



Cheshire and Wirral
Partnership
NHS Foundation Trust

Using Insight for improvement

Using insight
from staff feedback

Lived Experience Connectors®

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Helping people to be
the best they can be



Lived Experience Connectors®

In Dec' 2015 a new health role was announced and in 2017 Trainee Nursing Associate initiative was launched

Involving people with lived experience as part of **staff training** ensures staff are taught to focus on peoples whole journeys and individual needs

CWP proposed that Volunteers with lived experience could be matched with Trainee Nursing Associates for the 2 year duration of learning

They would share their experience, emotions, feelings to help the trainee reflect on practice and deliver **person centred care.**



Helping people to be
the best they can be

person-centredness

connecting with people as unique individuals with their own strengths, abilities, needs and goals

the 8 principles:

collaborate to make informed decisions about outcomes



support everyone to live the fullest life

use each other's strengths to achieve our goals.



Speak honestly, clearly and succinctly about what we can do together



continuously learn from our successes and failures



respect that each person has unique experiences and viewpoints



empathise and work flexibly in partnership



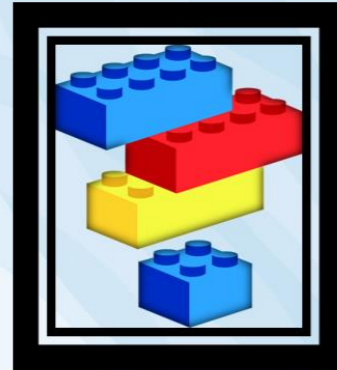
do our best to deliver each person's expectations



For more information visit www.cwp.nhs.uk

So What is a lived experience connector?

Is it:



Is it:



The role of a Trainee Nursing Associate and Lived Experience Connector

8000 people applied for 2000 places

Benefits of the Trainee Nursing Associate

- Support the career progression of care assistants
- Increase the supply of nurses
- Enable nurses to undertake more advanced roles
- Improving the quality of patient care
- Creating a more skilled and knowledgeable workforce

The role of the Lived Experience Connector(R)

Lived Experience Connectors(R) are people who have experience of accessing or caring for someone who has accessed services. They will inform the whole learning process and help the TNA in their person centred approach to care.

You are an integral part to the learning process of the TNA, and we are looking to you to share your experience in a constructive way to Help the TNA's of tomorrow today!

This guide will assist you in making those first conversations, relevant, constructive and Person Centred

Infographic created by Marley Whelan CWP(C)

Lived Experience Connectors[®]



- Buddy up with an Nurse Associate or a Board Member



- Facilitate a narrative with them using lived experience



- Help the person to focus and to ensure that patients are kept at the centre of the care process throughout their training or work.



- Use their skills to describe experiences, emotions, feelings, fears, concerns and hopes which will help the trainee or Board member to reflect on their practice and to ensure provision of the best person centred care.



- Meet with their trainee approximately every 2 to 3 months, with Board members 3 times per year.

How do we support the Lived Experience Connectors[®]



- Lived Experience Connectors are carefully selected for their skills and lived experiences



- They receive training specific to their role



- They are supported by a line manager



- There are lived experience connector networking meetings



- They are thoughtfully matched to a trainee nursing associate.

Benefits & value of Lived Experience Connectors[®]



- Involving people with lived experience enables them to feel valued & confident



- Shaping services can provide opportunities for career pathways and future job roles



- Assist in tapping into future work force.



- Valuable learning experience in maintaining person centred approach



- Makes sure we aim for a better kind of patient experience



- Communicating the values of person centeredness to everyone involved including partners



**Thank you any
questions?**