

# ESTHER Philosophy of Care

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**Dr Robert Stewart**

*Clinical Design Director*  
Design and Learning Centre  
for Clinical and Social Innovation

**Anne Tidmarsh**

*Director Partnerships*  
Kent County Council



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



# ESTHER Philosophy of Care

culture  
strategy  
services

# 5 levels of continuous quality improvement ensuring conversation includes..

## 1. ESTHER PERSON

Person with complex medical, mental health or social care needs

## 2. ESTHER AMBASSADOR

Care professional / citizen

# “What Matters to ESTHER?”

## 5. ESTHER CAFE

Community / STP learning

## 4. ESTHER TRAINER

Organisation / locality

## 3. ESTHER COACH

Multi-professional team

# Design and Learning Centre Co-Implementation of ESTHER in Kent and Medway

## 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

- 830 ESTHER Ambassadors already creating clinical and social movement for change
- 70 ESTHER Coaches already working across professions and organisations
- 2 ESTHER Trainers with further 30 identified early 2019
- ESTHER Cafes increasingly owned by communities

## 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

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**