

# What would be best for ESTHER?



## Who is ESTHER?

ESTHER is a person who comes into contact with health and social care and is not completely self sufficient. She is the person who requires enablement after being in hospital or an elderly neighbour who needs their prescription picked up.

It's a holistic way of looking at the client – always putting them first and thinking, "What matters to ESTHER?"

## The ESTHER model

The ESTHER model was started in Sweden. 'ESTHER' is a symbolic person, with complex care needs who requires the coordination and integration between hospital, primary care, home care, and community care.

By collaborating between providers and always putting the person at the centre of service delivery people have a much better, more seamless experience. And we all play our part, as Anna Carlbom, ESTHER Coordinator, says; "Everyone is important to the ESTHER model, from care workers, nurses and social workers to handymen and cleaners".

Anna explains, "I knew of a gentleman who had to be unavoidably admitted to hospital. He was treated, but everyday got washed and dressed to go home. Staff assumed he was being disruptive, until one staff member asked him why. 'Because my cat is there are he'll be lonely' answered the gentleman. So the worker got in touch with the care agency who he employed to make sure the cat was being looked after, it was.



Trainee coaches at Hawkinge House

When the gentleman knew this, he relaxed and soon recovered - but it wasn't until someone asked!"

Using the ESTHER model we can improve outcomes for everyone, the service user and the service itself. We have processes which work, but by adapting them slightly, by always considering the person we can make them better.

## Putting it into practice

It's not just happening here - ESTHER has spread across the globe. From Toronto to Singapore the approach has become popular. ESTHER coaches are being trained to spread the word among their health and social care colleagues. A coach receives training on the principals of ESTHER, to know how to use everyone's skills to improve the health and well-being of service users.

At Hawkinge House near Folkestone a pilot is being run to put the model into practice. Staff have already seen the benefits. Shelley a trainee coach says, "by asking questions, involving staff and the client in their care plans it's made the whole process better

– and most importantly made it better for ESTHER."

By listening, being proactive and having a consistent approach it is hoped there will be less unnecessary hospital admissions and trips to the doctor where problems can be dealt with early to avoid them escalating. Making life better for ESTHER and giving health and social care staff satisfaction in their role.



Anna Carlbom, Coordinator

As Anna Carlbom says, "It's great to see this approach give our residents a better life and improve their wellbeing. And also the staff's enthusiasm in doing so."

**If you would like more information**  
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