

# Druglink-Project Management

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**druglink**  
changing futures

# The project plan



- My project will be aimed at developing some of the existing quality assurance process and systems already in place at Druglink, to incorporate the aims and objectives of the Local Authorities, Partners, and Commissioning bodies. That will align the new 10-year Drug Strategy from the government.
- This will lead to greater cohesiveness within local and national aims and objectives, providing clarity for staff and providing a clear direction for Druglink, which is in harmony with national strategy.
- The quality assurance work will help drive improvements within the organisation, whilst also helping us to build better data on the work that we already provide. The data sets and tools created will help shape and formulate our 3-year strategy, whilst also helping us to evidence our works for any future funding or commissioning bids



- **Influencing commissioning**
- Our quality standards play a key role in helping commissioners and providers.
- **Supporting quality improvement work**
- The standards support the assessment of health and care services, identifying areas of good care and areas for quality improvement.
- **Helping with quality assurance work and monitoring**
- You can use quality standards to develop quality assurance frameworks.
- **Shaping services and provider markets**
- setting the baseline that providers are expected to meet



**NICE  
Guidance link**



# Objectives



- The plan is to achieve real data that can be used as evidence of the services we provide, to help us with future funding applications & grants.
- The plan is also to help Druglink to measure the success of our existing and new projects, which will help our communication & marketing. We are aiming to see an overall 85% good on all feedbacks that we send out.
- We are also looking to achieve 80% of our questionnaires to be completed and returned.



# In Scope



- To create quality surveys and markers for each of our projects.
- The surveys will only be used to collect data through our clients who access our services and staff employed within those services only.
- To set out a yearly timeframes of when we will use these to measures of our services ensuring that the surveys are different for each quarter



# Risk Management



Description and impact	Mitigation	Original Impact	Original Likelihood	Original Risk rating	Updated	Current Impact	Current Likelihood	Current Risk rating	Further actions to reduce risk
Poor results come back and this can reflect a negative staff force	SMT will then look to use this information as a way to improve staff wellbeing	2	2	4	We have collected the data, which overall has been positive, we have seen area that need to be improved	1	1	1	none
With lower score than we expected this might impact the way we use the information for future grants & funding	The SMT will now look to see what data we can use and then look again, when we next send out a survey to use that data instead, once we have actioned our improvements	2	2	4	We have signed up to HCC Wellbeing and employed internally 3 wellbeing champions that feed in to this project now	1	1	1	none
Staff & clients not completing the surveys in time for us and us not getting a true picture	We will give enough time and friendly reminders each week, to ensure that we can monitor how many we are getting back and ask managers to chase for us	2	2	4	We managed to get a good return with the surveys and support from the teams	1	1	1	none



## Satisfaction Questionnaire

The purpose of this questionnaire is to find out what you think of the service provided here, as a whole and anonymously. It doesn't matter how long you have been here, your opinion is important.

Once the forms have been completed, the information will be collated and you will be given the opportunity to see what the results of this questionnaire. It is also designed to give you the opportunity to give us some feedback and to air suggestions. All suggestions you list at the end of the form are taken to the staff meeting.

1	Did you get what you expected?	No, definitely not.	No, not really	Yes, generally	Yes, definitely
2	Are your needs being met and are we responsive to them?	No, definitely not.	No, not really	Yes, generally	Yes, definitely
3	Do you feel your care plan is tailored to your individual needs, with your best interest at the centre of it?	No, definitely not	No, not really	Yes, mostly	Yes, definitely
4	How do you rate the environment (accommodation, furniture, heat, light)?	Poor	Fair	Good	Excellent
5	Are you satisfied with the support you are receiving from staff?	Poor	Fair	Good	Excellent
6	Are you given enough support to remain independent and involved in your care?	No, definitely not	No, not really	Yes, mostly	Yes, definitely
7	Do you feel you are now more able to deal with your addiction problems?	No, definitely not	No, not really	Yes, mostly	Yes, definitely
8	Hopefully this will never happen, however if you ever needed help again, would you return to us?	No, definitely not	No, not really	Yes, probably	Yes, definitely
9	How do you rate the overall service provided here?	Poor	Fair	Good	Excellent
10	Do you feel confident to be able to speak with the team leader or service manager about your treatment?	Poor	Fair	Good	Excellent

What house are you resident in? Oxygen/Crabtree/ Barge

What have you liked?

## EMPLOYEE ENGAGEMENT - SURVEY

Employees are key to the success of any business and as your employer we want to receive continuous feedback from all our employees to ensure we are continuously improving the service we provide. This employee survey will remain anonymous, the information collated will be reviewed and feedback will be provided to all employees. Please return your completed questionnaire in a sealed envelope to your Registered Manager by

name (Optional)	
are Home	
anager Name	

	Yes	No	Some times	Comments
I am proud to be a member of the care home team?				
I am aware of how to contact Central Office if needed?				
Do you have the opportunity to develop your skills within the home?				
We have regular staff meetings where I can voice my opinion?				
I feel supported by my fellow work colleagues?				
There is a culture of dignity and respect amongst work colleagues?				
The training content is relevant to my role?				
I receive recognition for the work I do?				
I have quarterly supervisions within my role?				



# Druglink Employee Survey 1

Your role and personal opportunities

## Question Title

\* 1. I am proud to be part of Druglink and always want to give my best when I am at work

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

## Question Title

\* 2. My work is challenging, stimulating and rewarding

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

## Question Title

\* 3. I can easily see how my work affects the overall success of the charity

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

## Question Title

\* 4. I am satisfied with the investment Druglink makes in training and education and feel I have the opportunity to develop my job-related skills.

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied

## Question Title

# Druglink Employee Survey 2

The charity, communications and benefits

## Question Title

\* 1. I have a good understanding of Druglink's purpose and objectives

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

## Question Title

\* 2. Information and knowledge is shared openly and this is encouraged across the charity

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

## Question Title

\* 3. Druglink's Senior Management Team communicates well with the rest of the organisation

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

## Question Title

\* 4. Strategic goals and objectives are communicated to me and reflected in my objectives

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

## Question Title





# Communication with staff



Druglink has invested in you and created a *Healthy Workplace Programme*. This offers employees access to a variety of health and wellbeing resources, including training and services that will help support you. As well as providing information, campaigns and events that your organisation can engage with – all with a health and wellbeing focus.

We have a short survey for you to complete that will help us know what you value and what your concerns are. This in turn allows us to tailor the programme to you as a workforce. These questions are centred on finding out a bit about you and your views, all information collected is confidential and won't be shared but will help us with the evaluation of the programme so we can continue to support your health and wellbeing in the best way possible

<https://www.surveymonkey.co.uk/r/Z5BXFB8>

Please take some time to complete the above survey, so we can make sure what we are offering is right for you. This survey will be open for completion until **{insert date}**.

**{insert name}** is your new Workplace Health Lead and will be leading on the delivery of all aspects of this programme. Alongside them a team of internal Workplace Health Champions will be assisting. If you have any questions about the process please get in contact **{insert email}**.

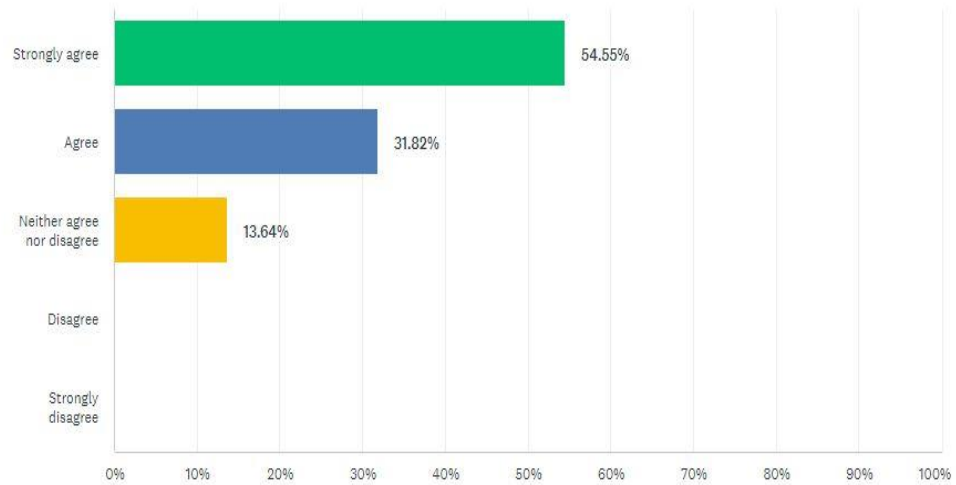


# Results



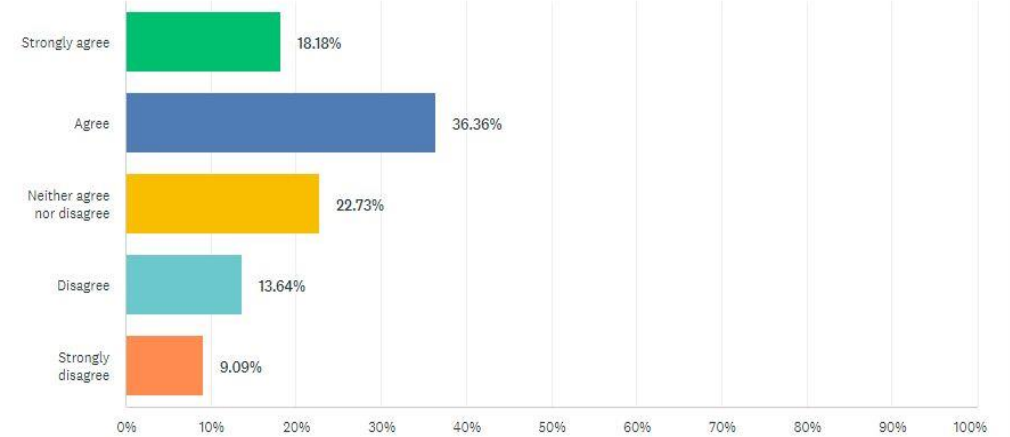
## I have a good understanding of Druglink's purpose and objectives

Answered: 22 Skipped: 0



## Information and knowledge is shared openly and this is encouraged across the charity

Answered: 22 Skipped: 0

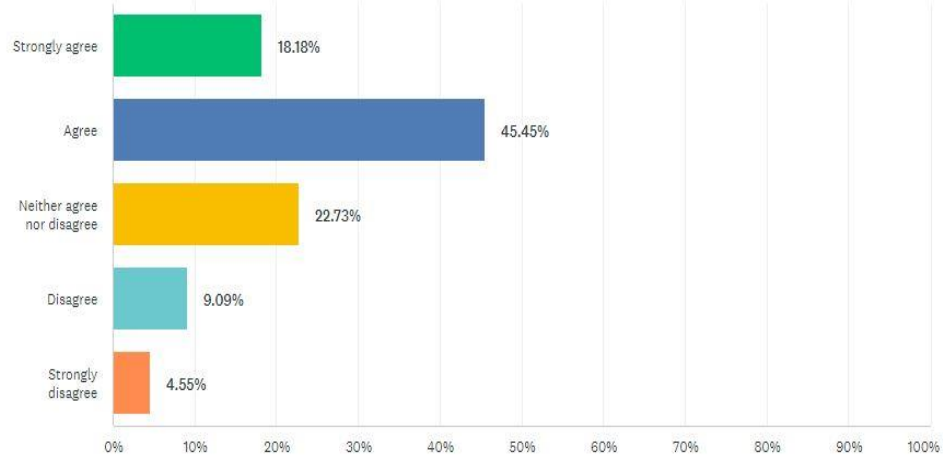


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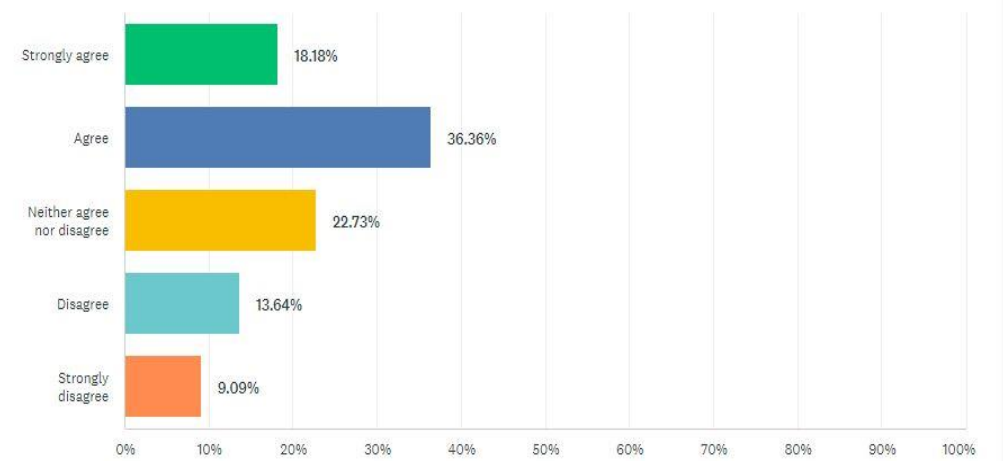
Druglink's Senior Management Team communicates well with the rest of the organisation

Answered: 22 Skipped: 0



Information and knowledge is shared openly and this is encouraged across the charity

Answered: 22 Skipped: 0

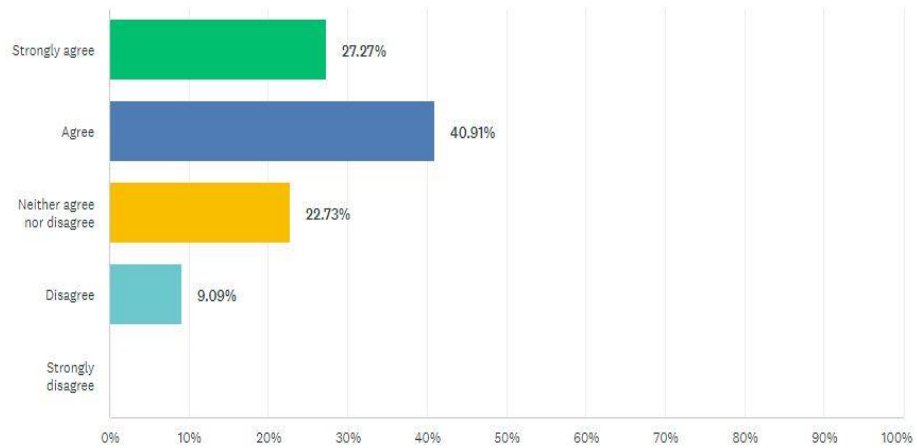


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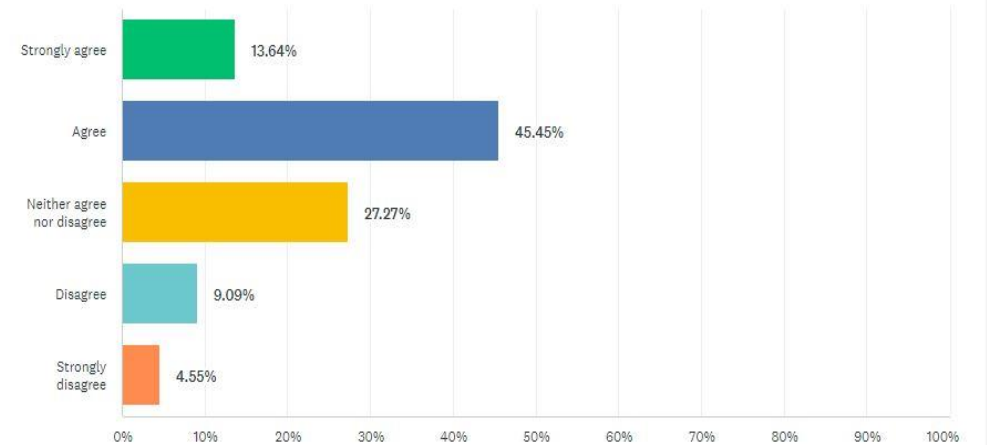
We have regular staff meetings where I feel comfortable voicing my thoughts, opinions and ideas

Answered: 22 Skipped: 0



Strategic goals and objectives are communicated to me and reflected in my objectives

Answered: 22 Skipped: 0

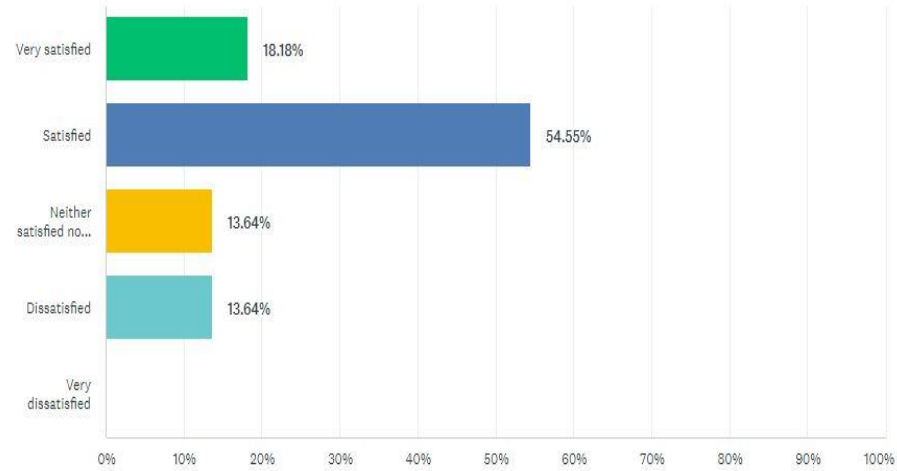


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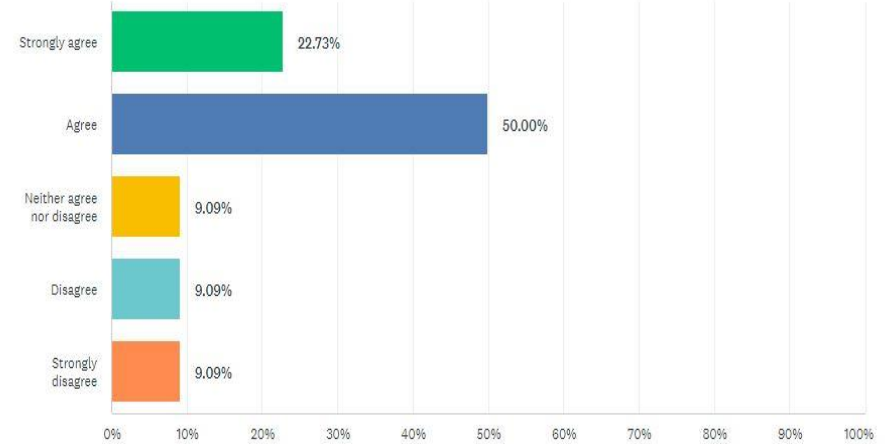
## I am satisfied with the employee benefits available to me

Answered: 22 Skipped: 0



## I feel we have a comfortable and safe work environment

Answered: 22 Skipped: 0

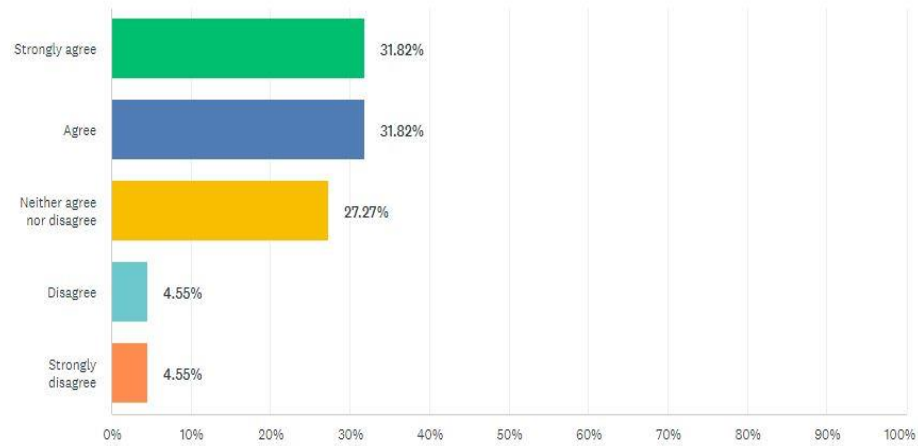


# Results



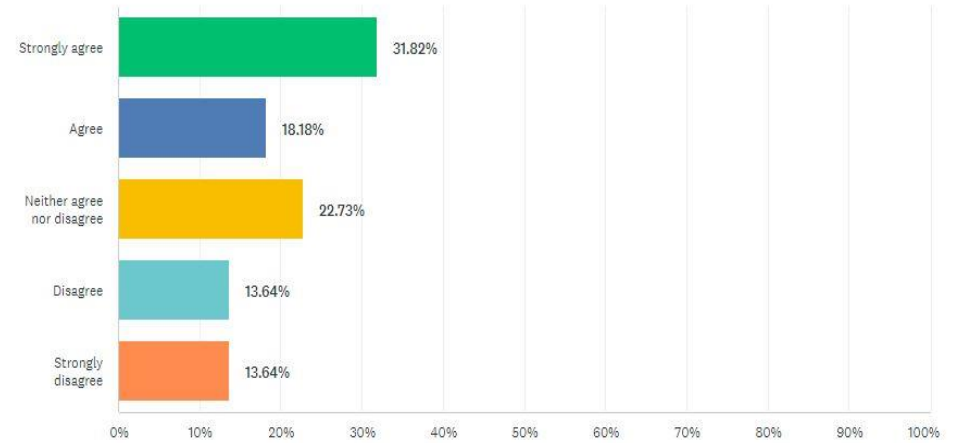
Druglink is dedicated to quality - both in the services it provides and the level of staff across the or...

Answered: 22 Skipped: 0



People are held accountable for the quality of the work they do and for the quality of service they p...

Answered: 22 Skipped: 0



# Lesson learnt



Project	Department	Category	Date Raised	Raised By	Lesson Learnt
Well being Surveys	Druglink	MH	Jan-23	Emma	That getting the data from the surveys is quick and easy now we have upgraded our plans
Well being Surveys	Druglink	MH	Jan-23	Emma	Staff are more engaged that we originally thought, this due to them being digital rather than paper based, so quiker to complete
Well being Surveys	Druglink	MH	Jan-23	Emma	We was pleased that we got a better resposne back than ever before with them, we feel this is due to them being digital and not paper
Well being Surveys	Druglink	MH	Jan-23	Gary	Finding time to sit and go over the results can be hard with how bsuy everyone is right now
Well being Surveys	Druglink	MH	Jan-23	Gary	Creating different questions througout the year has been helpful, we have also found that asking staff what type of questions to capture the data has been helpful



# Moving Forward



- Druglink have moved away from paper based surveys and adopted a digital approach
- We now have a survey timetable of when we will be collecting data each year
- We have signed up to Hertfordshire Healthy Workforce programme, to help the SMT and staff
- The use of our surveys now, as you can see from the digital approach, will allow us to incorporate these into any grants, AGM reports and newsletters
- Setting new targets, KPI'S around the surveys to help drive improvement across the charity





# Engagement / Change management



- We have seen a higher level of staff engagement by creating digital surveys than ever before, which shows this has been a huge success for us
- The SMT have really brought in to the idea and sees the benefits of creating a better process for collecting data
- The surveys have highlighted areas that the organisation needs to address, with regards to wellbeing with staff, so this requires longer term planning and investment from the SMT
- Communication has been shown as one of the biggest areas that the SMT need to improve, to ensure that we are delivering on this again will create a shift in our culture.



# Summary



- Overall the project has been a success, it has shown that by using new software and tools to help generate data & information on the charity, helps us with planning for our 3 year strategy.
- Whilst the surveys have reflected some areas that we are not performing well in, this gives us the ability to look at what we need to do and change as an SMT to help support the staff.

