Digitally Enabled ESTHER

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Design and Learning Centre
CLINICAL & SOCIAL INNOVATION

@KentDLC
@2Empowercare
#2EMPOWERCARE
#best4esther

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This session will share the experience of implementing and sustaining the ESTHER philosophy in Kent through digital and technology

- Overview of the Design and Learning Centre
- How ESTHER has evolved in Kent
- How we engage ESTHERs and communities to understand how they use technology and co-produce solutions
- Our Digital Innovation vision
- How we empower and connect ESTHERs and support ESTHER coaches through a range of digital tools we have developed:
    - Carers app: The app aims to improve the quality of care by making information and training more accessible
    - Virtual ESTHER network and E-learning ESTHER
    - Technology enabled ESTHERs: Through our work with care providers (nursing, residential homes and care in the community) we are testing and implementing a range of technologies to enable and support ESTHER. And through developing Digital Innovation leadership and roles to drive technology
    - Digitally enabled ESTHER: Ensuring ESTHER has the support and skills to use technology through training and support
- Overview of Interreg funded EMPOWERCARE project

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Design & Learning Centre for Clinical & Social Innovation
Co-Designing Better, Safer, Cheaper and Different Care

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

Finding the right solutions to make a real difference

Removing organisational & professional barriers

Integrate together

A physical space with a virtual presence

**Designing Care for Health and Social Care that is:
Better, Safer, Cheaper and Different**

- 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 towards person-centred care and co-production
- Utilising the digital revolution
- Delivering the Innovation Facility for 1.8 million citizens on behalf of the Kent and Medway Health system in collaboration with Kent Surrey Sussex Academic Health Science Network

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INNOVATION & TECHNOLOGY

LEARNING & DEVELOPMENT

EXTERNAL & INTERNATIONAL FUNDING

CO-PRODUCTION & CO-IMPLEMTATION, ENGAGEMENT & RESEARCH

Design and Learning Centre for Clinical and Social Innovation: engaging on many levels especially citizens and communities

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

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ESTHER Journey in Kent

- Implementing the philosophy with dedicated resources since 2016 across Kent – care providers, social care and health
- ESTHER is included as one of the personalisation delivery methods for Kent and Medway Health system and we are working with the Kent and Medway Integrated Care Partnerships
- The NHS and Social Care Workforce Board and Health Education England are supporting the roll out
- To date we have: 80 Coaches and 2167 Ambassadors
- Facilitated 10 ESTHER cafes in the last year
- Delivered 3 ESTHER inspiration events
- Working with the national NHS Personalisation delivery team and with the social care based Think Local Act Personal team (TLAP)
- Seen as best practice by the Chief Social Worker in England

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Evolving ESTHER

We have adapted ESTHER for our system, with the aim to change culture and strategy for better outcomes by developing:

ESTHER Ambassadors (2167 Ambassadors, 496 complete the training via e-learning)
Aimed at health and social care staff at all levels, care sector, citizens, community services

- ESTHER Ambassadors understand and promote awareness of the ESTHER Philosophy
- Be part of the ESTHER network (virtual and face to face networks) which aims to:
    - Improve the experience for ESTHER
    - Create a common language across the whole system
    - Sharing and learning from good practice
- Act as change and digital champions

- ESTHER Ambassadors wear an ambassador badge to demonstrate that they understand the philosophy
- ESTHER ambassador overview can be completed via e-learning or attend a face to face session, either option does not take longer than 2 hours

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ESTHER Engagement

ESTHER Roadshow
- Engaging ESTHER by visiting and speaking with communities
- Target areas, spend time going to local venues and talking to people and connecting with community roles
- Approach allows us to work with hard to reach communities and recruit to our ESTHER network

ESTHER Cafes
- Refreshing our approach to include a toolkit and simulation cafes
- Themed ESTHER cafes, which include technology sessions

Place Based Wellbeing
The "Breaking Barriers" collaborative led by Lord Patel of Bradford is working with us developing a "Playbook'' for community based prevention and wellbeing. The engagement of ESTHERs is key to this in the development and implementation of the good practice

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ESTHER Engagement

The Kent and Medway Health system set us a challenge to find new and innovative solutions with a focus on local care to support people with:
- Asthma
- Cardio Vascular Disease
- Chronic Obstructive Pulmonary Disease
- Diabetes

> *Elaine and I would just like to say thank you for arranging the excellent workshop today. We found it very useful, informative and well organised. Time well spent. Best Wishes Bill'*

Approach
- 4 engagement events across Kent and Medway – different times of the day in local venues
- Electronic Survey
- Visiting community groups to get feedback
- Event at the start of February with 130 people (citizens, health, care providers, staff, community services, leisure facilities) to explore different solutions and vote on the best ideas and agree how they need to be implemented

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Digital Innovation Strategy Overview

Vision	To help people to achieve the best possible health and well-being outcomes, living independent and fulfilling lives in their own homes and communities by using digital innovation and technology for people of all ages in organising and delivering care and support.		

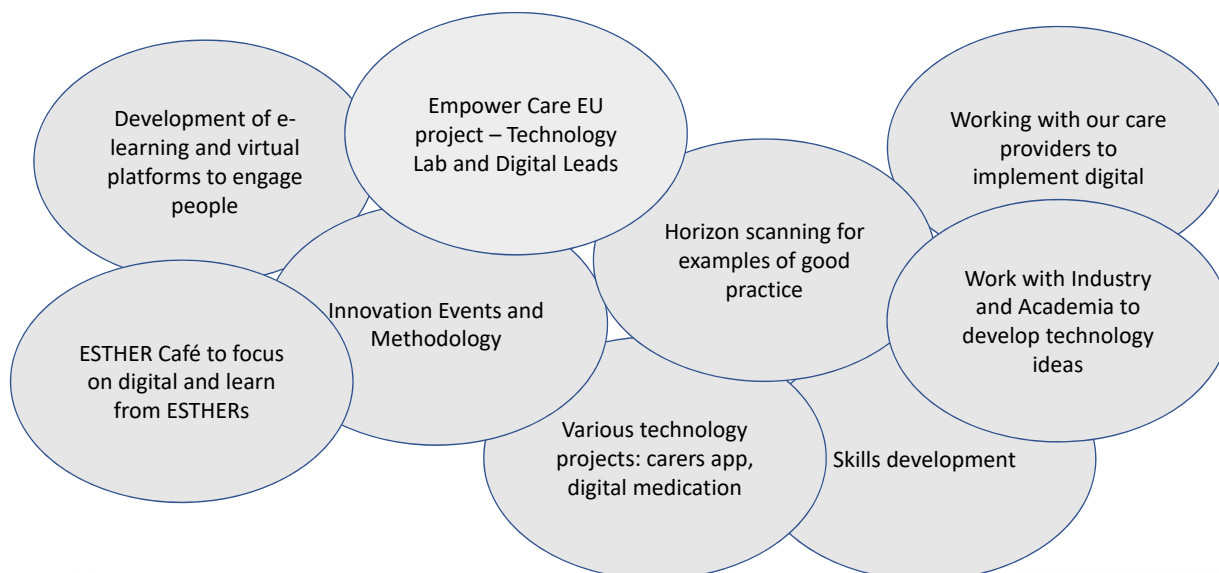| Aims	**Enabled People** Embedding intelligent information and new technologies that promote individual health and wellbeing to empower people to self-manage and allow them to effectively access services	**Empowered Workforce** Developing a more productive, competent and confident workforce and Care Sector to use the tools and information they need to provide high quality care and support	**Improved Partnerships** Working closely with key partners across Kent to ensure we seek opportunities to collaborate, innovate and share information to deliver better outcomes for people

Key Themes

Digitally enabled **People** · Digitally enabled **Place** · Digitally enabled **Practice** · Digitally enabled **Products** · Digitally enabled **Partnerships**

Development of e-learning and virtual platforms to engage people

Empower Care EU project – Technology Lab and Digital Leads

Working with our care providers to implement digital

Horizon scanning for examples of good practice

Innovation Events and Methodology

Work with Industry and Academia to develop technology ideas

ESTHER Café to focus on digital and learn from ESTHERs

Various technology projects: carers app, digital medication

Skills development

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Digital Support for our ESTHER Network
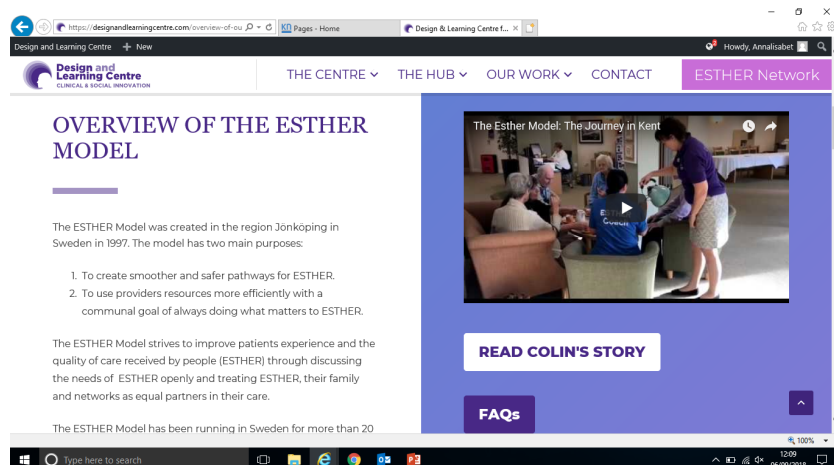
Connecting ESTHERs and providing a virtual way in which they can engage in our work. We also use this network for ESTHER coaches to share learning, information and improvement projects

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Working with and Supporting Care Providers to be Digital

The social care sector generally, is a late to embrace technology and digital solutions to support their businesses, and whilst managers are aware of some technologies, these are mainly around care planning systems, alarms and equipment such as medication dispensers etc

Working with our care providers to explore:
- How technology and equipment is used to enhance the delivery of effective care and support, and to promote people's independence
- Information and back office systems to streamline business processes and achieve efficiencies

With our care providers we have delivered a number of events to co-design an action plan and now recruiting a technology project officer to implement
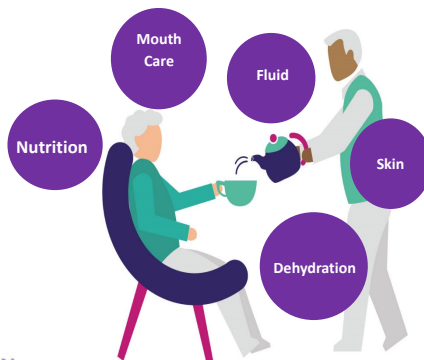
Carers App

Care workers and unpaid carers provide an invaluable role supporting the health and wellbeing of people across Kent and Medway.

The carers app contains the fundamental care elements to keep people well and out of hospital, signposting to services where appropriate

Digital Leadership and Skills

The Design and Learning Centre Hub aims to establish an integrated, sustainable, confident, competent workforce, improve the quality of care and support through a Leadership and Management offer. This includes developing digital leaders and helping the sector to innovate by:

- Supporting care providers to use the national Digital readiness tool which enables self assessment on: digital leadership and management, Staff training, skills and attitudes cyber security and data protection and collecting, managing and using data and information
- Digital leadership programmes
- Digital communities to share best practice
- Ongoing programme of events to explore digital and technology
- Skills literacy
- Preparing future workforce - Medical School

Digital Apprenticeships

We are going to pioneer and test Digital Apprenticeships in care, they will maximise the effective use of digital products and office technologies, productivity software, digital communications, including collaborative technologies, and digital information systems to achieve objectives and support service users effectively. The role will:

- Help the care providers and staff maximise the use of digital technologies and adapt to and exploit changes in technology to meet organisation objectives and maximise productivity.

- Support service users to help them access and receive services, to coach and support them in their use of the digital systems; to support them to complete and submit information remotely and to diagnose and resolve their problems in relation to their access to and use of the digital technologies.

EMPOWERCARE

The EMPOWERCARE 2 project is a 2-year technological and social innovation research project aiming to create resilient communities, and reduce individual frailty and loneliness by developing a holistic approach using research based solutions to address gaps in the care of the target group (those ages 65+ and those aged 50+ with at least one chronic condition) with technology being at the forefront of this work.
The project is a cross-border partnership involving thirteen organisations from across the UK, France, Belgium and the Netherlands.

EMPOWERCARE will address the issues facing our societies concerning the care of our ageing population. The project with combine the work of several existing and tested partner solutions from across the 2 Seas area and ensure that older people are at the forefront of improved technology and better cared for within their communities. In Kent the tested solution that will be at the heart of this project is the ESTHER philosophy. The ESTHER philosophy was adopted in Kent in 2016 as it promotes a positive culture that is person-centred, open, inclusive and empowering.

Technology is allowing us to embed and sustain the ESTHER philosophy at all levels and to help people to achieve the best possible health and well-being outcomes, living independent and fulfilling lives in their own homes and communities. Through true co-production we understand what is needed and implement digital solutions to address key challenges such as the aging population, complex needs and workforce pressures

Questions

1) **How can we deliver compassionate care through digital? Consider the challenges and barriers**

2) **How can the ESTHER philosophy support and improve digital skills? Thinking about how people are supported to access and use technology**

Thank you!

For more information

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