

7 BENEFITS OF BLENDED ROLES

Tameside Blended Roles Approach

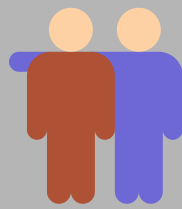
01 "PERSON-CENTRED CARE AT ITS BEST"

"It's better for xxx because it's more consistent. She gets her insulin at the same time every morning and before tea" "If her family want to take her out, we can work with them getting back at a different time"

Improved quality of care. Blood glucose levels managed much better because more consistency in time insulin is given ensuring it's managed effectively around meal times. People being cared for prefer for insulin to be administered by someone they know better. More continuity.

02 IMPROVED JOINT WORKING

- People from different teams & organisations work more closely together
- More trust between the council, district nurses & providers
- Care workers feel more trusted



"DISTRICT NURSES SEEM TO LISTEN MORE NOW THAT I GO TO THE MEETINGS" CARE PROVIDER

03 PERMISSION TO THINK DIFFERENTLY

"It's given staff permission to think differently about how we provide care. We've seen a gradual shift with more district nurses now educating and supporting people to care for themselves. There's an increased level of comfort with other aspects of change"



04 CARE WORKERS MORE KNOWLEDGABLE, CONFIDENT & VALUED

- increased morale, confidence & self-esteem for care workers
- Care workers feel like they are developing better skills

"care staff feel more professional"

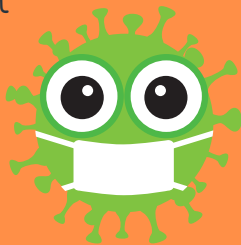
"The seniors feel more knowledgeable about diabetes."

"Staff who have done it are really quite proud of themselves"

"For some, peaked interest in nursing career"

05 EARLY INTERVENTION & PREVENTION

- Carers changing dressings prevents wounds becoming infected. District nurses can't respond as quickly.
- Where carers spot issues they can now call the district nurse and have a conversation
- Example of carers noticing woman experiencing hypoglycemia. Spoke to GP and information recorded enabled GP to adjust medication.



06 HELPS WITH RETENTION

Carers said they were happy in their jobs, that they felt more trusted and skilled.

There has not been any significant movement of blended roles staff to other roles or organisations.

"Just because you're giving staff a skill, don't be frightened that they're going to go off" Registered Manager

07 IMPACT

Impact measured during testing phase. High intensity cohort of patients supported by district nurses and care workers. Impacted projected using test findings to per annum reporting:

**40%
REDUCTION IN
DISTRICT NURSE
VISITS**

**239
DISTRICT NURSING
HOURS
REPURPOSED TO
MEET MORE
COMPLEX NEEDS**

**957
LESS KNOCKS ON
THE DOOR PER
ANNUM**