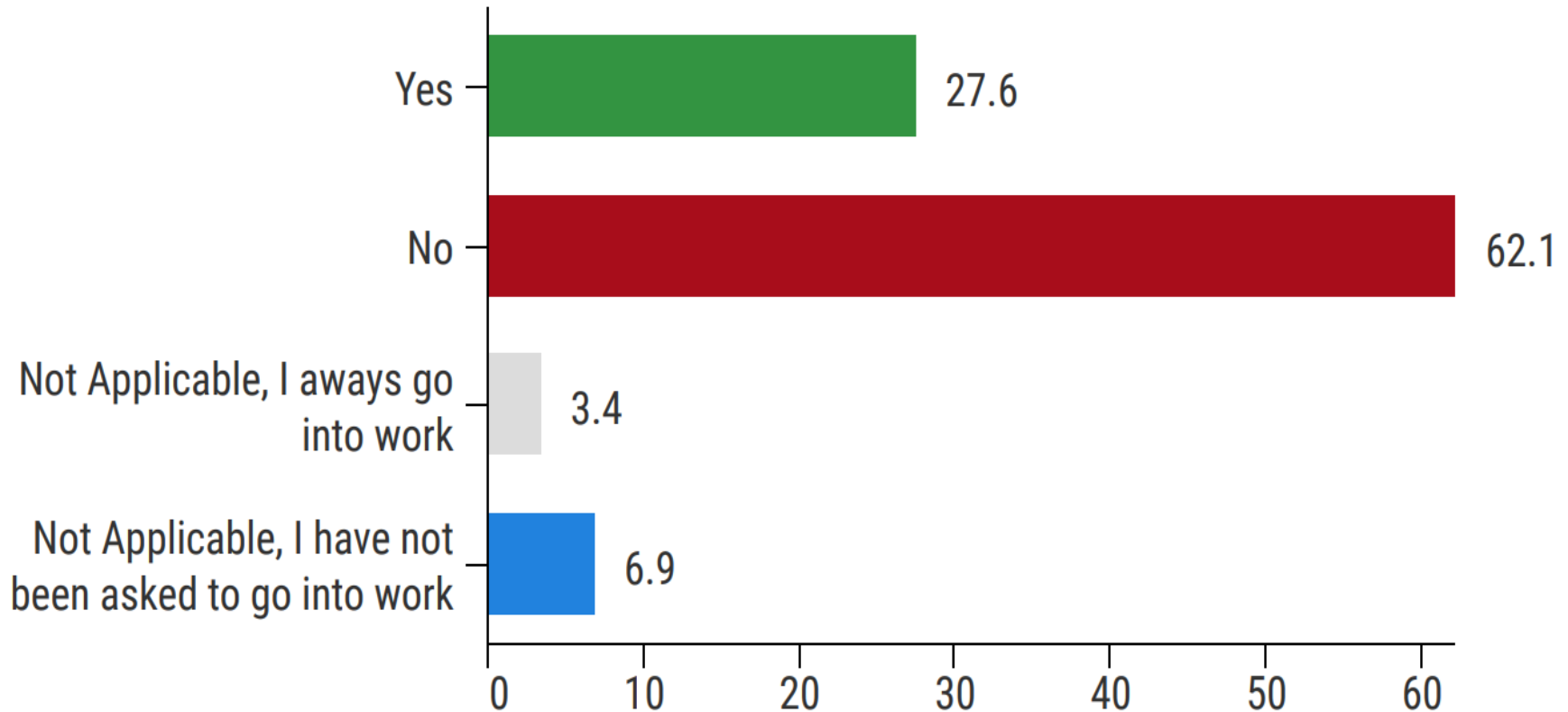
Q5: please rate your line manager in terms of supporting you to work from home



Q6: have you read your organisation's 'work from home' policy



Q7: do you feel that at any point since March an inappropriate request has been made for you to go into work?



What ONE thing do you like most about working from home?

- **Work/life flexibility** (21 comments)
- Less travel (15 comments)
- Able to concentrate (12 comments)
- Home comforts (3 comments)
- Being with my partner (2 comments)
- Overall wellbeing (1 comment)

- There are no positives (1 comment)



More on work/life flexibility...

- “Time to exercise before starting work, being able to put a washload on during a tea break, being at home more for the children ”
- “The flexibility of managing your hours”
- “Improved wellbeing as there is a better work/life balance”
- “The flexibility of being able to work my hours around my family”
- “Real people to talk to”
- “As a carer it is helpful to be available closer to home”



What **ONE** thing do you like least about working from home?

- **Loneliness / lack of contact** with others (28 comments)
- Time management (9 comments)
- I.T. issues (4 comments)
- Work / life balance (3 comments)
- Energy bills (2 comments)
- There are no negatives (1 comment)



More on loneliness...

- “It can be boring, lonely and cold”
- “Miss the camaraderie with my work colleagues”
- “I sometimes feel a bit low as I don’t see other people”
- “The only downside is that my team aren’t very social on MS Teams”
- “Real people to talk to”
- “I miss the social aspect of being in a work environment”
- “Missing my work family”
- “Miss the corridor-conversations”





Tracey Brailsford @TraceyBrCET · 13h



So delicious to see my lovely leaders
[@Sarahbankssaz3](#) [@LisaJBarrett6](#) in
actual real life person today, from a
distance and in masks but still the best 🥰





Edmund O'Leary @emerald1910 · Oct 16



I am not ok. Feeling rock bottom. Please take a few seconds to say hello if you see this tweet. Thank you.

 101.9K

 19.4K

 303.6K





6 Personal productivity

Personal resilience

Resilience is an important personal attribute that can have a wide-ranging influence on your wellbeing and performance at work.

What is resilience?

Resilience has been described as the “ability to succeed, to live, and to develop in a positive way . . . despite the stress or adversity that would normally involve the real possibility of a negative outcome”. It is the ability to maintain personal wellbeing in the face of challenge.

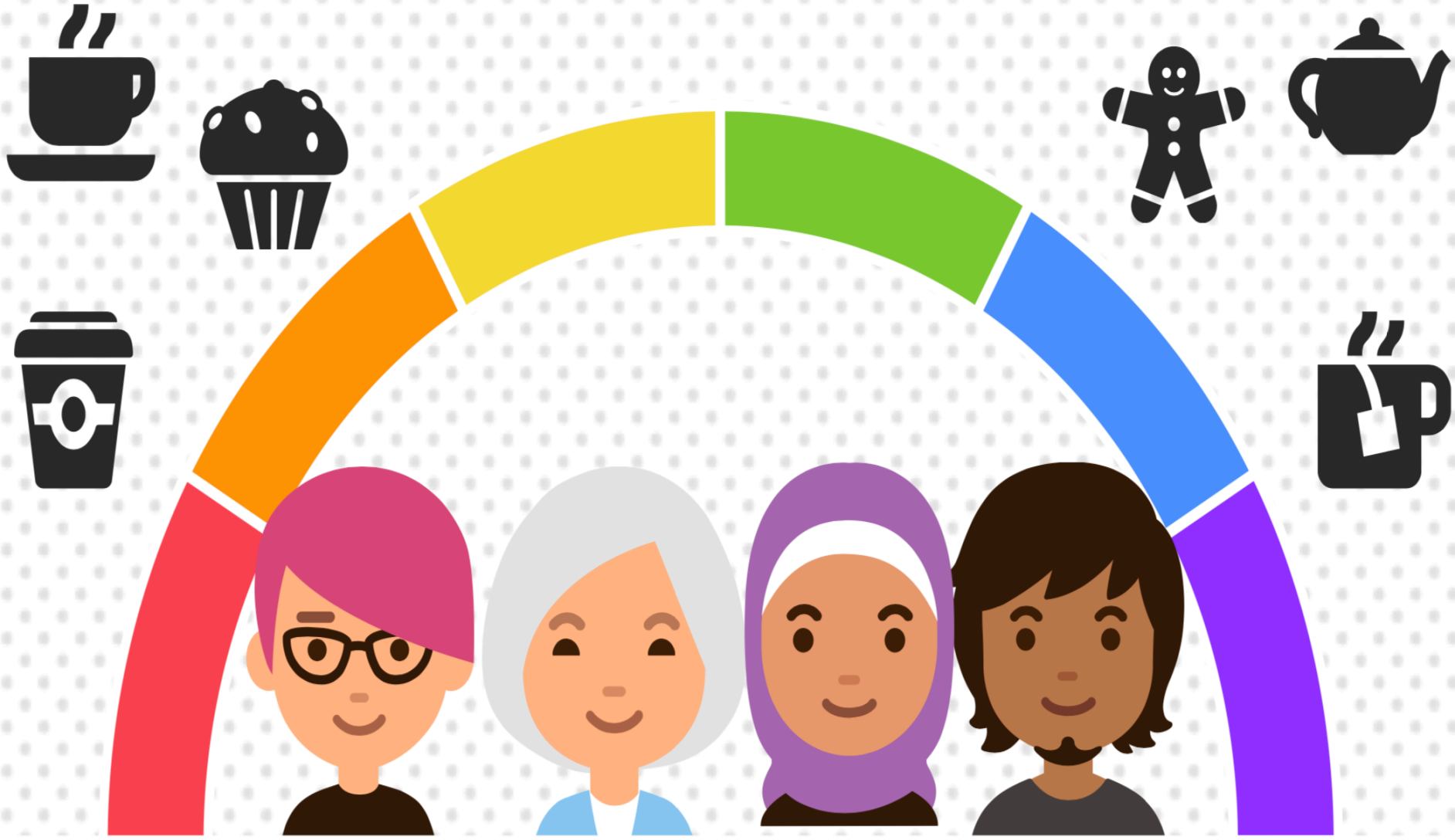
Resilient individuals can be recognised by their confidence (self efficacy), coordination (planning), control, composure (low anxiety), commitment (persistence), and ability to make adversity meaningful. A high level of resilience can be recognised in the following characteristics:

- Ability to engage with and utilise others for own support and development
- Manages negative emotions
- Asserts influence but accepts external controls
- Learns from past experience
- Seeks and uses supportive environmental factors
- Practises the use of protective factors

How do you stay connected and combat isolation / loneliness?



Please share via chat..



We are opening the
Clinical Audit Virtual Cafe

Join us on
Tuesday
10 November
at 9.30am



We are opening the Clinical Audit Virtual Cafe

Since resuming our work in Mid-July we have been inspired to see how many clinical audit and QI professionals have joined us for our monthly 'Learn at Lunch' events. From speaking to our friends in clinical audit and QI we know that these are very tough times and that many of you are working from home. We understand that members of our community are feeling isolated and in some cases lonely. That is why we are building on our 'Learn at Lunch' idea to bring you our Clinical Audit Cafe. These will be free sessions, open to all. They will be 30 minutes in duration and we initially plan to trial these in November and December 2020. We will start using Zoom but may also offer in MS Teams. All the details will be shared via our next 'Learn at Lunch', this Thursday looking at 'Effective Home Working'.

-  **Link with your peers**
-  **Discuss key issues**
-  **Share experiences**
-  **Keep up-to-date**
-  **Free and open to all**
-  **Have fun!**

www.clinicalauditsupport.com



Any additional comments?

- I would like to work from home beyond the pandemic (11 comments)
- I would like a balance of working in the office and working at home (6 comments)
- I really miss the office environment (2 comments)
- Demands to go into the office despite government guidance to stay at home (2 comments)
- Home working may become more challenging over winter (2 comments)
- I'm a frontline worker so can't work from home (1 comment)



Final comments 1

“It can be a rollercoaster and you have good and bad days working from home. It takes longer to check in with everyone and share information but otherwise feels mainly productive. But I am in a very fortunate home situation with space in and outdoors, a partner also at home and no young children to look after. There needs to be enough support and allowance made for those whose home situation is not so conducive.”



Final comments 2

“I think for me there are many advantages of working from home in terms of productivity and flexibility. I have learned that it's me, not the organisation, that needs to set boundaries to maintain work-life balance, as the expectations and bad habits have been my own.”



Claiming tax relief for your job expenses

Martin Lewis: Working from home (even for part of the week) due to coronavirus? Claim £6/week tax back on extra costs



Martin Lewis
20 October 2020



Working from home

You may be able to claim tax relief for additional household costs if you have to work at home on a regular basis, either for all or part of the week. This includes if you have to work from home because of coronavirus (COVID-19).

You cannot claim tax relief if you choose to work from home.

Additional costs include things like heating, metered water bills, home contents insurance, business calls or a new broadband connection. They do not include costs that would stay the same whether you were working at home or in an office, such as mortgage interest, rent or council tax.

You may also be able to [claim tax relief on equipment you've bought](#), such as a laptop, chair or mobile phone.

How much you can claim

You can either claim tax relief on:

- £6 a week from 6 April 2020 (for previous tax years the rate is £4 a week) - you will not need to keep evidence of your extra costs
- the exact amount of extra costs you've incurred above the weekly amount - you'll need evidence such as receipts, bills or contracts

<https://www.gov.uk/tax-relief-for-employees/working-at-home>

Thanks and what next...?

- We will email you with a link to a Survey Monkey evaluation
- We will send you a link to our Zoom webpage [to access slides, film and poll results from today]
- We will create lots of outputs from today
- Hope to see you all for the next session as part of #CAAW20 on 24 Nov.



**Thank
You**

