

# Activity sheet six: Feel

# Activity 4 - Case study: Listening to feedback to create positive change

Use these activities to analyse how effectively you listen to and learn from other’s feedback and experiences of your culture, and to plan what you need to do to make improvements.

**Use this case study in a team meeting to get staff to think about the behavioural norms and expectations that are important in your workplace.**

The Sunshine Care residential care home for older people is well established within the local community but for a variety of reasons, there has been a lot of turnover of management in the home over the last 18 months which has resulted in several different temporary managers being in post.

This has caused difficulties for the staff team who are relatively stable and has also led to several complaints from families about care not being as good as it used you be and staff not being as caring as they once were. There are no serious or safeguarding complaints.

Jane joins the team as the new permanent Care Home Manager and in her first few weeks she is met with some negativity from families, residents, and staff as she tires try to put changes in place to address the slipping standards that she has identified from carrying out a culture walk of the care home, and from reading through the complaints.

Jane realises she needs to quickly get everyone onboard. She prides herself on having strong values of compassion, collaboration and inclusion and she wants to put these into practice when trying to understand how everyone is feeling, what the real issues are and how they as a team can improve the culture so she can manage the changes most effectively.

Discuss with your staff in a team meeting:

* What do they think could have caused the standards of care to slip?
* How do they think staff may be feeling?
* What do they think Jayne the manager should do to get feedback from staff, residents, and families inclusively and compassionately, and how should she use this to rebuild the culture?
* Is there any learning from this case study that we could translate into our organisation?

You could also redevelop the case study to focus on a real situation from your setting or an issue you are concerned may happen in your setting related to listening and responding effectively to feedback and ideas and use the same questions to discuss the situation with your staff.