


## Why is Workforce Well-being important?

The National Care Forum and the Social Care Association have developed a statement of best practice in staff-well being, saying that Employee well-being is vital to an organisation's business needs and has a direct impact on the quality of care and support delivered. They recognise that social care has changed considerably with higher expectations and demands, and that improving job satisfaction is essential to staff retention as well as to delivering the highest quality care.

The attitude of the entire workforce can be affected by individuals within it. Is your work setting one where:

- ✓ **Everyone is clear about their role and has a sense of purpose**
- ✓ **Everyone is positive about the difference they can make to the experience of those they are supporting**
- ✓ **Everyone has self-confidence in the skills that they are using**
- ✓ **Everyone has a sense of achievement and is recognised for their contributions**

The aim of a therapeutic environment is to achieve a high level of emotional and physical well being, not only for those who live there but also for those who work there. Care workers who feel undervalued or undermined will have only small inner resources to be able to practice the special skills and qualities needed.

The **JPA Pro  Active System® Workforce Well-being Profile** is used to benchmark the motivation levels of staff in a care setting. The whole care workforce as a group is measured to identify if all, some or none of them are working therapeutically and are experiencing a level of job satisfaction.

As the profile is completed a note is made of individual team members who are influencing the scoring. Managers are alerted to support these team members by:

- recognising their achievements if they are a positive influence on the culture
- developing their skills in they are an undermining influence on the culture

The profile contains 25 indicators of well-being that are based on the behaviours and activities of staff. These indicators are based on the measures used in the Bradford University Well-being Profile to identify the experiences of people with dementia and have been expanded on to consider the experiences of the Care Team.