

# Design in Social Care Discovery Report

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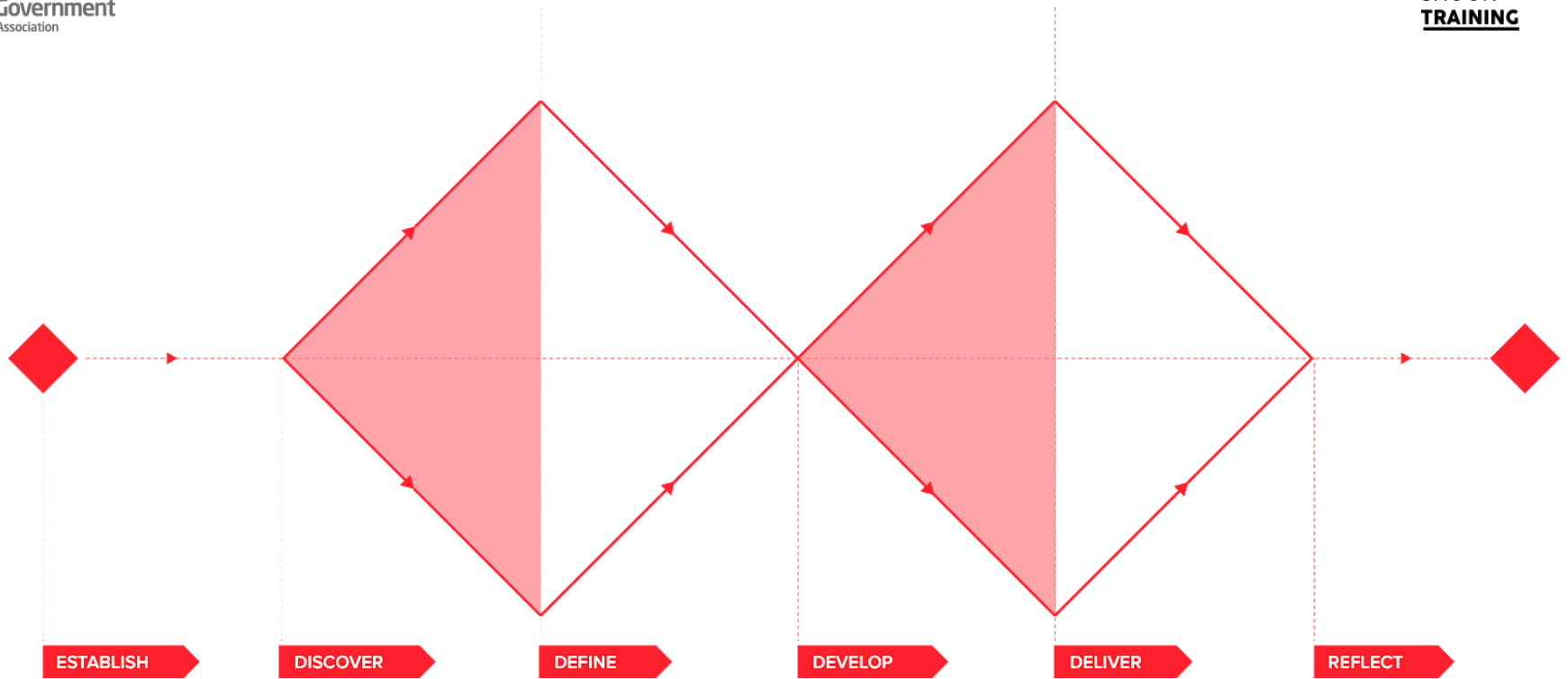
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## Our problem statement

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How might we offer joined up care at home that empowers people to feel in control of their life?

Initially: How might we offer home care that empowers service users to expect and benefit from joined up care and support and enables them to feel in control of their health and wellbeing?



## Our project team

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- Older Adults, Lambeth Council
- Adult Social Care Transformation, Lambeth Council
- Engagement Officer - Older People Lead, Healthwatch Lambeth

## User research

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- Depth not breadth
- Not market research or a statistical survey
- Not simply asking people what they want
- Open questions about themselves and their support
- Understanding people from their perspective

## Who we spoke to

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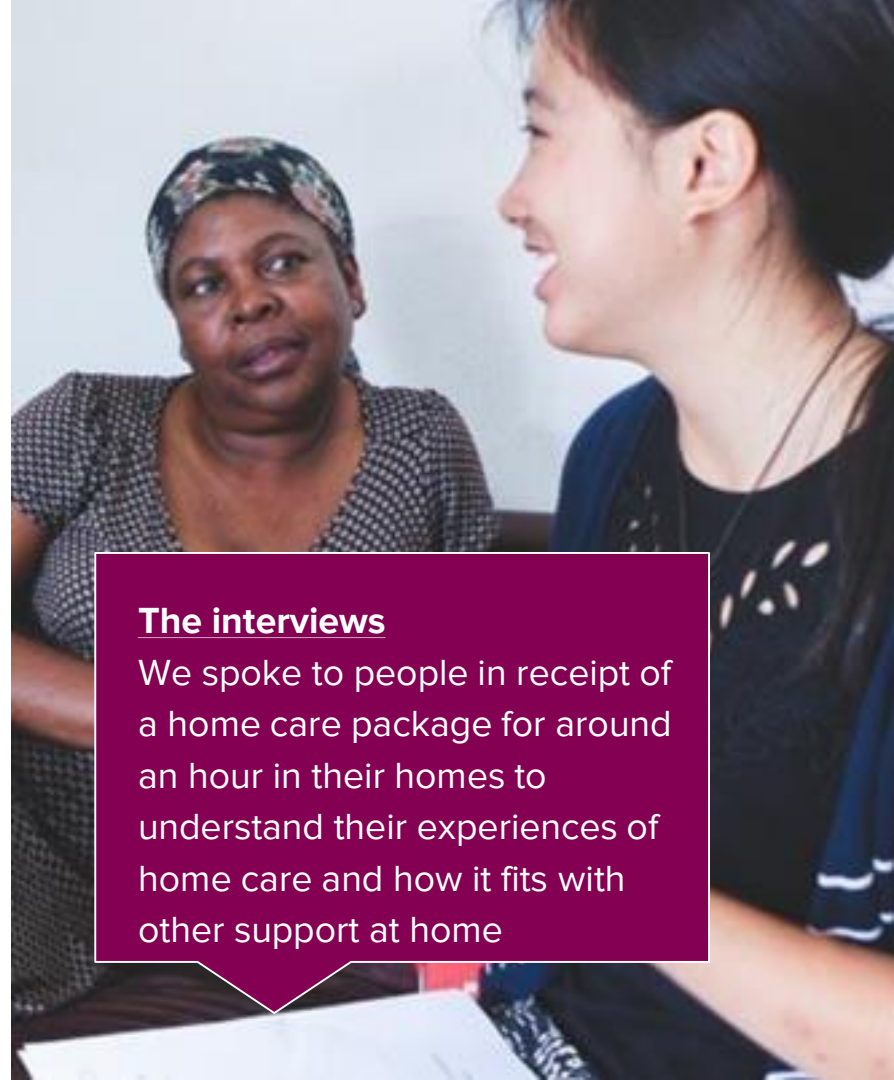
We wanted to make sure we spoke to 4 broad types of service users

- Recent user of home care services (weeks/months)
- Established user of home care services (years)
- Service user with an involved support network
- Service user who is relatively isolated

We also wanted to speak to unpaid carers as users of home care, acknowledging that these informal carers often play a large part in coordinating formal care and home care is a service they can benefit from

## Our approach

- We chose to do user research interviews
- We spoke to people in their own homes
- We also did 2 interviews on the phone with unpaid carers
- In total we did 7 interviews, speaking to 6 service users and 5 unpaid carers
- We then conducted thematic analysis with the notes and observations from our interviews to arrive at some key findings



### The interviews

We spoke to people in receipt of a home care package for around an hour in their homes to understand their experiences of home care and how it fits with other support at home



## Key findings

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- **Trust.**

Home care is a service that relies on good relationships and trust to make it work. Trust can be an enabler and disabler of effective support.

- *“My mum's confidence in her [a care worker who they used to have] wasn't quite there and she wouldn't ask her to do some things as she knew she had to go other places” – Unpaid carer*
- *“When I had my independence I wouldn't have had strangers in” but “this woman is like family, she is not like home care” - Home care user*

## Service Dependability

- Clear procedures and expectations
- Effective communication
- Flexibility
- Continuity of care

## Care Worker Competencies

- Interpersonal skills
- Insight into conditions and wellbeing – being responsive
- Proactive and using initiative
- Professionalism
- Time management

# Personas: 3 broad types of user

"Shirley"

(80 – 90yrs)

Likely to be having services for a while

May have mobility or memory problems

Settled, likes routine, lived in area a long time

Living alone but with support network

*"I want to be able to keep my home just how I like it"*

"Michael"

(60 – 70yrs)

Not likely to need services long-term

Episode of ill-health, expect to get better

Prides independence, sociable

Has been quite self-supporting, not used to depending on other people

*"It's not that I don't appreciate the help, but it's still annoying that I need it"*

"Catherine"

(40-50yrs)

Unpaid carer to loved one in receipt of a home care package

Wants the best for the person they care for

Juggling responsibilities

*"Mum wouldn't be able to cope without the home care and I wouldn't be able to do it all. We work together as best we can"*

## User needs

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- *As a user of home care I need to be able to build a relationship with those caring for me so that I can be open about how I am feeling and the support I need*
- *As a user of home care I need to know how I can ask for any changes or request if a particular care worker can be my regular care worker so that I can feel in control in my own home*
- *As a user of home care I need a reliable way to make changes to my routine of care from time to time so that I can attend to other aspects of my life*
- *As a user of home care I need any new care workers to know my preferences and care plan so that I don't have to instruct them*

## User needs

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### "Michael"

- *As a user of home care I need the service to be reabling and goal-orientated so I can regain my “normal” life*
- *As a user of home care I need my care worker to work with me to find ways to manage tasks I currently find difficult so that I can get back to doing them myself*

### Other services like district nurses involved

- *As a user of a range of services provided at home, I need everyone involved in my care to have a shared understanding of my situation and the roles of the others involved so that I can stay well and be safe*

## User needs

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- *As an unpaid carer of someone using home care, I need a dependable way to communicate with everyone involved in providing support so that I can be assured that care will be consistent*
- *As an unpaid carer of someone using home care, I need to understand my rights as a carer and how to ask for any support I may be entitled to so that I don't burn out and can continue to provide support*
- *As an unpaid carer of someone using home care, I need clear processes so that appropriate intervention can be provided with minimum stress*