

ESTHER

ESTHER

# Philosophy of Care



Website: [designandlearningcentre.com](http://designandlearningcentre.com)

Working with



Follow us on Twitter: @KentDLC

# Background

- Founded in Sweden in 1997, imported to the UK in 2016 by the Design and Learning Centre
- ESTHER is a fictitious person in need of care and support from more than one provider
- Two main goals:
  - Smoother and safer care pathways for ESTHER
  - Better use of the provider's resources

# Benefits of the ESTHER Philosophy

- ‘What matters to you?’, rather than ‘What is the matter with you?’
- Reduction in hospital admissions (30% in Sweden), re-admissions and length of stay.
- Improved skills of the workforce.
- Enhanced quality of care.
- Supporting an efficient flow of people through the system and improved communication between organisations.
- Better experience for ESTHERS themselves.



# Change from this.....



# To this .....





# Changing Culture

- ESTHER as a natural partner from the start
- Help family and friends understand the system
- Build trust
- All providers involved- bridge the gaps – see us as ONE team – What is best for ESTHER?
- Respect each other and our different knowledge and competence
- Share the same goals
- Lack of prestige both between providers and Esther

# ESTHER Supports Universal Personalised Care

1. Shared decision making
2. Personalised care and support planning
3. Enabling choice, including legal rights to choice
4. Social prescribing and community-based support
5. Supported self-management
6. Personal health budgets and integrated personal budgets

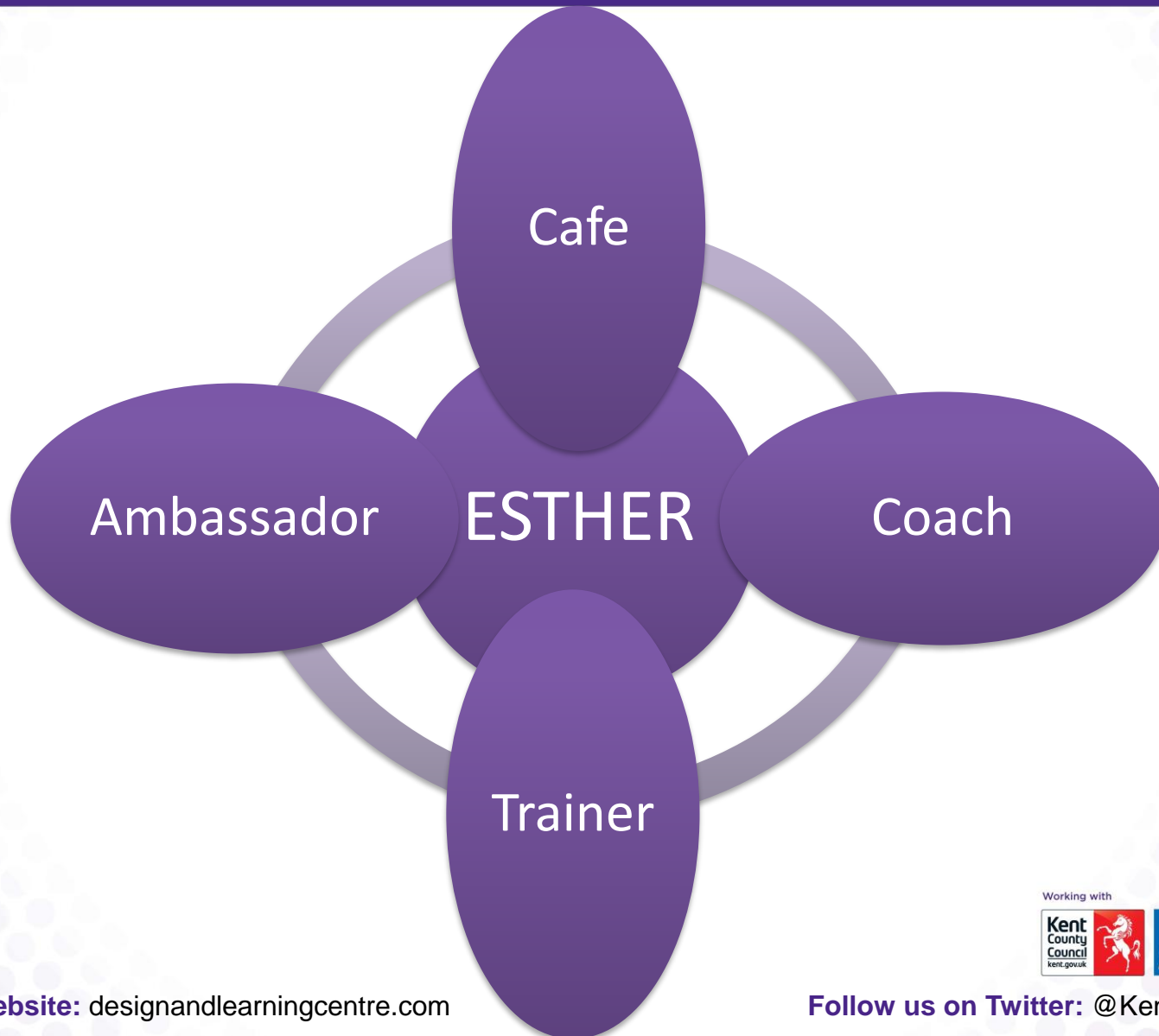


# ESTHER Vision

“Esther experiences confidence and independence supported by a strong network”



# Five Levels of Continuous Quality Improvement



# The Role Of ESTHER Ambassadors

- Promote and raise awareness of ESTHER
- Work with ESTHER as a partner
- Improve the experience for ESTHER
- Promote the benefits and opportunities of using technology
- Be an ambassador for change
- Be part of virtual improvement network through ESTHER webinars and Newsletter

# The Role Of ESTHER Improvement Coaches

- Implement improvements that benefit ESTHERS
- Contribute to improvement within organisations
- Engage in the virtual Improvement Coach network to share learning and good practice
- Learn how to identify improvement opportunities
- Increase knowledge and use of tools for continuous improvement work
- Some ESTHER Coaches become ESTHER trainers in their workplace at Ambassador level



**Website:** [designandlearningcentre.com](http://designandlearningcentre.com)

Working with



**Follow us on Twitter:** @KentDLC

# Role of ESTHER Cafés

- System leaders identify an ESTHER who wants to share their story, for service improvement purposes
- Invitations issued to those connected to ESTHER, professionals, family, carers, community and network
- ESTHER Coaches support Café organisation and delivery, support ESTHER and improvement actions
- Improvement outcomes and actions are owned by system leaders, for follow up through governance structure

# Delivery of ESTHER Cafés – Before Covid 19 and Now





# Further Information and Contact Us

**Website:** <https://designandlearningcentre.com/>

**Email:** [designandlearningcentre@kent.gov.uk](mailto:designandlearningcentre@kent.gov.uk)

**Twitter:** [@KentDLC](https://twitter.com/KentDLC)

**ESTHER e-Learning** - copy this link into your browser : [www.scils.co.uk](http://www.scils.co.uk) and register your details, click on **your status** and enter the registration number **490KECC**.