

Transforming Integrated Care in the Community:

What's the latest in Kent?

Winter 2019



The Kent & Medway Mission:

"To challenge and adapt the health and social care system to enable the phased implementation of the principles of the Buurtzorg homecare model across the majority of Kent & Medway by October 2021"

A photograph showing a large group of people standing on a wall, their bodies forming the shape of the number '2'. The people are of various ages and are dressed in casual clothing.

Charing Neighbourhood Team in business



The second neighbourhood team – supported by Kent Community Health NHS Foundation Trust - is now taking patients.

Charing Neighbourhood Team launched in the summer and has been busy getting stuck into its caseload, specifically for people in Charing, Ashford.

Paula Theobald said: "Our service is getting there. It certainly has been a learning curve for our team and the trust. The learning has lead to such positive feedback from patients.

"We are lucky enough to be able to care for fabulous patients. We have all felt great satisfaction, for example discharging patients after their wounds have healed. Following that, patients making full recovery, to be able to lead independent happy lives.

"One patient described the team as a 'comfy cushion' and another patient told us she appreciated our nursing skills and concern, that have been most heart warming."



Coaches' visit to Holland for training

A two-day visit to the Netherlands was a great support to Kent coaches who found out more about the exact role of a coach in Holland.

The trip, last month, confirmed the Buurtzorg ideology and the British visitors were able to hear more about how Dutch coaches interact with their teams and the broader range of activities that come under the jurisdiction of a coach.

Kent County Council TICC Coach and Principal Occupational Therapist Jane Miller said: "Our English interpretation involves a heatshield, as well and we need to clearly determine between the two – who is responsible for that and to what degree.

"We had some useful opportunities to role play problem-solving in a team setting, with all members of the group participating in the team or as coaches."

The Buurtzorg coaching model differs from the conventional UK coaching model as it is focussed on supporting teams to take decisions alongside patients to achieve the best care outcomes possible.

A coaching approach runs all the way through the model from the way teams support patients, the way team members support one another and the way teams are supported by their organisation.



.... and training for neighbourhood care team

In October, members of Kent County Council's Ashford South Neighbourhood Care Team went to Holland to see Buurtzorg nurses in action.

Colleagues said they found it really useful to see the Dutch team using the solution driven method of interaction (SDMI) approach and that it confirmed to them that many of the visits were both health and social care related. They were impressed at the time given to meeting a person's needs holistically.

Nurses watch Dutch counterparts in action



Ten nurses from the Kent and Medway partnership travelled to Holland to watch their colleagues working. The nurses were from Kent Community Health NHS Foundation Trust and Medway Community Healthcare.

Some of the learning included simplifying documentation, supporting client autonomy with different aids and giving clients time to do things themselves.

One of the key observations was the way nurses and patients worked together to achieve goals that were important to the patient.

Putting patient care first



Our representatives joined the Buurtzorg Board and partners from around the country to talk about putting patient care first, supporting teams to self-manage and cutting bureaucracy to make things simple. Jos de Blok was also there and part of the nationwide event.



#2SeasTICC meeting in Arras

Colleagues from across the partnership spent two days in Arras sharing, discussing and learning about the progress of transforming integrated care in the community in Kent and Medway. There was also conversation about the barriers and challenges and success stories.



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If you would like further information about the project please visit the [Kent County Council](#) and [Kent Community Health Foundation Trust](#) webpages.





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