

Bridges Self- Management

‘Working with health and social care teams to enable people with acute and long-term conditions to live the best life possible’

Bridges Self-Management is a social enterprise established in 2013 which developed from a programme of research based at Kingston and St George’s University of London

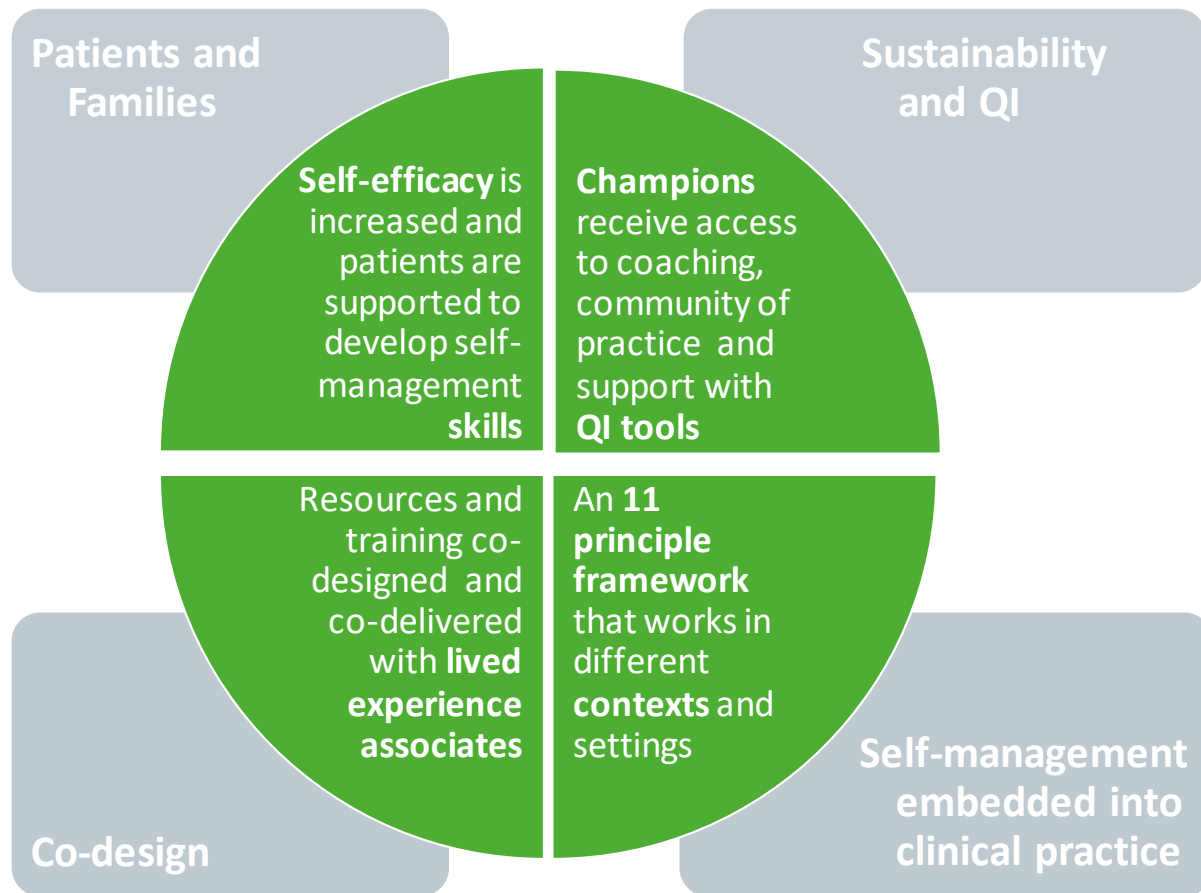


Bridges Self-Management- an overview

- ✓ We believe that **person-centred care** is fundamental to helping people with acute & long term conditions to live the best life possible
- ✓ We have developed an **evidence-based**, unifying framework for delivery of personalised self-management support
- ✓ We are driven by the **clinical need** of patients with complex conditions to gain equal access to self-management support
- ✓ Health & social care teams apply our framework across **acute and community** settings

- ✓ Our unique **5-stage approach** to training is informed by research, QI projects and experience with over 500 healthcare teams, 5000 practitioners and 100's of patients, family members and carers since 2007
- ✓ Bridges fosters sustainable **cultural change** in health and social care by creating *a shared ethos of self-management support which fits with a team's language, systems and processes*
- ✓ Our approach is delivered by practitioners, **integrated into everyday practice**, and tailored to patients' needs - **without the need for more resources**

Bridges: An evidence-based, unifying framework for personalised self-management support



Bridges Principles

1. Personalising self-management support to individual needs and circumstances to make it inclusive for everyone
2. Tailoring self-management support, so that it can start at any time including the acute phase
3. Prioritising the person's story and what is important to them
4. Building supporting relationships and relinquishing control
5. Using hopes and fears as a source for direction and motivation
6. Focusing on small things of personal importance in the 'here and now'
7. Building on the person's and family/friend's existing self-management skills and support
8. Making self-management support part of every interaction with the person and family/friends
9. Building confidence (self-efficacy) through reflecting on feelings of personal success
10. Using peer support to build confidence and insight
11. Using risk taking and experiencing failure to build insight

Bridges self-management – 5 Stage Process

Discovery	Knowledge Zone 1	Transforming	Knowledge Zone 2	Sustainability
<ul style="list-style-type: none">• Discussion with Team Lead; understand service and contextualise approach• Agree outcome measures – what does success look like to the team and the organisation - how will they measure this?• Agree schedule of online training (Knowledge Zone 1, 2 and Sustainability *	<ul style="list-style-type: none">• 5 x 60 minute 'power hour' sessions• Interdisciplinary training in theory, practice and self-management skills: covering self-efficacy; navigating goals, hopes and risk; action planning and evaluation• Sessions co-delivered with lived experience associate• Access to Bridges self-management Toolbox	<ul style="list-style-type: none">• 8-10 Week transformation period• Embed principles into individual practice• Demonstrate reflection using Bridges Toolbox resources• Remote coaching from Bridges team**• Access to Community of Practice	<ul style="list-style-type: none">• 2 x 60 minute sessions• Review of barriers/successes• Review team and organisational aims• Shared learning from transformation stage• Embed Bridges principles into team processes• Introduction of Bridges Books/Apps	<ul style="list-style-type: none">• 2 x 60 minute sessions• Review and discussion of case examples• Implementing sustainability plans• QI Tools and methods• Remote coaching from Bridges team*• Bridges practitioner certification• Bridges Champions certification

5- stages to sustainable change

*Since March 2020, all training is delivered online, schedule is agreed with service leads during Discovery stage

** usually 5 hours of coaching per group

Impact of Bridges – 2 whole system project examples

- **People 1st Project** – funded by HEE East of England – involving **6 STP's**, **24** trusts, **650** staff from across stroke and neuro pathways including multiple professional groups (Therapists, Nurses, HCAs, Psychologists)
- Independent evaluation completed in May 2020- findings show **changes in practice across all staff groups** and greater evidence of language and interactions supporting person-led goal setting, reflection, problem solving, patient & family involvement
- **Changes to organisational processes** e.g. team meetings, discharge process, paperwork- and implementation of sustainability mechanisms
- **80 champions** attending 6 masterclasses across region
- **IMPACT- Increased staff confidence to support self-management; sustained changes and improved job satisfaction. Teams report greater efficiencies, consistency & cohesion in how they work**

- **Bridges across Major Trauma pathways-** funded by 2 Health Foundation awards (Innovation and Spreading Improvement)
- Showed the feasibility of integrating self-management support in acute brain injury pathway (Kings College Hospital) new resources co-designed with people with ABI and families, **140** staff training, Bridges delivered **within 7 days** for the majority of patients
- Replicated across other **3 Major Trauma** centres in London with similar results
- **20 Champions** supported with resources to enable sustainability (films, checklists, posters etc)
- **IMPACT- Increased staff confidence, belief and knowledge about supporting self-management with patients with complex acute conditions. Patients and families felt less isolated and better able to manage after discharge**

Summary of impact...



Patient/family

Feel more confident, in control, hopeful, supported, less alone
More effective use of services



Staff

Increased knowledge, skills and confidence in providing self-management support
Improved well-being and job satisfaction

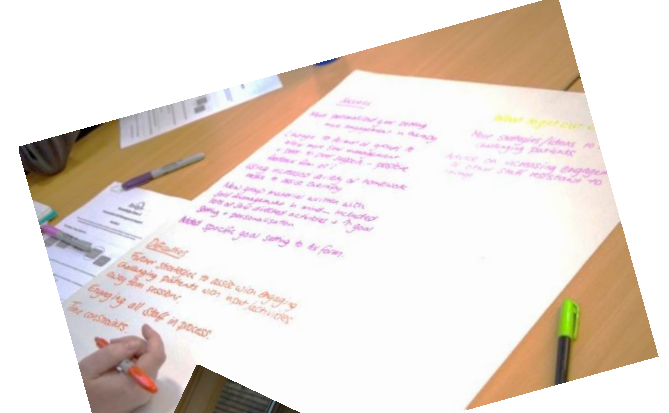


Service

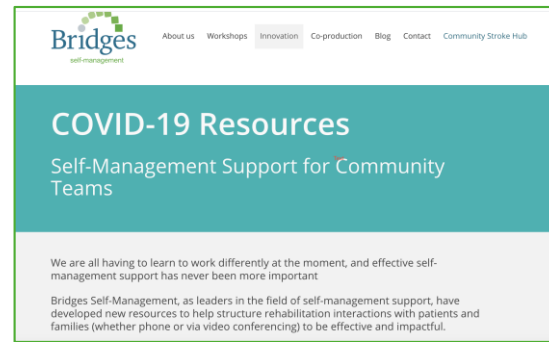
Team works more efficiently (get to the heart of what matters most to patients)
Improved relationships between multidisciplinary team members

“Bridges has opened up new opportunities for working and that has brought some sense of support and pride for the AHPs. They're the services that are incredibly busy and in that busy world they can become quite demoralized and deflated and feel like they lose their way, but actually the whole Bridges approach has given a whole new fresh energy” **Assistant Director AHP Governance, Northern Ireland**

“I spend more time in asking before prescribing, and having a peer discussion with patient and family, rather than speaking only on clinical matters.” **Neuroscience nurse specialist – Major Trauma Centre**



Covid response



- Stroke and neuro teams across all STP/ICS's paused majority of work
- Sustainability plans for Bridges on hold
- Important to keep the message that *'if ever there was a time for good self-management support it is now'*
- Bridges facilitated transferable learning to making the most of short remote interactions
- Support for 'holding onto the good', and using model such as End/Amplify/Let Go/Restart

- ✓ Access to new Bridges/Covid resources on website, conversation guides, self-management tools (input from Therapy leads C&P STP/ICS)
- ✓ Webinars supporting issues such
 - Building Resilience in Healthcare Teams
 - Triage: Supporting self-management in short interactions
 - Navigating Uncertainty
 - Long Tale of COVID
 - QI – Hold on to the good
 - Co-production – Harnessing the power of patients
- ✓ 500+attendees, approximately 25% from East of England
- ✓ Community of Practice- Senior practitioners accessed from across East and transformation during pandemic
- ✓ Training films- made available supporting practitioners how to apply Bridges principles and support self-management remotely

Bridges is fully aligned with current policy

1. Recognition of the need for training programmes to develop personalised care (including self-management support) as a fundamental way of working across health and care staff.

Universal Personalised Care
<https://www.england.nhs.uk/personalisedcare/upc/comprehensive-model/>

2. Bridges works across systems, enables a focus on the needs of patients and different ways of working- empowering support and professional staff equally and promoting an interdisciplinary approach to self-management.

Interim NHS Peoples Plan
https://www.longtermplan.nhs.uk/wp-content/uploads/2019/05/Interim-NHS-People-Plan_June2019.pdf



Words associated with Bridges –
Feedback from 4,000 practitioners

'Bridges has eased me in - reminding me what can be done and that there are things as parents that we can do ourselves.'
Father of 21 year old man with TBI on Trauma ward

Publications and reports available on request or through our website
email admin@bridgesselfmanagement.org.uk
www.bridgesselfmanagement.org.uk