

**Understanding the challenges faced by
neurodiverse service users when
communicating with social workers**

Or

A Better Life? My Voice, My Say, My Way!



- Social Care Digital Innovation Programme
- Agile / co-production approach
- Innovation competition to find developer
- ‘Natter Notes’ digital solution



living better lives



Our starting point

- Quality of conversations
- Voice of the person v's parents and professionals
- Assumptions
- Co-production to understand the problem (nature and prevalence)
- Could a digital solution help?



Discovery approach

1 - Understand the context

Mapped current communications around meetings

2 - Co-production with People with LD and/or Autism

The Plan - 2 client groups and co-production partners
Complete and report in 8 weeks

The Reality – 1 client group and co-production partner
Discovery in 2 distinct phases
16 – 18 weeks



Co-production approach

- Formal contract and service specification

Contracted activities

- Project Management
- Fixed number of interviews / focus groups
- Client groups and Social Workers
- Progress call, final report and presentation
- Topics to cover in the sessions



What was actually delivered

Very successful discovery and co-production but ...

- Only one partner
- Two-phased approach
- Extended timescale
- Responded to what we learned
- Outcomes / experience exceeded expectations
- Services delivered did not reflect specification



Our co-production partners



Shaun

Melissa

Tom

Employed by Your Voice Counts Advocacy Service to work with other people with LD



Phase one - August / September 2018

Your Voice Counts (YVC) and the Personalisation Champions (PCs) facilitated the following

- Interviews with 10 people with LD via two different drop-in groups and a home visit
- Role play and group discussion at a workshop with 11 people with learning disabilities
- A group discussion with 4 Social Workers



Challenges

The holiday period

2nd co-production partner

Initial feedback session

- Wide range of issues
- Too many people meeting for first time
- Better way of capturing the discussion



Phase one findings

Lots of unstructured data

Two relevant themes

- Planning for meetings with Social Workers- *feelings*
- Remembering what was said in meetings- *memory*

Other phase one activities

- Reviewed relevant digital solutions
- Scope innovation partnership competition



Phase 2 – October to November

6 interviews set up via co-production partner

3 with clients

- Younger people
- People who said they used smart devices

3 with Social Workers

All involved with phase 1



Discussion topics

For people with LD

- Engaging with their Social Worker
- Access to / use of smart devices for any purpose
- Existing digital solutions

For Social Workers

- Ways of personalising the conversation
- Better preparation for everyone
- Using video messages
- Other digital solutions (MOMO)



Phase 2 outcomes

- Discussion and video report from YVC and PCs

Suggested digital developments

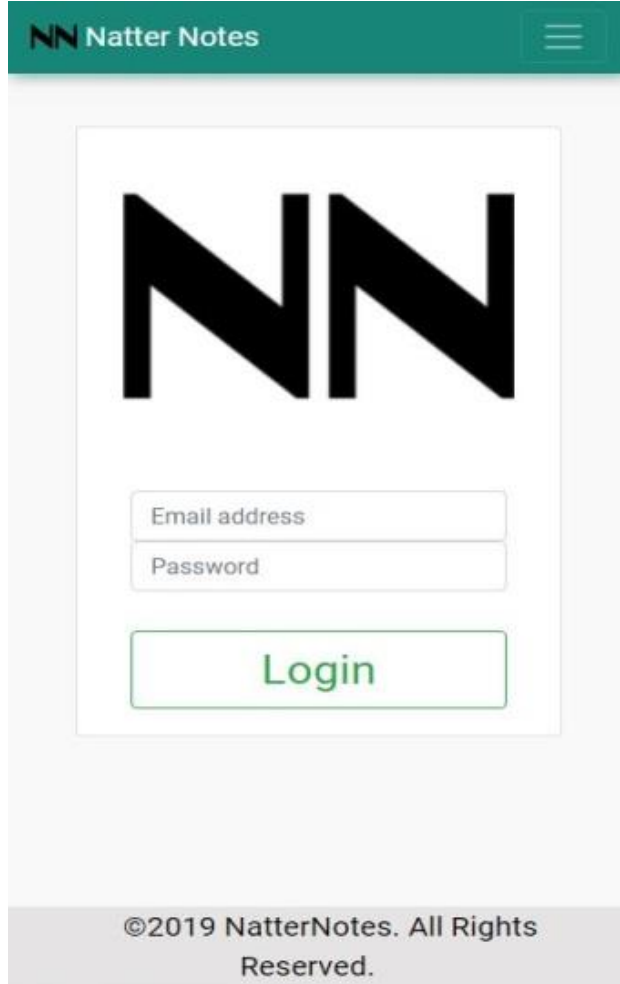
- Personal Profiles – get to know you (feelings)
- Guidelines/checklist (feelings and memory)
- Reminders (memory)

Informed the development of Natter Notes

[NatterNotes Evaluation Video](#)



Login Screen



Natter Notes

NN

Email address

Password

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Timeline



Natter Notes

Future Meetings

Update Meeting

6 Apr 2019
5:15 p.m.

Ocean Road Community Centre, Ocean Road, South Shields

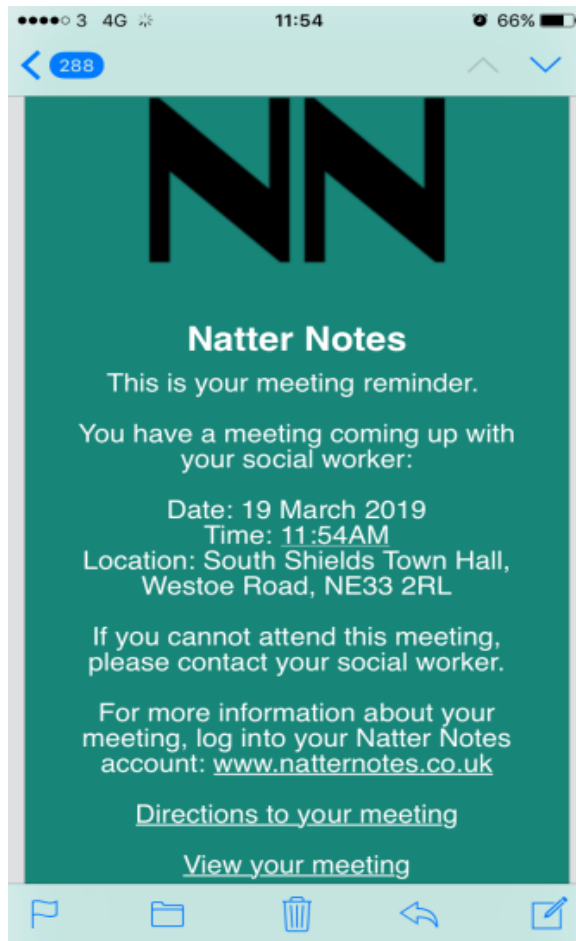


John Brown

Past Meetings



Meeting Reminder



Max size, legibility font



Co-production continued throughout development

- Review of functionality at end of 2 week sprints
- Role play with solution prior to launch
- 'Natter Notes' name

Slow progress with full roll out

- Security and Information Governance
- Staffing changes
- Social Worker devices



Used by 4 staff with 6 people, 40+ interactions

Initial feedback

- An event for people would encourage people to use NatterNotes
- Notifications to flag new content
- Training sessions for staff and users, including peer support and encouragement

Next steps

- Development plan for Natter Notes
- Longer term evaluation to understand impact



Key Learning

- Agile and co-production are complementary
- Innovative, energetic, rewarding process
- Formal procurement / commissioning processes can be a barrier
- More time / resource required, but worth it
- Flexibility to respond to what emerges
- Keep the partner at the heart of everything
- Opportunities to learn together
- Digital solutions can make a positive impact



Further information

Full Natter Notes evaluation video on YouTube

Handout: our experience mapped to the GDS
Service Standard

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