



Challenges and Opportunities of Nurse Redeployment during the COVID-19 Pandemic

HELEN BALLANTYNE

Five critical themes.....



Willingness to work



Stress and anxiety



Poor communication



Feelings of being unsupported and abandoned



Positive experiences despite challenging circumstances

1) Willingness to work



‘given the circumstances I was probably more willing to work’



‘I was really motivated to help during the pandemic’



‘we have a responsibility to the patients’

2) Stress and Anxiety

90% respondents felt stressed or anxious during their redeployment

'I felt incredibly stressed at times by the redeployment and even came close to going off sick with stress'

'I became highly anxious and the more anxious I became the less effective I was'

'I was signed off with fatigue and stress'

3) Poor Communication

61% respondents felt information about their redeployment was not communicated clearly

Lack of information / Short notice / Style of communication

'plans were not
communicated
to me'

'plans were
nearly non-
existent'

'I was informed
of redeployment
the day it
happened'

'I was told the
day before'

'I was just told
where I was
going'

'Nobody asked
me'

'felt as though I
had no say at
all'

4) Feelings of being unsupported & abandoned

- ▶ Confusion around role of existing line manager
- ▶ Lack of visibility and transparency of decision making from 'senior nurses'

'my line manager was really supportive'

'my main problem was lack of support from my line manager'

'my line manager was great, but the nursing team upper to him were noticeable by their absence'

'many matrons and commands in place, but few conversations with frontline staff'

'I felt like there was no senior nursing voice'

'explanations of decisions would have helped things'



'the feeling of having achieved something'



'happy that I was able to rise to the challenge'



'a positive element of this experience was the relationships that have been forged with the ward staff'

5) Positive experiences despite challenging circumstances

Recommendations

Consideration of RDN nurses as distinct workforce group (albeit temporary)

RDN Lead Nurse

Dedicated emails / social media groups for redeployed nurses

Provision of a contact – who to call on if problem

Opportunities to feedback

Guidance for line managers

Increased transparency around redeployment decision making / teaching around planning.

Nurses are willing to work in redeployed roles

Redeployed nurses are vulnerable to stress and anxiety

This group of nurses was calling out for leadership



Conclusions