

Design in Social Care Discovery Report

February 2019



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Our problem statement

How might we improve the experience of residents accessing information, advice and support in community locations?

(initially: How might we improve the experience of residents accessing information and advice through multiple points of access).

Our project team

- Sponsor: Interim Director of Adult Social Care
- Project Lead: Service Transformation Team Practice Lead
- Community Social Work manager
- Single Point of Access manager
- South Essex Community Hubs Coordinator

Supported by:

- Service Transformation Team
- Social work students and AYSE

Who we spoke to

We identified 5 key persona groups:

1. Ivone, 70

Informal carer, elderly, needs to know about local services and refer into as needed

2. James, 63

Unemployed, in rent arrears, needing help with housing information, debt management, getting online

3. Georgina, 62

Good health, needs training in digital skills to manage more services online ie. appt, contact with family

4. Sharon, 62

Volunteer, sought help for family at one stage

5. Clive, 61

Unemployed, signing up with Job Centre, needs to do job searches, manage benefits online



South Essex Community Hub
Your local centre for support

the HUB

- Advice and support from local services
- Learn how to confidently use computers
- Guidance on using the internet
- Finding a job, CV writing
- Debt Support
- Volunteering opportunities
- Housing advice
- Health and wellbeing
- English skills & support

Find your local hub:
www.hubproject.co.uk

Email us on: info@hubproject.co.uk

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Our approach

- We recruited 8 interviewees in the Hubs
- We had up to an hour discussion starting with broad questions such as their background, what a good and bad day look like and then asked questions specific to their experience of the hubs and information seeking in general.
- We identified additional research is required to:
 - 1) Interview professionals who know about hubs and those also those who don't interact with them much or at all.
 - 2) Intercepts with people coming out of Hubs and in the High Street.



Key findings

- It is important for people to feel valued and be able to contribute through volunteering or work.
- Face to face support in a welcoming atmosphere is of great value for people.
- Socialising and being part of a supportive community is very important.
- People find out about hubs in various ways but it is important to improve awareness.
- It's been an experience of helping people to make friendships, combatting loneliness, signposting people.

User needs

- **As a** benefit claimant **I need** access to equipment, internet and support to use the website **so that** I receive the benefits I am entitled to, on time so I can manage.
- **As an** informal carer **I need** to know options in regards of what help I can get **so that** I can chose, be less stressed and have better care for my loved one.
- **As a** resident with time, skills and gifts **I need** to have encouragement and opportunity to contribute **so that** I feel valued and stay well myself.

What we have learned

- Recruit 10% more back up participants for research to allow for changes in social care needs and how people are feeling on the day. Follow up on expressions of interest promptly as people are frail and their circumstances can change quickly.
- Be creative about getting support to undertake the interviews, have additional points of view at weekly catch ups and workshops analysing data ie. involve social worker students, AYSE who need to gather evidence for their PCF 9 – contribute to service development.
- Ensure weekly catch ups even if short to keep the momentum.

