

ESTHER

Welcome to the June 2021 ESTHER Newsletter, this month's edition features:

- Congratulations to our new Coaches!!
- Update on ESTHER Webinars
- ESTHER Coach Virtual Network
- ESTHER Train the Trainer programme
- Supporting ESTHER with Digital skills

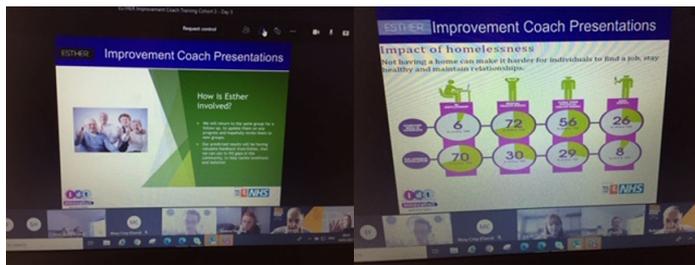


Congratulations To Our New ESTHER Improvement Coaches!

The third cohort of ESTHER Coaches to undertake their training online completed their Coach training on 19th May and 8th June. Many congratulations to:

- Bex Maguire – An ESTHER
- Eleanor Farthing – Involve Kent
- Jane Thomas – Involve Kent
- Laura Rickaby – Involve Kent
- Monica Boulton – Red Zebra
- Sarah Sheppard – Involve Kent
- Sonya Tierney – Red Zebra

Working in Social Prescribing our new Coaches presented great examples of improvement work, including tackling social isolation, loneliness, and homelessness. The presentations included how the ESTHER approach is now part of 'business as usual' and long term sustainable solutions. The new coaches shared innovative and creative approaches, ranging from working with individuals through to engaging board members in what matters to ESTHER.



The presentations on 19th May were observed by Dr Sarah Hotham, Senior Research Fellow at the University of Kent and currently researching the impact of social prescribing. Sarah was asked for her comments:

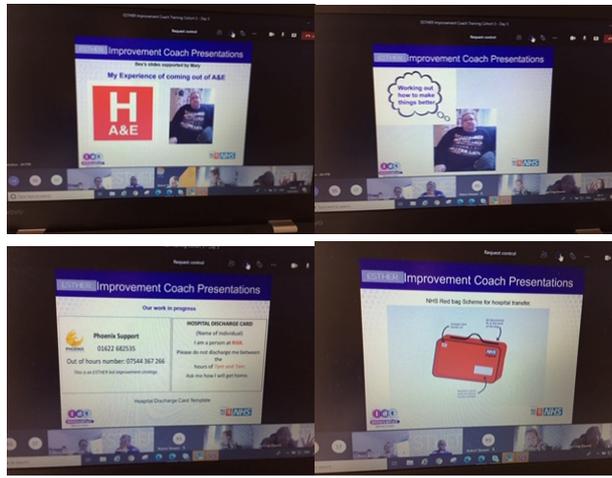
"I have a particular interest in researching how adult social care and social prescribing schemes work together. While the evidence is broadly supportive of social prescribing there is a lack of knowledge on how it impacts outcomes related to the need for social care and how the two services work together.

There is also a need to better understand from a service user and carers' viewpoint how social prescribing impacts on the need to use social care services".

The new ESTHER coaches working in social prescribing provide a fantastic example of best practice approaches to building relationships between the health and social care sector".



Very special congratulations go to Bex Maguire, who presented her work on improving arrangements for people going home from hospital, after attending accident and emergency services. Bex has been working on this following her own numerous experiences of going home from hospital during the night, inappropriately dressed and not well prepared.



Bex is an ESTHER herself, became an ESTHER Ambassador some time ago, co-delivers ESTHER training, and is now an ESTHER Coach, assisted by her Support Worker Mary Crisp of Phoenix Support, Maidstone. Bex is the first ESTHER to train as an ESTHER Coach through the Kent and Medway ESTHER Improvement Coach training programme and was happy to share her thoughts on this:

"The whole experience of the Coach Training has made me feel more prepared to help other ESTHERS and I feel much more confident because I have learned so much from it. I feel able to help other ESTHERS to have the confidence to share their experiences which may bring about changes for the better for everyone. Thank you for training me to be an ESTHER Coach and giving me this opportunity to work towards making improvements and happier lives".



Very well done Bex! You are an inspiration to us all and we wish you every success with your ESTHER Coach work and many thanks to Mary for her support. 😊

For details of our next ESTHER Improvement Coach training course, please see our flyer below:

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**ESTHER
Improvement Coach Training**

**Our next 5 day training programme will run on:
29.07.21, 30.08.21, 30.09.21, 19.10.21 and 24.11.21**

ESTHER Improvement Coach training is currently delivered free of charge, on-line via Microsoft Teams as five half days over five months. The focus is on person centred care and support and what matters to ESTHER.

ESTHER Improvement Coach Course Content:

1. Coaching model, continuous improvement and improvement project work
2. Improvement tools and being solution focussed
3. Measurements and LEAN methodology
4. Delivering ESTHER Cafes and practical coaching skills
5. Presentation of improvement project work and joining the Coach virtual network.

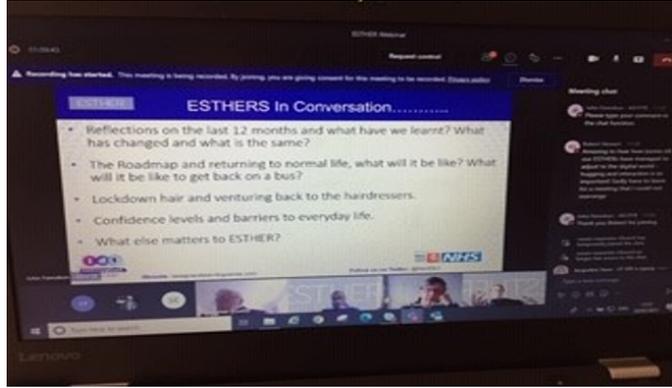
For further information, enquire about dates or to book a place please contact: designandlearningcentre@kent.gov.uk

Update on ESTHER Webinars

A whole year of ESTHER webinars was marked on 20th May! Originally introduced as a temporary way of connecting with the ESTHER network, at the beginning of the Covid-19 pandemic, this anniversary webinar was led by ESTHERS in conversation. Coinciding with step three of the easing of lockdown, the conversation was about:

- Reflections on the last 12 months and learning from what has happened
- Things that have changed and stayed the same
- Difficulties and confidence levels for resuming former activities and routines

- Sharing experiences of everyday activities, like getting on a bus and going to the hairdressers.



Increased social isolation was a reoccurring theme during the discussion. Having previously explored social isolation as a webinar theme, the ESTHER programme will continue to focus on this, in conjunction with the [EMPOWERCARE project](#).

The series of ESTHER webinars continues featuring:

- 29th June – **Peer Leadership Programme**. The webinar introduces an exciting opportunity for people with lived experience, to take part in a programme to support them to have a stronger voice and make sure personalised care is delivered well at all levels of the health and care system. See further details of the webinar and register your place [here](#)
- 22nd July – **Preventing Fraud and Scams**. ESTHERS requested this subject, commenting that the increased use of digital applications, as a way of accessing services and social interaction could also result in a higher risk of exposure to fraud and scams. NatWest Community Banking will be presenting their advice on keeping safe from fraud and scams. See further details and register your place [here](#)



|| The series of ESTHER webinars continues on 9th September – if you have any ideas or you would like to suggest a subject for discussion please contact the ESTHER team designandlearningcentre@kent.gov.uk.

ESTHER Coach Virtual Network



All ESTHER Coaches are invited to join the next virtual network event on 7th July at 9am on Microsoft Teams. There will be an opportunity for Coaches to appraise and support each other with their coach improvement work. Good practice examples and stories are being sought for the August edition of the ESTHER newsletter - let's share how we are doing what matters to ESTHER!

The network event is also a good opportunity to share all things from ESTHER International. The ESTHER team regularly participates in early morning ESTHER International webinars, good practice and learning sessions and some Kent and Medway ESTHER Coaches are starting to join in.



Co-learning with Qulturum

REGION JÖNKÖPING COUNTY

At the last ESTHER International webinar on 1st June, the ESTHER Austria team presented their work on the ESTHER Score Card, adapted from the internationally recognised Balanced Score Card approach. Colleagues in Austria described how they are changing the culture of their healthcare system by including the focus on patient's needs, patient participation and implementation of "ESTHER-

Thinking" when measuring outcomes. More details to follow at the Coach virtual network event on 7th July, plus how the ESTHER team in Austria have been adapting the ESTHER Café approach to improve experience of day care clinics.

Each ESTHER team takes their turn at hosting the ESTHER International webinar and the next date for Kent and Medway will be 16th November 2021. Ideas and suggestions on what to present will be discussed at the network event on 7th July – this is an opportunity to share and promote the good work and impact for ESTHER from Kent and Medway, so please think about anything you would like to share.



Details of the next ESTHER Coach virtual network event on 7th July and to register your place can be found [here](#)

New! ESTHER Coach Training The Trainer Programme

A new ESTHER Improvement Coach training programme commences every month, with an average of 10 Coaches on each programme. Training up to 120 Coaches per year is having an impact. However, to increase capacity and meet growing demand a new training the trainer programme will be launched in September 2021.

The new training programme will be available to all existing ESTHER Coaches and intended to be a blend of face-to-face and on-line learning modules, spread over the equivalent of three days, covering:

- Understanding The ESTHER Model, origins, key principles and person centred approach
- The ESTHER programme in the context of Kent and Medway health, social care and community services and governance
- The role of ESTHER Ambassadors
- The role of ESTHER Coaches and refresher on the ESTHER Coaching model
- Principles of adult learning
- Creating engaging and impactful ESTHER training courses
- Planning and delivery of face-to-face learning, on-line learning and blended learning delivery methods

The training programme will include reference to the Chartered Institute of Personnel and Development new 'shifts in evolving learning and development practice', providing the underpinning standard up to date learning and development thinking and practice click on [CIPD](#)



This is an ambitious approach to equip ESTHER Coaches to deliver training at Ambassador and Coach levels within their own organisations and potentially on a wider basis. The ESTHER team will provide on-going support, plus the ESTHER Coach virtual network will increasingly become a forum to access resources and a community of practice.

A flyer containing more details will be available soon, in the meantime for an initial chat or to register your interest please contact the ESTHER team designandlearningcentre@kent.gov.uk.



Supporting ESTHER With Digital Skills

If you would you like to learn new digital skills, improve on the skills you have, or know someone who would like to do this, Kent County Council's EMPOWERCARE Project has created a team of Digital Ambassadors who are ready to help people learn. All skills training will be tailored to individual learning needs, so suitable for complete beginners or those needing a refresher. People who are 65 or above (and people over 50 with a chronic health condition) and based in Kent are eligible. To find out more please see our flyer [here](#)



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