

The question

“Transience of the support workforce (Bands 1-4 I presume) and trying to find ideas to attract and retain this crucial group of people. Is there anything in the literature (theoretical or evidence-based) to show that the move to integrated teams can strengthen the initial recruitment appeal/staff retention or how to do it well/what to avoid in order not to compound an already fragile situation?”

- No evidence was found that examines whether working in an integrated team can strengthen the initial recruitment appeal/staff retention.
- However studies were identified that support the statements in the Cavendish report which suggest that organisations **may be able to increase staff retention** and user satisfaction by ensuring that new staff understand the **reality of caring roles** before they start work, and **by testing their aptitude for caring.**
- The Cavendish report does comment that whilst not all HCAs and support workers wish to become nurses or other health professionals, there **needs to be a simple, affordable career ladder which they can pursue if they want to.** The report says that there is some evidence to suggest that if they are supported, non-traditional learners have higher completion and retention rates than traditional student nurses.
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Retention

Factors identified that aid retention are

Interview process based on values –recruiting the right people
Training and education opportunities
Being able to provide good quality care
Supportive supervision
Communication within an interdisciplinary team