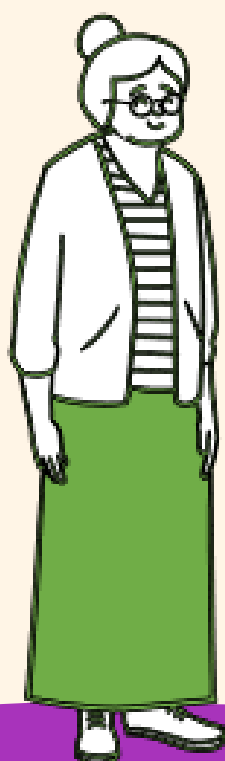


5

TIPS FOR WORKING WITH CARE PROVIDERS

Great relationships with care providers are essential for delivering blended roles. Here's the learning from Tameside about how to do it well.



Focus on the client

Focus your conversations on what's best for the people being supported by care providers. This creates a shared sense of purpose and clarity about why you're wanting to implement blended roles.

Listen and Talk

Take time to really listen to providers to understand what matters to them and what they are worried about. Spend time face to face to work through challenges together. Encourage and empower providers to contribute ideas about making it work now and into the future.



Be clear

One of the biggest enablers in Tameside was the ability to be clear on the ask of care workers and that accountability remains with District Nurses. Once this is clear, you can enable providers to be flexible in determining how best to make blended roles work in their organisation.

Invest in Relationships

Having a dedicated facilitator enables you to ensure you continue to invest on a day to day basis in building relationships with providers and their staff teams. The ability to respond quickly to any issues arising, deliver training and ongoing support and take the time to talk to care workers is vital.



Support operational delivery

Support providers to make implementation as easy as possible. Provide engaging guidance and aide memoirs for care workers and consider sharing sample operating procedures that providers can adapt. Ensure District Nursing teams are able to respond to any issues arising.

Step 1

Step 2

Step 3