

Challenges

Tameside Blended Roles



Understanding the challenges that others have experienced and how they have resolved them, helps us to think about our approach to change.

Challenge	Description	Solutions
Misperceptions	Initially some care workers thought they were being asked to do a district nurses job without the associated pay	Broke the changes down into tasks/functions. Took time to make the case for change so carers saw it was better for people being supported. Changes voluntary so carers had choice and felt more in control.
Nervousness	District nurses nervous about carer capability. Providers nervous about accountability if things went wrong. Leaders nervous about risks.	Lots of quality conversations and listening. Clarity that accountability remains with District Nurses. Started small and evolved change over time, enabling people to address issues as they arose.
Capacity	District nurses didn't have capacity to train, assess and provide ongoing support to care workers.	Dedicated blended roles facilitator appointed with the right qualities, skills, experience and approach.
Not knowing all the answers	We don't know how to develop KPIs and how to best communicate metrics so that they inform decision-making.	Robust decision making meant scope and boundaries clear. Leadership style/culture enabled change team to adopt a learning approach, to start small and evolve & be proactive in addressing challenges as they arose.
Ensuring change financially supported	Tameside were able to uplift fees paid to providers using Better Care Funding in return for commitment to pay care workers at increased rate. Ability to secure ongoing financial support is proving to be challenging.	Tameside are still working through this by emphasising the savings for the H&SC system through early intervention & prevention made possible by the changes. Discussions are ongoing.