Micromastery in Kent
Design and Learning Centre for Clinical and Social Innovation

Microsystem Festival, Jonkoping
Thursday 1 March 2018
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and Graham Care Group

Design & Learning Centre for Clinical & Social Innovation
Why Does it Exist?

Making out of hospital care safer for both citizens and the professionals

An Innovation Space for Professionals, Citizens, businesses & academics

Get in the Purple Zone

Inspiration for innovation and transformation

Join us wherever you are

Removing organisational & professional barriers

Integrate together

A physical space with a virtual presence

Finding the right solutions to make a real difference
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-implementation locally after evaluation
- Empowering the citizen - moving away from medically dominated care to be more in control of their own health and wellbeing
- Utilising the digital revolution
- The Service Improvement and Innovation Facility for the 1.8 million citizens of Kent and Medway and internationally

Design and Learning Centre for Clinical and Social Innovation
Micromastery in Kent – engaging on many levels

- 1.8 million Citizens
- Communities
- Social Care commissioners
- NHS commissioners
- Providers – medical, mental health, social care and voluntary sector
- Public Health
- Academia
- Businesses including Small Medium Enterprises
5 Levels of Continuous Quality Improvement
Changing culture and strategy for better outcomes

- ESTHER – person with complex needs
- part of the team/solution
- Professionals and citizens
  - ESTHER Ambassadors
  - clinical and social movement - disruption
- Integrated multi-professional teams
  - ESTHER Coaches
  - teams asking “What matters to ESTHER?”
- Localities
  - ESTHER Trainers - learning sets
- Communities / regions
  - ESTHER local Cafes
  - improving the system with ESTHERs

Micromastery in Kent
Implementing the ESTHER Philosophy on 5 levels
ESTHER program implementation
Initial visit to Sweden in 2016

- Senior ESTHER co-ordinator in Sweden
  - Employed by Graham Care
  - Seconded to Kent
- 50 ESTHER coaches trained - 4.5 days
  - Aim 100 by 31/12/18
- 329 ESTHER ambassadors trained - 2.5 hour
  - Aim 1000 by 31/12/18
- ESTHER trainer course - 10 days
  - Aim 20 trainers by 31/12/18
- ESTHER being implemented across different care organisations - GP hubs & Care homes
  - Innovations planned
  - Apps and digital networks

ESTHER program – what is different?
Better shared learning with real ESTHERs

- ESTHERs are fundamental to program development and sustainability
- Network
- Website
- ESTHER Inspiration Conferences
- Creativity
- ESTHER Roadshows
- ESTHER Ambassadors offered in all health and care training programs
- ESTHER Links to apps
- Newsletters
ESTHER philosophy
Creating the workforce of the future

• Sweden has demonstrated 25% reduction in acute admissions
• Kent has demonstrated improved staff, citizen and carer experience – little things matter!
• ESTHER shows that patient-centred care can always be improved
• ESTHER is the catalyst for workforce development
• Creating the workforce of the future with the citizen - part of the team and the solution
• Default place of safety - home not hospital!

Examples of improvements for ESTHER
Little things (as well as big things) matter!
Why we need the ESTHER philosophy of care
Feedback following ESTHER coach training re patient-centred care