Discovery
Research - Findings - Service Blueprint – Software Providers- Prototype Development – Testing
1. User Research Plan – SCDIP North East Lincolnshire

Using Agile methodology
Who we want to speak to……….

We need to speak to service users who have care in the home and have a range of experiences of service and care that they have, so we can really get to the bottom of the users experience.

We need to speak to Service providers who are commissioned to deliver care in the home.
We need to speak to those who deliver the care
We want to speak to those who receive care
We need to speak to relatives of service users
We need to speak to those who Micro Comission care
We need to speak to any support staff who support aspects of the care

On the following pages we outline, why we want to speak to them, our assumptions about them and how we think we'll be able to find them to speak to them.

User Research Plan – SCDIP North East Lincolnshire
Who we want to speak to …..

WHAT IS THIS TOOL?
This plan can help you identify who your users are and how you will engage with them to gather insights.

TIPS
Be specific about who you want to speak to, since you won't be able to engage with everyone.

Make your questions open and interesting, avoid any leading or biased questions and think about answers you couldn't get from a survey - this is about having a conversation not validation.

Who are the users you'd like to understand? And why?

Those receiving Care in the home
What is their experience , the pain points,

The way that they get information

 How would they like to get information

What assumptions do you have about what the users think, feel and do?

They are not always communicated to if a carer is going to be late
They are not always told if there is a change in their carer
There is limited use of Technology by the carer
They get very frustrated that 'the provider' does not communicate with them
They do not like the long time slots 2hrs ie may arrive between 7 -9 am

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Headlines   RESULTS
USER RESEARCH COMPLETED 10/5/2019
PROVDERS
USER RESEARCH COMPLETED 15/5/2019 = 29/5/2019
- Providers try to communicate with changes but it is hit and miss
- Get very frustrated as they feel that they are not told about changes
- Information is over the phone or verbally but carers do not always tell them if they are changing
- Tend to complain by telephone or get a relative to so so.

What do you want to find out? What questions can help uncover those answers?

Establish with service user what time option they prefer? (approx 30 mins slot or 2 hours?)

How would you like your care times? AM/PM 2 hours)

How does your carer communicate with you (when they are coming / doesn't turn up / delayed)

Do carers or the providers call to say who is coming?

Did they get what they expected to receive

How do you complain

How will you find them?

Volunteers recruited from the forum

User Research Plan – SCDIP North East Lincolnshire
Who we want to speak to ……

Headlines   RESULTS

USER RESEARCH COMPLETED 10/5/2019

PROVDERS

USER RESEARCH COMPLETED 15/5/2019 = 29/5/2019

- Providers try to communicate with changes but it is hit and miss
- 2/4 providers use mobiles
- Carers have little excess time use mobile ineffectually
- Carers want to do more
- Carers would like better devices

Who are the users you'd like to understand? And why?

The providers of care in the Home

The carers who deliver the care

So that we can understand the infrastructure within the care providers in our area.

USER RESEARCH COMPLETED 10/5/2019
PROVDERS
USER RESEARCH COMPLETED 15/5/2019 = 29/5/2019

What do you want to find out? What questions can help uncover those answers?

What systems do you use?
What is the functionality of the systems for staff, company and service user?
How much notice for a visit is given? (2 hours)
How do you notify the service user if your care workers are running late? (how do you keep patients and residents informed when carers are off sick / breakdown / are held up)
How does the office know if there are problems in care delivery, eg; staff late / service user problems? (to re-task other carers)
How do you manage time specific tasks?
What are the pain points for you? (pressures / bugbare of the day)
During the care at home pilot - use of BB and tech?
What's your future plans for technology?

What assumptions do you have about what the users think, feel and do?

Providers do not communicate changes to those having care in the home

Carers are not given digital tools to sue e.eg mobile phones

Providers do not have digital tools / Technology

How will you find them?

Care is commissioned within NELC and only 4 providers exist.
Discussions about project have taken place and they all have agreed to be part of the user research

User Research Plan and results – SCDIP North East Lincolnshire
Who we want to speak to

Headlines   RESULTS

- We don't get to know enough about changes

- We ring the providers
- We ring SPA
- Pals is good

- We would like to understand how things can work and we would like more of a say
- We would use technology if the providers would too

Who are the users you'd like to understand? And why?

Relatives of those in receipt of care

Purpose is to do the research from the families point of view particularly about their experience of a family member that is in receipt of care.

What assumptions do you have about what the users think, feel and do?

Relatives do not know of any changes particularly in advance

There is little feedback opportunities for relatives

There are no digital technology /apps so that they can engage with providers

What do you want to find out? What questions can help uncover those answers?

What are your pain points of the currently delivery of care for your family member?

What would be one thing that you would like to change that would make the care better?

Do you know who to talk to about the care that your relative receives?

How easy is Communication and how would you make a complaint .

Anything else that they would like to share.

How will you find them?

2 'surgeries for those work in NELC but have close relatives who are currently in receipt of home care? Purpose is to does the research from the families point of view

User Research results – SCDIP North East Lincolnshire

For this piece of research we classed the cared for and the support workers as the users, it was also important for us to capture the families point of view too

User research methods

- Mapped out the service to identify system processes, pain points and digital processes

- Job shadowed staff; to understand the cared for and providers experience of support at home and spoke to back office staff

- We have worked closely with stakeholders; we hosted a care at home - market engagement event and attended a NHS getting better together event

- Professor John Bolton research; New Developments in Adult Social Care

- Spoke to Patient Advice and Liaison Service to identify the number of complaints and to our service providers and Single Point of Access

Findings

- PRODUCED A SERVICE BLUE PRINT THAT REPRESENTED ALL INVOLVED

- LITTLE USE OF TECHNOLOGY, NO COMMUNICATION NOR FEEDBACK OPPORTUNITIES, STAFF FEEL UNDERVALUED

- PROVIDERS AND STAKEHOLDERS ENCOURAGINGLY WELCOMED OPPORTUNITY TO BE PART OF TESTING

- TO ESTABLISH IF NELC COULD ADOPT QUICKLEY TO EMERGING PRACTICES

- ALL COMPLAINTS DATA USED TO ESTABLSI*H COST OF TO SERVICE*

SERVICE BLUEPRINT

Systems
ECMs – People Planner
Planning Systems
Mobizio

How to deliver outcomes based care at home

Top yellow row:
- S. user expectations defined & 'set'
- complaints
- Loss confidence in provider
- Cancel service – back into crisis
- Lots of different carers 'who is she?'
- Don't know when carer will arrive
- Risk to health / well-being
- Refuse cost (based on value for money)

User experience

Goal setting

Goal review

Service User wants cost before agreeing

Blue row:
- Crisis contact
- Face-to-face visit
- Enablement service
- → Not successful
- SW identified eligible social care need
- How to pay choice = self-fund ASC support
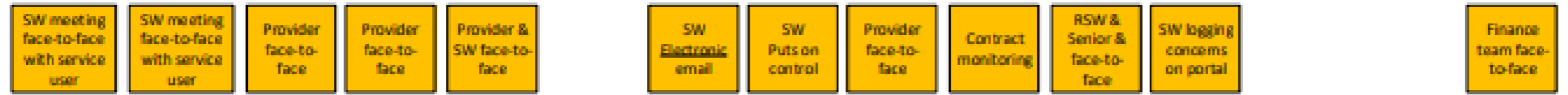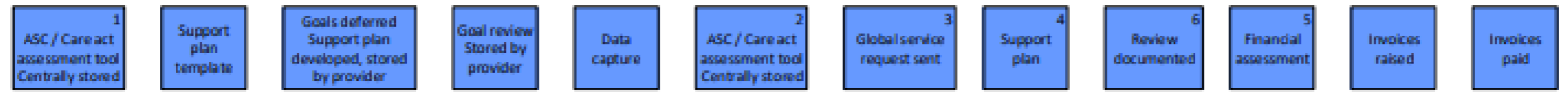- Support package picked up by provider in principle
- Provider completes assessment & support plan
- Care delivery commences / transfer from enablement service
- Delivery doesn't meet expectations / support plan timings
- Financial assessment

Green boxes:
- System interaction
- 1 ASC assessment / Enablement support plan
- If successful, close
- 2 ASC assessment
- 3 Broker support package
- 4 Support plan agree with service user
- 6 review
- 5 Cost determined by financial assessment

Pink row:
- Unable to advice of cost
- Carers arrive at different times
- Don't know who carer is
- My carer doesn't know me
- No-one listens to my concerns
- Tell my story more then once

Pain point Service user

CQC

Pink row 2:
- Delays in paying
- Duplicate info capture
- complaints
- Can't review with care giver
- Staff turnover due to work pressures

Pain point Consequences by provider

Who? How? Backstage staff actions

Orange row:
- SW meeting face-to-face with service user
- SW meeting face-to-face with service user
- Provider face-to-face
- Provider face-to-face
- Provider & SW face-to-face
- SW Electronic email
- SW Puts on control
- Provider face-to-face
- Contract monitoring
- RSW & Senior & face-to-face
- SW logging concerns on portal
- Finance team face-to-face

DIGITAL PROCESSESS

Blue bottom row:
- 1 ASC / Care act assessment tool Centrally stored
- Support plan template
- Goals deferred Support plan developed, stored by provider
- Goal review Stored by provider
- Data capture
- 2 ASC / Care act assessment tool Centrally stored
- 3 Global service request sent
- 4 Support plan
- 6 Review documented
- 5 Financial assessment
- Invoices raised
- Invoices paid

Orange bottom row:
- SW systems: SI Control E.Financials Email
- Action receipt: Process generates activity in provider
- Point of invoicing issues if paying for something not used
- How does this help to enhance CH work?
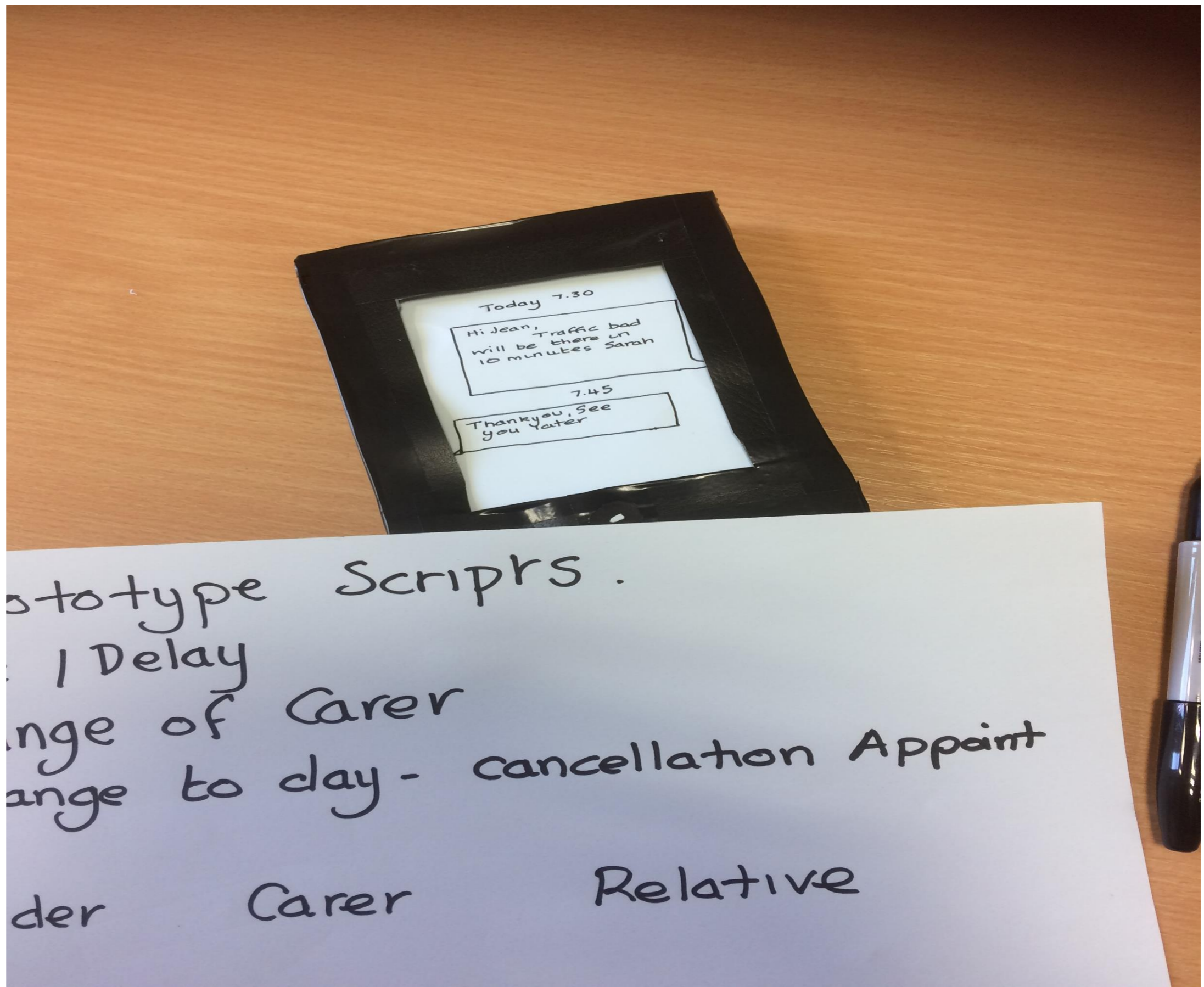- Why does the SW have to go via this route?
- Wigan Council North Somerset Kent

Following the development of the service blue print we met Software Providers

SO WE STARTED
LOOKING AT OUR
PROTOTYP[E
DESIGN,SCRIPTS,
DEVICES NEEDED -
READY FOR TEST

Our Digital Exploration of Discovery so far……

Workshop to establish what systems do providers require and/or would consider going forward.
COMPLETED

Agile workshop for providers looking at tech solutions to blueprint problems
COMPLETED

Dragon Den Day
Discussion with IT providers in re software solutions
COMPLETED

Explored other LA providers and systems
COMPLETED

Design Prototype
UNDER CONSTRUCTION

Tess prototype with End Users
#
TO DO