



# MAGGIE'S APPROACH

## Meet Maggie

Maggie Clark is the Long Term Conditions Manager for Argyll and Bute Community Health Partnership (CHP). She works to develop services, including helping staff to support people living with long term conditions and their unpaid carers.

Maggie trained as a nurse and moved into service development to **“make a difference for people”** and be involved in change management, education and development.

## What does self management mean for Maggie?

In Maggie's experience, self management means people being the leading partner in their own care, working collaboratively with professionals and other agencies to manage their conditions better.



**Top Tip:** Stop labelling people and calling them 'patients' – they're people. Think of them as people, not as a condition.

**“It's about having access to information and resources, access to support at the right time, in the right place, in the way that people need and want it.”**

## How does self management fit into Maggie's work?

Maggie is involved in the development of services for people living with long term conditions and supports staff to work in a more enabling way.

She also runs self management training sessions for staff across the CHP.

Maggie is involved in a partnership project with the University of the Highlands and Islands, to develop two Masters modules for professionals in supporting self management. These aim to develop self management champions within workforces.

Maggie works hard to engage managers across the CHP and with partner organisations in the local authority and across the voluntary sector, to ensure there are a variety of self management opportunities for people who live in communities across Argyll and Bute.

**“Within Argyll and Bute we have some unique challenges because of having island communities and very remote populations. We need to think about how we can support self management and how people can access the information and support that they actually**

**Top Tip:** Communicate and listen well. Really listening and hearing what people have to say is key to supporting self management. Using skills such as motivational interviewing, open questions and reflecting back what people say helps get much more information from someone about how well they are self managing, or whether they have unmet needs.

need.”

### How does self management help Maggie and her colleagues?

Self management helps Maggie and her colleagues support and work in partnership with people living with long term conditions and unpaid carers.

**“Getting people more involved in their own care and working collaboratively doing assessments and care planning is satisfying for staff.”**

By helping people living with long term conditions to have the resources and information they need, a self management approach also helps to meet targets such as preventing admission to hospital or reducing the length of stay. **“It’s better for everyone.”**

Self management is key to Argyll and Bute’s approach to re-ablement and enablement. Maggie works hard with colleagues to stress that enablement and re-ablement are **“everybody’s business”**. Her aim is to ensure that staff have the support, education and opportunities to incorporate a self management approach and that they are able to use the communication skills that are crucial to enablement.

### How does Maggie relate to people living with long term conditions?

Maggie lives with two long term conditions, and uses her own experiences - both good and bad - when working with staff. She uses real stories to help staff put themselves in the position of the people they are working with. Like other people living with long term conditions, Maggie knows what she needs to help manage her condition:

**Top Tip:** Put yourself in the position of people living with long term conditions.

**“I need to identify when I have a problem and know what information I need and where to get it. I’m not always given that information. Given that I’m someone who is more aware of self management than many people in the communities, and I’m not always getting the information that I need, I wonder what’s happening with everybody else?”**

**Top Tip:** Don’t forget about self management for mental health conditions. Self management can be very useful, for instance involving people at an earlier stage in the management of their dementia, straight after diagnosis. Planning ahead and starting to have some of those difficult conversations will make things easier for themselves and their family at a later stage.

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Registered in Scotland No. 307731 Charity number SC037475.

This campaign is supported by funding from the Scottish Government.

