

# ESTHER

“What matters to you?”

## Ambassadors



- Understand and promote ESTHER
- Part of a network
- **Training: e-learning or face to face**

- Sharing decisions between individuals and staff
- Supporting personalised care and support.

## Coaches



- Support continuous quality improvement
- Facilitate ESTHER Cafés
- Coach other staff
- **Training: Face to face**

- Continuous quality improvement
- Equipped to lead change
- Aligns with CQC; safe, effective, caring, responsible, well led.

## Café



- ESTHERs share their experiences of health and social care

- Listening to experience to make improvements
- Deliver the right services
- Coproduction across services.

Supports the health and care system to achieve the targets set by the Universal Personalised Care Five Year Plan.