# # hello my name is..

Carrie Jackson Director, England Centre for Practice Development

# Facilitating A Culture of Innovation Across Health Care

Spirals of Connectedness for Multiple Transformations from Workplace to System

# What will I cover?

- Short film "About Us"
- Provide 4 illustrative case study examples of our work in action
- Provide space for creative conversations with participants

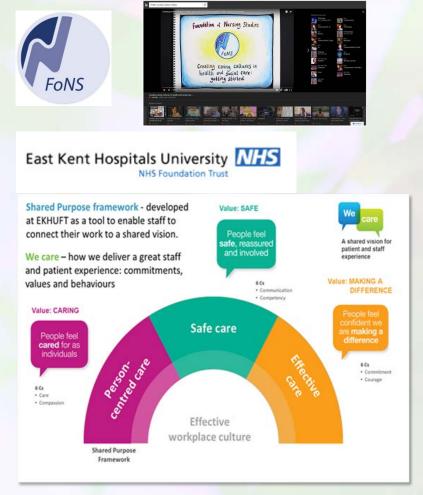
### Key examples of our collaborative work

- 1. Creating caring cultures at the front line
- 2. Transforming services in Urgent and Emergency care
- Creating place based and person centred workforce models for future innovations in care delivery
- 4. Using creative approaches to enhancing health and well being in our communities



@ECPDCarolyn, @ECPD3, @KimManley8,@HIC16, #WHIS16

## **1. Creating Caring Cultures at the Front Line**



- FONS commissioned review
- Development of Shared Purpose Framework
- "We Care" Values Campaign
- Clinical leadership initiatives in the workplace
- Leadership Academy
- QII Hub
- Impact on patient safety and quality
- Communities of Practice collaborative networks

@ECPDCarolyn, @ECPD3, @KimManley8, #WHIS16

### **Community Led Fellowship Initiatives**



#### Kent, Surrey Sussex Learning Disability Community of Practice Live well for longer

#### The Learning Disability Workshop 14 April 2016 0900 - 1630 Conference

Education

The Learning Disability Workshop Confreence will be held at Canterbury, Kenton the 14 April 2016. Sarah McGilleygens.net 0843 22 55 44 Ext. 723-3318

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NHS Health Ed Eng

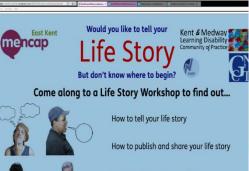
Check out new film of Practice Development Nurse @dmarsden49 bit.ly/Daniel-M #inspiringleadersinLD @EKHUFT

E Following



https://kentlivewell.wordpress.com/





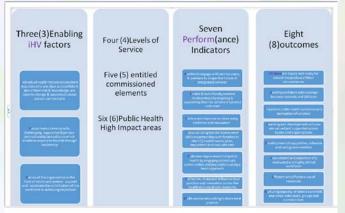
How to tell your story safely

y

@WeLDNurses, @KandMLDCoP

# Improving child health and welfare through Health Visiting





Aim was to support development of

- Full individual potential as practitioners
- Team effectiveness
- Research and innovation skills to transform the future of care delivery

#### **Impact**

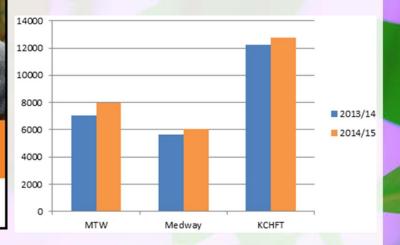
- Quality of care experienced by service users. e.g. emotional touchpoints video
- Promotion to team leaders because demonstrate team leadership skills and realise the importance of developing effective workplace cultures that value staff, retain students and deliver quality services
- Potential to influence the local/national agenda e.g. 3-8 model
- Inclusion of project approaches and tools in education programmes for HVs

@ECPDCarolyn, @ECPD3, @KimManley8, #WHIS16

# International Community of Practice End of Life Care



 Working with local authority public health and NHS sexual health services to design, implement and evaluate an EU funded public health, social media and clinical training project to increase the number of HIV tests in Kent, Medway and Picardy (France)



- Working with managers from local nursing and care homes to value the end of life care skills they already had
- Upskill staff with the end of life care skills they needed
- Put appropriate policies and support systems in place to
- Enable residents to die where they felt safest and most cared for i.e. in the home

FINAL REPORT OF THE MAIDSTONE AREA SIX STEPS END OF LIFE CARE PROGRAMME repared for the West Kent Clinical Commissioning Grou



Canterbury Christ Church

Working with various hospice partners to cocreate a bespoke, open access, online learning package on advance care planning and communication skills for end of life care



Welcome to this online open access educational programme, which has been produced by staff at Canterbury Christ Church University in collaboration with expert practitioners from Kent Community Health Foundation Trust and hospices in Kent and Medway with funding from Health Education Kent, Surrey and Sussex

View all the units contained in this

programme

Programme details

#### WELCOM

Home / Faculty of Health and Wellbeing / Advance Care

Welcom Programme Collaborating Partner

Contact us

Find out more about the open access educational programme Find out more

PROGRAMME



Enter your search

View information about our partners and contributors See all our partner

CONTACT US Get in touch with us for further information

@soconno1, @HIC16, #WHIS16

https://create.canterbury.ac.uk/12828/1/WKCCG Six Steps End of Life Care Training Programme Report.pdf https://www.canterbury.ac.uk/health-and-wellbeing/advance-care-planning/home.aspx

#### 2. Transforming Urgent and Emergency Care Services

Interdependent

**Partners** 

#### **System Enablers**

 Whole pathway commissioningintegrated information & funding systems

**INPUTS** 

- Interdependent partners across primary, secondary & tertiary care
- Leadership, expertise and collaborative ways of working
- Staff recruitment and retention strategies that attend to competence, role clarity, empowerment and support
- Public information for navigating the system

Integrated Urgent & Emergency Care Whole System\* (Any place, any context)

#### **Specific Workforce Enablers**

- Clinical systems leadership
- Single career and competence framework (Assess Treat SORT)
- Work based facilitation of learning, development and improvement
- Shared curriculum content across Universities and Further Education Colleges

Timely care at time of crisis in the right place
Prevent loss of life or ongoing illness

OUTCOMES

- •Improvements in mortality and quality outcomes
- •Consistent approach to care experienced across regional communities and population
- •Positive work based culture that enables person-centred, safe & effective care

•Effective use of resources reducing duplication of effort

A whole systems approach to integrated urgent and emergency care

### **3.Place Based Workforce Demand Modelling**



- Need to end supply side modelling
- Safe staffing = supply+ demand+ capacity
- Understanding what we have currently got based on high quality evidence
- Reflect multidimensional complexity of care
- Focus on the person and local health population needs
- Understand the cost of what is being missed and how to do things differently
- Health and care focus not disease and quick fix

# 4. Using Creative Approaches to Health and Well Being

 Delivered by Sing For Your Life on a model developed by the Sidney De Haan Centre

- Groups of older people meet in community venues to sing
- and make music including those with dementia and their
- Led by experienced facilitators supported by
- volunteers Currently about 40 groups across S.E. & Northern England, Italy, Finland, Western Canada



Sidney De Haan **Research Centre for Arts and Health** 

- Public health interventions with impact
- Vulnerable and harder to reach groups
- Social Prescription
- Building capacity for self management and resilience



#### **Review into Street-Connected** Children Featured by Cochrane

'Interventions to promote reintegration and reduce harmful behaviour and lifestyles in street connected children and young people'.



**Community Arts & Education** 



The Totally Touchable Project: a tactile arts project for sight impaired adults

### **Celebrating artists' extraordinary talent**

#### Know Me: the use of poetry as a tool in the delivery of person-centred care

#### Wednesday 21st January 2015 - 5pm to 7pm

Venue: Canterbury Christ Church University - Laud Building - Lg25

#### MASTER CLASS WITH LEAH THORN (HOSTED BY THE ENGLAND CENTRE FOR PRACTICE DEVELOPMENT)

#### Biography



Leah Thom is a spoken word poet, who is published through performance, film and anthologies in England and the United States and leads innovative poetry workshops, predominantly in the Mental Health System and in the Criminal Justice System. As a result of a twoyear prison residency, Leah compiled, edited and produced release, an anthology of poems and lifestories by and for women in prison, exploring how expressive writing can help to address the emotional distress that underies self-harm.

In 2012 the undertook a Winston Churchill Travel Fellox/bitp, visiting women's correctional facilities across the United States with dance and theatre companies and in 2013 she received a Royal Society for Public Health. Special Commendation Award for her contribution to Creative Arts and the Criminal Justice System. Leah's facilitation style is rooted in her own writing and performance practice and in a background of psychology and peer counselling. She has an MA in Creative Writing & Personal Development from Sussex University.

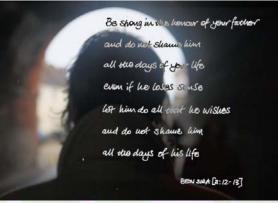
#### Overview Aims

To demonstrate the use of poetry as a tool for:

- self-reflection, expression and re-evaluation about yourself and your practice
- development of clear and concise communication about things that are important to you and your practice
- managing stress and maintaining wellbeing
   promoting person-centred care, particularly for women and for people living with dementia and for their family members

Leah will share examples from her work in the field of dementia care and criminal justice, with a view to helping you think about how you can use creative expression in your own life, learning, practice and work to provide a sense of wellbeing that contributes to the provision of person-centred, safe and effective integrated care services.

There will be an opportunity to try out a writing activity and collaborate in creating a group poem. And to





http://www.leahthorn.com/film/watch-2/



### **Empowering and making the invisible VISIBLE**







#### Older Women Rock!

I'm an old age, all age woman, no way past my use-by date. Walking in ancestral women's footsteps, I am an archive on legs, the shifting self of myself, embracing unpredictability, me now and me in the traces of all the selves I have been. I'm a time traveller, alive to life, I embody time, provide testimony, me, I'm a radical, lyrical, womanist legacy. Women's blood memory speaks in me

# **Golden Nuggets**



- It's all about people, partnership and building strong relationships
- Strong platforms for change need social media and reliable technology
- Practice developers surface practice patterns that help/hinder progress
- Innovation catalysts are key

- Sustainable innovation requires systems leadership, connected and networked learning
- Systematic collection of evidence of impact involving all stakeholders
- Strong political leadership is crucial
- Learning and development essential platform for transformation



### Thank you for listening

- What positive statements would you like to make about innovation?
- What concerns do you have about innovation?
- What questions would you like this summit to answer?