



## **Person-centred Cultures: A FoNS Development Programme**

### **Frequently Asked Questions for those thinking of applying for this programme**

There is a lot to think about and take in when starting anything new. With this in mind, we have created some frequently asked questions that you might find helpful when thinking about applying for this programme of support.

#### **Q Why does my line manager need to be involved in the interview?**

To ensure you will be fully supported to maximise this opportunity if successful, we invite your line manager to attend the first 5 minutes of the interview. This is because you will need time out of practice for the face-to-face/virtual workshops, individual coaching support sessions and for any practice improvement initiatives undertaken as part of the programme.

#### **Q I'm a practice development/practice educator nurse – is this programme suitable for me?**

The programme is aimed at nurses, health visitors and midwives who lead nursing and/or care teams at the point of care, who have a desire to create more person-centred workplace cultures for patients/residents and staff. Applicants must be leading a nursing and/or care team with direct patient contact and be the direct line manager for the members of the team.

#### **Q Can you tell me more about the funding?**

The face-to-face workshops at the beginning and end of the programme will be fully funded (accommodation and all meals), reasonable travel expenses will be funded if required. Each participant will receive a resource pack at the start of the programme to support with activities during the workshops.

#### **Q Why do I need to identify an Internal workplace mentor?**

To maximise the opportunities created by the programme, successful applicants will be required to have regular face-to-face/virtual meetings with the internal mentor ideally someone at a more senior level such as your line manager.

#### **Q What is the purpose of the Person-centred Cultures Development Programme?**

This is a new programme designed to support registered nurse, health visitor and midwife leaders to develop person-centred cultures in the workplace. The programme will support the development of skills in the facilitation of workplace culture change, along with skills in co-creating person-centred workplace cultures with the teams they lead, the people who receive care and their families/loved ones/carers.

This is a culture change and improvement programme that is based on the [Creating Caring Cultures](#) framework and will support clinical leaders to use this to understand the culture of their workplace setting and to develop and implement a practice innovation plan to make improvements.

There are three learning blocks which will enable participants to:

- Develop skills as facilitative leaders of culture change
- Explore and enable the use of effective strategies for creating person-centred workplace cultures
- Promote continuous improvement within their workplace

### **Q What makes the Person-centred Cultures Development Programme different to other programmes?**

This programme brings together FoNS's immense experience in facilitation of learning and understanding of culture change in the health and social care sector.

We offer a unique combination of individualised support, including expert facilitation within the workshops with access to learning resources. FoNS doesn't tell individuals what to do, it works with people to enable them to collaborate with patients and staff within their workplaces to find ways to create and sustain cultures that are person centred and effective; paramount to assuring quality and caring along with safety and effectiveness of services.

All learning events use collaborative, inclusive and participatory approaches that enable participants to learn with and from each other. FoNS also uses creativity in the learning sessions, as we believe this helps individuals to think about things in new ways. This kind of learning may be very different to what participants are used to.

In between the blocks, there will be facilitated virtual reflective sessions, to enable participants to put their learning into practice with their teams.

### **Q How do I apply?**

Applications will be welcomed from individuals working in any area of health and social care, UK wide. To ensure equity across the four home nations, we will recruit five participants from England, and one each from Wales, Scotland and Northern Ireland.

FoNS is looking for nurses, health visitors and midwives who lead nursing and/or care teams at the point of care, who have a desire to create more person-centred workplace cultures for patients/residents and staff.

Applicants should:

- Hold an UK NMC registration
- Be leading a nursing and/or care team
- Be the direct line manager for the members of the team
- Be willing to explore workplace culture and continuous improvement
- Be able to commit to all the workshop dates of the programme

The application process will involve two stages. Firstly, each applicant will be required to complete an application form including a supporting statement from an organisational sponsor at executive level and from their direct line manager. Applications will then be reviewed and shortlisted. Short-listed applicants will then be interviewed to further explore their suitability for the programme, the practice context and the support available from the organisation.

**Q If my application is successful, what support can I expect from the programme?**

The programme includes a variety of support mechanisms. There will be support via virtual meetings/ telephone/email from a FoNS Person-centred Practice Facilitator to:

- Refine and use skills in facilitation to lead and develop their team
- Promote reflective practice
- Support problem-solving
- Undertake evaluation and actively share outcomes via report writing and publishing to spread learning across their organisation and more widely

From the onset of the programme peer-to-peer mentorship will be established, based on the Critical Allies Framework (Hardiman, 2017) to offer ongoing support during the programme.

All participants are required to secure the support of an internal mentor (for example a line manager) who will ensure that support and time are available for culture change and practice improvement work.

Participants will have access to some learning resources at the start of the programme to support with ongoing activities during the workshops.

**Q What will FoNS expect from me?**

If you are a successful applicant, FoNS will expect you to actively communicate with our Facilitator(s) to identify what aspects are going well and where you may benefit from facilitation and support. We also expect you to advise us of any significant changes in your workplace or team. You will be expected to attend all the workshop days. In addition, you are expected to be part of ongoing evaluation of your learning and any innovations in practice you facilitate. All expectations are outlined in a terms and conditions document that you will be asked to sign at the start of the programme.

**Q. Do I have to attend the workshops?**

Yes, the workshops are a compulsory and essential part of the programme. Each workshop will build on the previous one. The workshops underpin the development work by creating reflective learning spaces for you to explore methods and approaches for understanding your current workplace culture and how this can be improved for staff and patients alike. They also provide a valuable opportunity for you to network and share with other members of the programme. The workshop days at the start and end of the programme are held in Birmingham (a day and a half at the beginning and one full day at the end) so depending on the distance you travel you may need to be prepared for some overnight stays and a short period away from home. The dates are all set in advance and available on [the website](#).

**Q. How much time will I need in practice to undertake the programme?**

It is hard to say as all workplace settings vary. However, time will be needed to prepare for and attend the workshop days. You will also need time for you and your team to get together to plan and reflect on learning and to undertake related development and evaluation activities such as observation of practice, gathering patient stories etc. You will also need to spend time evaluating and documenting what you have achieved on the programme.

**Q. Do I need previous experience?**

No specific previous experience is needed. All we ask for is an openness to new ways of working and a willingness to try new things.

**Any other questions?** Please email [giselle.cope@fons.org](mailto:giselle.cope@fons.org)