



TAMESIDE BLENDED ROLES

WHAT WERE THEY THINKING

WHY DOES WHAT PEOPLE WERE THINKING MATTER?

How we act is a manifestation of what we think. Mindsets really do matter when it comes to making change happen. We wanted to learn from Tameside what thinking influenced their approach.



UNDERSTANDING THINKING HELPS US TO:

- understand why people did what they did
- recognise how our own thought patterns might be influencing our approach. Are they helping or hindering?
- be proactive in having honest, open conversations that address what others might be thinking and not saying
- Frame how and what we say in ways that others connect with

WHAT CARE WORKERS WERE THINKING

"What's in it for us? We're paid minimum wage and you're asking us to do a district nurses job"

"Then I sat and thought about it and I thought if we can take a job off the DNs and they can go to someone say on end of life then I'm all for it.....Now I'm really happy and glad that I did it"

"Our clients will get a lot out of it. We'll take your free training and we'll give it a go"

"It's about making the people we look after lives easier"

"You get to know the bodies so well – bowels, skin....We now know about the bloods"

"It's just another thing we do now."

WHAT DISTRICT NURSES WERE THINKING

"We teach patients and family members to administer insulin, why can't we teach care workers?"

"What do district nurses do? What skills are needed for each elements? What could carers potentially do?"

"Can care workers do this safely?"

"We have to train people to ensure they are confident and competent"



CHANGE LEADERS THOUGHTS

"The key was working together...let's do everything we can to run with it"

"We worked it it reverse. Let's try it and see how it goes. We'll cross bridges when we come to them"

"This has to remain under nursing delegation"

"We'll start small and grow it"

WHAT SENIOR LEADERS WERE THINKING



"The trick is to not overthink it"

"We'll give it a go"

"We kept it informal because we wanted to test it. We didn't want to put pressure on people"

"What's important is that it's one less knock on the door for Billy, and that it's from someone who knows him well"