

Design and Learning Centre

CLINICAL AND SOCIAL INNOVATION



Delivering Integrated Health and Social Care

Making out of hospital care safer for both citizens and professionals

Working with



About Us

The Design & Learning Centre for Clinical & Social Innovation was launched in 2016. The Centre aims to make care better for people and this is the sentiment at the heart of all our projects. To achieve this we are focussed on "Making out-of-hospital care safer for both the citizens and professionals" as we work with partners locally, nationally and internationally.

There are a number of projects that the Design and Learning Centre is currently working on:

- The Collaborative
- ESTHER
- Transforming Integrated Care in the Community
- Antibiotic Reduction Challenge
- Learning & Development Hub – A one Stop Shop for the Care Sector
- Medication in the Community

For more information:

Follow us on Twitter  @KentDLC

Visit our website: <https://designandlearningcentre.com>

Email us: designandlearningcentre@kent.gov.uk

The Collaborative

Supporting the Kent & Medway Sustainability & Transformation Partnership's Clinical & Professional Board

The Design and Learning Centre in partnership with the Kent, Surrey and Sussex Academic Health Science Network (KSS AHSN) have been recognised as the Service Improvement and Innovation Facility for the Kent and Medway Sustainability and Transformation Partnership. This partnership is known as the Collaborative and has the remit and capacity to accelerate the uptake of innovations and improvements in Kent and Medway. Working together and collaborating with other organisations in our wider network will mean collaboration rather than competition, which will make best use of the finite resources.

Kent Surrey Sussex
Academic Health Science
Network





ESTHER

The ESTHER Model was created in the region Jönköping in Sweden in 1997. The model has two main purposes. The first is to create smoother and safer pathways for ESTHER and the second was to use providers resources more efficiently with a communal goal of always doing what matters to ESTHER. The ESTHER Model strives to improve patients experience and the quality of care received by people (ESTHER) through discussing the needs of ESTHER openly and treating ESTHER, their family and networks as equal partners in their care.

The ESTHER Model was adopted in Kent in 2016 as it was recognised as an excellent way health and social care being able to demonstrate that there is a clear vision and credible strategy to deliver high-quality care and support while promoting a positive culture that is person-centred, open, inclusive and empowering. In Kent we are now asking “What matters to ESTHER?” instead of “What is the matter with ESTHER?”.

In Kent our achievements include:

- We have trained over 500 ESTHER Ambassadors & 50 ESTHER Coaches, and this number continues to grow!
- Five ESTHER cafés have been held across East Kent and we held a mini ESTHER café as part of a Frailty Day for Trainee GP’s in East Kent in May 2018. We are looking forward to holding more ESTHER cafés around the county in the future.
- ESTHER in Kent has received national recognition from Health Education England as part of their health and social care workforce strategy and the Chief Social Worker Annual Report.



Transforming Integrated Care in the Community (TICC)

The Transforming Integrated Care in the Community (TICC) is a four-year social innovation project seeking to transform the delivery of community care, guided by the principles of Buurtzorg. The project has been approved and funded by the Interreg 2 Seas Programme 2014 – 2020 (co-funded by the European Regional Development Fund). In total there are 14 partners working on the project across Europe in Belgium, France, Netherlands and here in the United Kingdom.

In the United Kingdom Kent and Medway have been identified as implementation partners alongside partners in France and Belgium. In Kent and Medway we will be implementing a new community care model that will be guided by the principles of Buurtzorg, our vision is to:

- Create systematic change in our health and social care services to better suit an ageing population.
- Provide high-quality local care, delivered by fully-integrated self-managed teams including nurses, health care workers, homecare organisations and care navigators, with potential input from mental health.
- Develop a blueprint that will act as a guide to implement international good practice across the UK identifying the challenges and barriers of implementation and how to overcome these.



The Kent and Medway Mission

“To challenge and adapt the health and social care system to enable the phased implementation of the principles of the Buurtzorg home care model.”



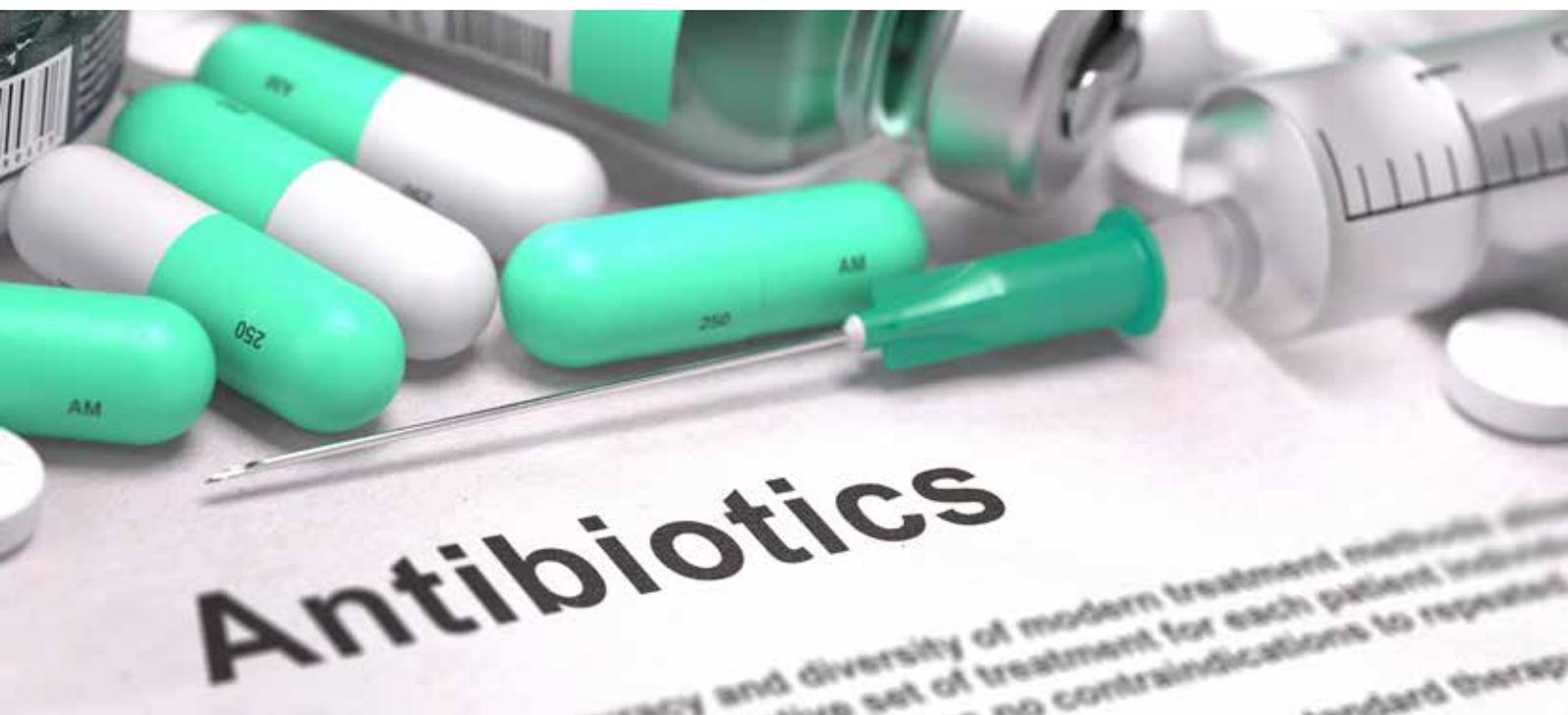
Antibiotic Reduction Challenge

The Antibiotic Reduction Challenge is proposing to introduce point-of-care testing (tests that give an instant result, e.g. with finger-prick blood tests) when people feel that they might need antibiotics, especially for minor illnesses.

This challenge has been taken forward as there is a target to reduce antibiotic prescribing by 60% to ensure antibiotics will continue to work in the future.

There are a number of trials happening across Kent exploring the effectiveness of point-of-care testing, the Design and Learning Centre is bringing together the local trials to see what is effective and to develop information that can be given to individuals, such as:

- Including what they could do to reduce minor illness such as stopping smoking and increasing exercise.
- Including the limitations of the test – i.e. whether they have conditions that require clinical assessment.
- Raising the profile of infections such as meningitis and sepsis so that the individual accesses clinical care urgently if indicated.



The Learning & Development Hub. A One Stop Shop for the Care Sector.

The hub aims to offer support to Registered Managers of all types of care services in Kent by:

- Updating managers by highlighting new and emerging changes within the sector.
- Supporting training and development and signposting to funding opportunities.
- Develop initiatives to promote social care as a career and to improve recruitment and retention.
- Improve the quality of care by identifying and sharing examples of good practice.
- Explore solutions to the key challenges faced within the sector by promoting partnership working



(Left) Paul Kirrage and Penny Lawlor
Workforce Project Officers

(Below) Registered Manager Event March 2018





Medication in the Community

People endeavour to stay in their own homes and manage their health and well-being forever, however the reality is that at some point in our lives we will need some form of support. Across health and social care there have been multiple challenges identified that involve people's medications. The project aims to solve medication challenges that are faced in the community. Current work streams include:

1. Standardising Medication Administration Record Charts (MAR Charts)
2. Medication guidance for social care providers and a smoother
3. A clearer medication pathway upon discharge from hospital.

We are working closely with The National Institute for Health and Care Excellence (NICE), Kent Surrey Sussex Academic Health Science Network (KSS AHSN) and The Kent & Medway Sustainability and Transformation Plan (Kent & Medway STP).

Contact

Design and Learning Centre facilitating new ways of working

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