



RELATIONSHIPS AS AN ENABLER

TAMESIDE BLENDED ROLES



WHY FOCUS ON RELATIONSHIPS

The strength of relationships between different professionals employed in different organisations is a key enabler to Tameside's success in implementing blended roles.

It's through these relationships that trust has developed, that people have felt enabled, supported and confident to try new things and that people have worked together to work through challenges as they arose.

Don't be tempted to proceed if the key relationships are not yet in place where you are. Focus first on getting the relationships right. It might take longer in the short term but you'll achieve implementation quicker and more effectively in the longer term.

KEY RELATIONSHIPS

- Care workers and district nurses
- Care workers and people being supported
- Blended roles facilitator and everyone else involved - the facilitator is at the heart of everything
- District nursing senior manager & lead commissioner within the council (change leads)
- Change leads and provider organisations
- Wider locality relationships inc GPs and social workers

WHAT PEOPLE SAID ABOUT RELATIONSHIPS IN TAMESIDE

"Unless you have the trust and relationships there, you can't make it work" *District nurse*

"We already had a brilliant relationship with District Nurses" *Care worker*

"District nurses are very supportive, all you have to do is ask, we're not on our own, not at all" *Care worker*

"Farrah (blended roles facilitator) pops in all the time. She's a brilliant facilitator. She's become like one of the team" *Care provider*

"Farrah is the key to why this is so successful" *Care provider*

"We weren't wanting to go ahead with (care workers giving) insulin. It was an absolute no-no. Too much responsibility on top of what the staff already do. We had a meeting with Dave, Emma and Farrah. They listened and were really reassuring. They changed our minds" *Care Provider*

"The relationship stuff has been of utmost significance – getting the right people in a room with the provider." *Commissioner*

"Relationships are really strong and this prevents anything that could be time consuming. Such great lines of communication means everyone knows what's going on" *Care provider talking about wider locality relationships*