



# The Power of a Cuppa Tea

## *Manor Lounge*

Caring for Walsall together



# A helping hand

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Seeing our clinical staffing levels reduce

Seeing our patients increase

Not knowing when it will end

Feeling helpless



# Challenges

Loss

No End

Frustrations

JANUARY

Motivation

Fatigue

2022

Worn-out

Anger

Wellbeing

Upset



# Increasing Morale to Improve Patient Experience

Caring for Walsall together



‘In hospital settings, **managing staff with respect and compassion** correlates with improved patient satisfaction, infection and mortality rates, CQC ratings and financial performance.’

*BMJ*

‘One of the main factors believed to affect **patient satisfaction** is the **experience of staff** working in the NHS. There is a wide variety of evidence that draws links between **staff experience and customer satisfaction**’

*NHSE*



# Setting up the lounge

Caring for Walsall together



# In Partnership

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**Volunteering Services  
Fund 2021**

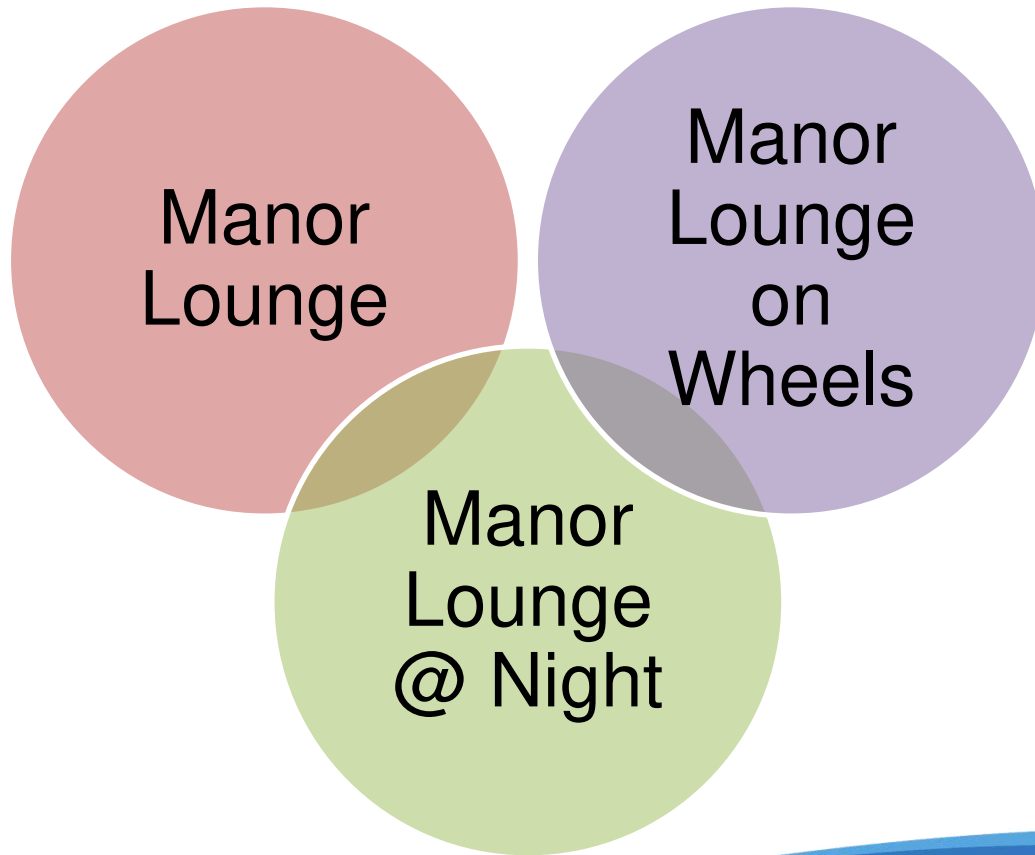


**Walsall Council**



# The Offer

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## The Impact

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### When surveyed...

100%

of staff recommended the lounge  
as a place to go for a **welcome  
break** away from the work space.

100%

of those that used it gave a  
**'5-star'** rating,



## The Impact

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# When surveyed...

# 100%

of staff felt the lounge had helped them unwind and take a break.

*"It's always a warm welcome. It helps with my mental health at work as we do not have a rest room to take a break or eat lunch in. We have to eat and drink at our desks, so we never switch off"*

*"It's saved my sanity at times and Zoey (volunteer co-ordinator) is so kind and caring"*

*"This service makes more of a difference than you can even imagine to staff who can't get to the shop, and who only have five minutes spare, please keep it going!"*

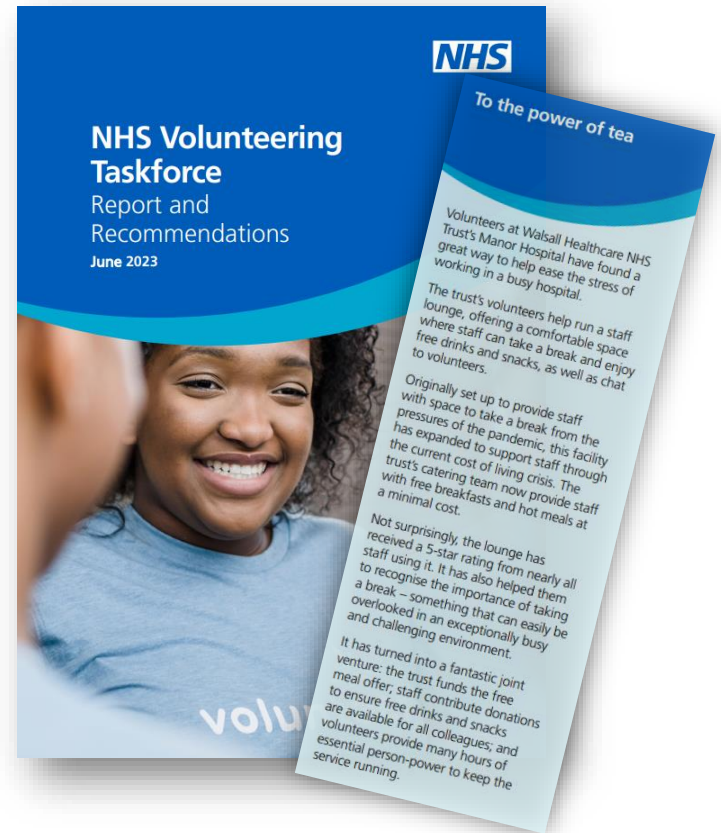
*"Relaxing space whether it be for 2 minutes or a full half hour."*

# The Impact

Highlighted as best practice in the

# NHS Volunteering Taskforce Report

June 2023



## The future

Staff break  
space for staff  
off the ward

Cost of living  
support,  
discounted  
meals

Free breakfasts  
for staff



Continued free  
offer of hot  
drinks

Affordable  
snacks and  
other meal  
options