



Changing the Conversation

To support clinical teams to have solution focussed conversations to support patients to identify their own strengths, returning to self-management wherever possible, ensuring interventions are focussed on what matters to the individual. There are 4 key aims: improving the patient and staff experience, improving patient outcomes and making best use of resources.

Service Aims:

Individual patients/clients are empowered and confident in dealing with their own care, managing their own condition, knowing when to ask for support. The nurse / patient conversation has changed to reflect a co productive relationship.

By looking to individual strengths and who is most proximal to the patient, the person that knows the patient best (whether themselves, a family member or carer) is the key focus of support, with the District Nursing Teams only intervening when needed.

This reduces hand-offs, reduces traffic in people's homes, and improves continuity of care and control.

What Staff are saying:

"I want everyone to have this training!"

"I feel I am making a real difference . Confident and supported when making and communicating decisions"

"I feel better equipped to set patient focussed goals

Aims of Training:

Care Aims—Kate Malcomess ©

- To provide a framework to support and evidence clinical decisions
- To support clarity around professional scopes of practice and roles
- To provide a framework for supporting discussions with clients and others.
- to use the principles underpinning the framework to support future service design and policy

Evaluation:

Teams have demonstrated a reduction in their caseloads of 40% where Care Aims has been fully implemented. This has been by setting clearer patient goals, working with people to take control wherever possible and to be active participants in their own care.

Next Steps:

Rollout of Care Aims across the Division, supporting training through the development of local trainers to enable services to develop and maintain skills