

# ESTHER Philosophy of Care

## “What matters to you?”

TLAP

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**Design and  
Learning Centre**  
CLINICAL & SOCIAL INNOVATION

**Kent  
County  
Council**  
kent.gov.uk



**Making out of hospital care safer for both citizens and the professionals**

**Get in the Purple Zone**

**An Innovation Space for Professionals, Citizens, businesses & academics**

**Join us wherever you are**

**Inspiration for Innovation and transformation**

**Removing organisational & professional barriers**

**Finding the right solutions to make a real difference**

**Integrate together**

**A physical space with a virtual presence**



**Design and Learning Centre**

CLINICAL & SOCIAL INNOVATION



- **Co-designing solutions with citizens and professionals in less than a year**
- **Learning – freedom to innovate**
- **Co-implementing locally after evaluation**
- **Empowering the citizen – moving away from professionally dominated**
- **Utilising the digital revolution**
- **Delivering the Service Improvement and Innovation Facility for the 1.8 million citizens of Kent and Medway and internationally**

- **Citizens**
- **Communities**
- **Health and Social Care commissioners**
- **Providers – medical, mental health, social care and voluntary sector**
- **Public Health**
- **Academia**
- **Businesses including Small Medium Enterprises**

INNOVATION

LEARNING & DEVELOPMENT

EXTERNAL & INTERNATIONAL  
FUNDING

ENGAGEMENT, RESEARCH,  
ANALYTICS & CO-  
IMPLEMENTATION

# ESTHER Philosophy of Care

culture  
strategy  
services



Why do we need ESTHER?  
Feedback from Catriona, an ESTHER Coach,  
after ESTHER Coach training

# “What Matters to YOU?”

## 1. ESTHER PERSON

Person with complex medical, mental health or social care needs

## 2. ESTHER AMBASSADOR

Care professional

## 3. ESTHER COACH

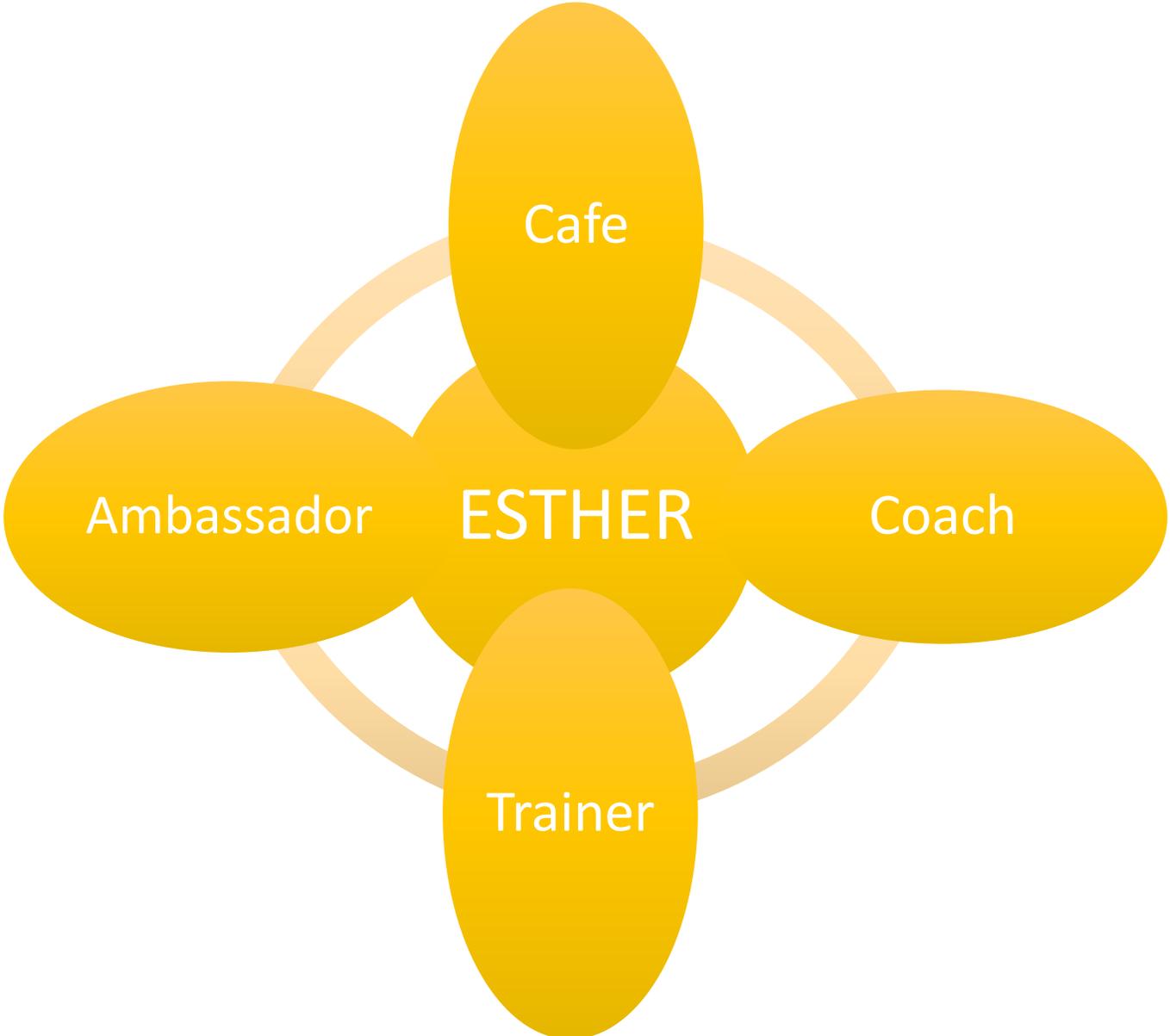
Multi-professional team

## 4. ESTHER TRAINER

Organisation/locality

## 5. ESTHER CAFE

Community / STP learning



- **Every health and social care conversation includes “What Matters to you?”**
- **Communities engaged with ESTHER Cafes**
- **Health and Social Care commissioners**
- **Providers – medical, mental health, social care and voluntary sector**
- **Public Health**
- **Academia**
- **Businesses including Small Medium Enterprises**

- **ESTHER – person with complex needs**
  - **part of the team/solution**
- **Professionals and citizens**
  - **ESTHER Ambassadors**
  - **clinical and social movement – maximum disruption**
- **Integrated multi-professional teams**
  - **ESTHER Coaches**
  - **teams asking “What matters to YOU?”**
- **Organisations**
  - **ESTHER Trainers - learning sets**
- **Communities / regions**
  - **ESTHER local Cafes**
  - **improving the system with ESTHERs**

- **Senior ESTHER co-ordinator in Sweden**
  - **Employed as DLC ESTHER Lead**
- **70 ESTHER coaches trained - 4.5 days training**
- **1000 ESTHER ambassadors trained - 2.5 hour induction**
- **2 ESTHER trainers - 6 days training – 2 days per month**
  - **Aim Identify 20 trainers by 1/5/19**
- **ESTHER Cafes**
  - **Multi-Disciplinary Teams holding Cafes every 3 months**
- **Innovations planned**
  - **Apps including Carers App and digital networks**

## ALREADY COMPLETED

- ✓ Design and Learning Centre partner with Sweden
- ✓ ESTHER integral to Kent and Medway STP workforce strategy
- ✓ ESTHERs aligned to frailty
- ✓ Implemented in Thanet CCG
- ✓ Implemented in several care sites
- ✓ Engaged with Junior Hospital Doctors and GP Training

## IN PROCESS OF IMPLEMENTING

- 1000 ESTHER Ambassadors creating clinical and social movement for change
- 70 ESTHER Coaches working across professions and organisations
- 2 ESTHER Trainers with further 30 identified early 2019
- ESTHER Cafes owned by communities – 3 monthly cafes

## FUTUREPROOFING ESTHER

- Design and Learning Centre developing local capability
- Design and Learning Centre providing central leadership
- ESTHER / Carers' app under development
- Ensuring system learning from ESTHERS' stories
- Focus on transforming MDTs, Primary Care Networks and communities

- **ESTHERs are fundamental to program development and sustainability**
- **Network**
- **Website**
- **ESTHER Inspiration Conferences**
- **Creativity**
- **ESTHER Road shows**
- **ESTHER Ambassadors offered in all health and care training and induction programs**
- **ESTHER Links to apps**
- **Newsletters**

- **Sweden has demonstrated 25% reduction in acute admissions**
- **Kent has demonstrated improved staff, citizen and carer experience – little things matter!**
- **ESTHER shows that patient-centred care can always be improved**
- **ESTHER is the catalyst for workforce development**
- **Creating the workforce of the future with the citizen - part of the team and the solution**
- **Default place of safety - home not hospital!**

## ESTHER cafes

- Listening to real people's experiences
- Discussing how the experience could be better in the future
- Professionals and commissioners
- Breaking down professional and organisational barriers



- ESTHERs and communities contribute to the cha(lle)nge
- Disruption challenging status quo
- 5 changes proposed now
- 5 changes implemented in 6 months

Let's have a cafe and listen to what is really happening

Let's change the world

Proactive disruption but not chaos

Default place of safety:  
Community not hospital



How can it be better?

What could you do differently?

How could the team work differently?

Include ESTHER and carer in multi-professional team

How will the system learn from the stories?

Black box thinking

Can technology help?



Why do we need ESTHER?  
John's (ESTHER) story at an ESTHER Cafe

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What difference has ESTHER already made?

**System learning - Informed East Kent  
Frailty Strategy**

**Raised priority of person-centred care**

**Improved ESTHER & care professional individual  
experiences**

**Many small improvements –  
Little things matter!**

**Empowering self-care**

**Transforming MDTs, Primary Care Networks  
and Communities**

## Contact us

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