Person Centred Design in Housing, Social Care and Health

Service Design Community of Practice

31st May 2023

Gillian Fyfe and Jeni Lennox

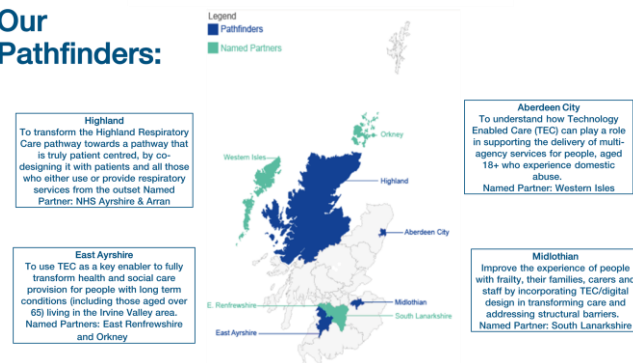# A shared vision

Technology Enabled Care in Housing

Transforming Local Systems Pathfinder Programme

"…..a new approach to designing services: transforming local systems with TEC in mind.

Our Pathfinders:

Legend
- Pathfinders
- Named Partners

Highland
To transform the Highland Respiratory Care pathway towards a pathway that is truly patient centred, by co-designing it with patients and all those who either use or provide respiratory services from the outset Named Partner: NHS Ayrshire & Arran

Aberdeen City
To understand how Technology Enabled Care (TEC) can play a role in supporting the delivery of multi-agency services for people, aged 18+ who experience domestic abuse.
Named Partner: Western Isles

East Ayrshire
To use TEC as a key enabler to fully transform health and social care provision for people with long term conditions (including those aged over 65) living in the Irvine Valley area. Named Partners: East Renfrewshire and Orkney

Midlothian
Improve the experience of people with frailty, their families, carers and staff by incorporating TEC/digital design in transforming care and addressing structural barriers.
Named Partner: South Lanarkshire

Reimagining Telecare

"

Something practical - a step by step animation or video?

Examples of it in use in areas that are relevant to me

Understand all the stages and phases upfront and what was/will be expected at each stage.

Something to help me get my team on board with this way of working

Prompts in a guide - what to consider if doing a particular activity.

A Beginner's resource - Basic understanding of SAtSD

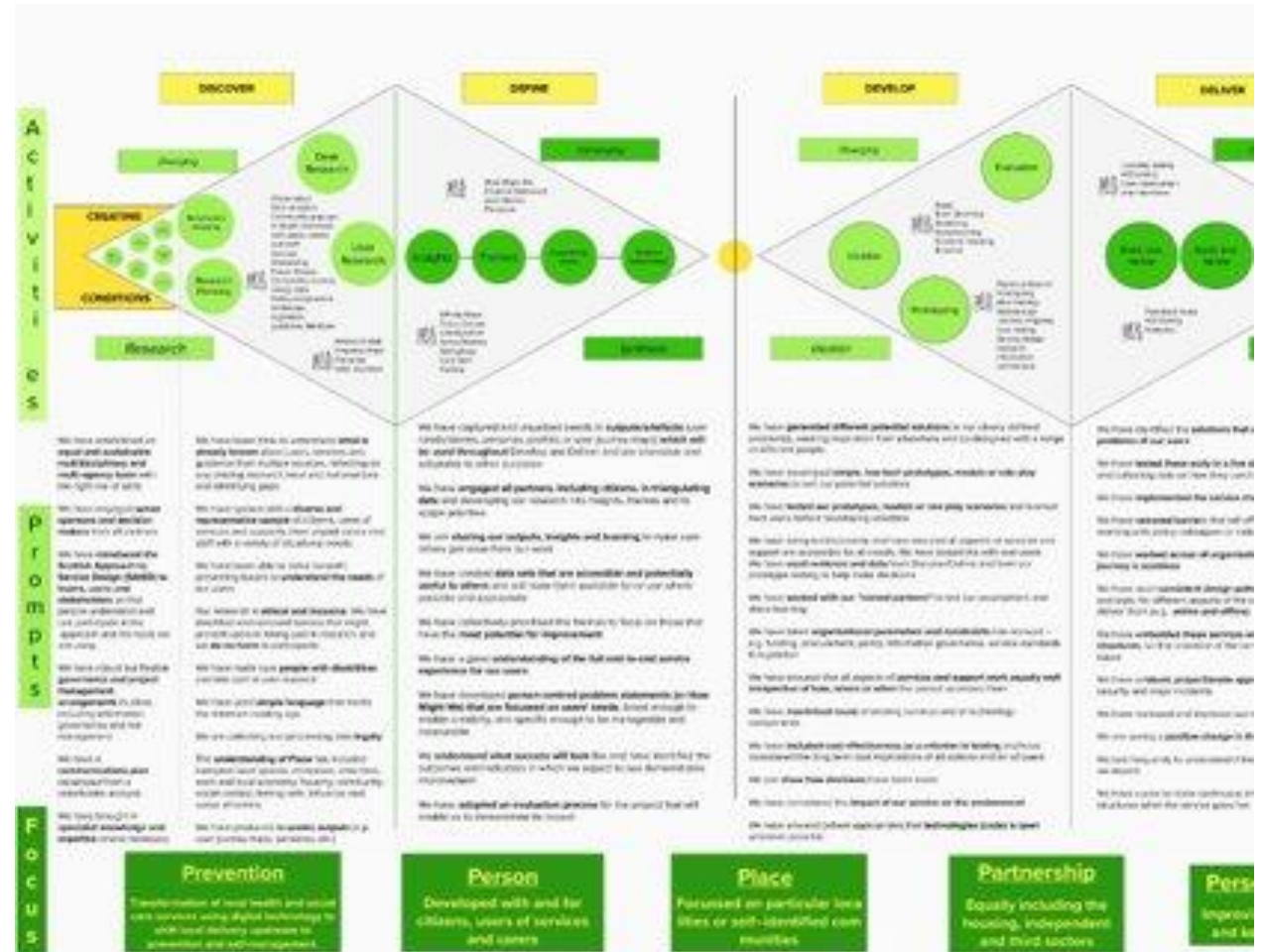A resource I can go back and dip into for help when I need it

"

January 31st 2023

Early models

> "
> Templates I can download to use later or offline
>
> An interactive diagram of the double diamond
>
> Understand all the stages and phases upfront and what 'good' looks like at each stage. Have I done enough to move on?
> "

Early Growth

Initial User Testing

Different experience and scenarios:

- Some experience, looking to develop further
- Aware, but new to the approach, looking to use in practice
- More senior team leader, focus on developing team capacity
- Design professional, developing senior buy-in

A range of backgrounds

- TLS Pathfinders
- NHS Boards
- Social care (specific interest in technology and care)
- The Promise

Strong support for the site

- Helpful insights to guide development (site now looks quite different)
- ihub, TEC and Scottish Government are trusted authorities

June 12, 2023
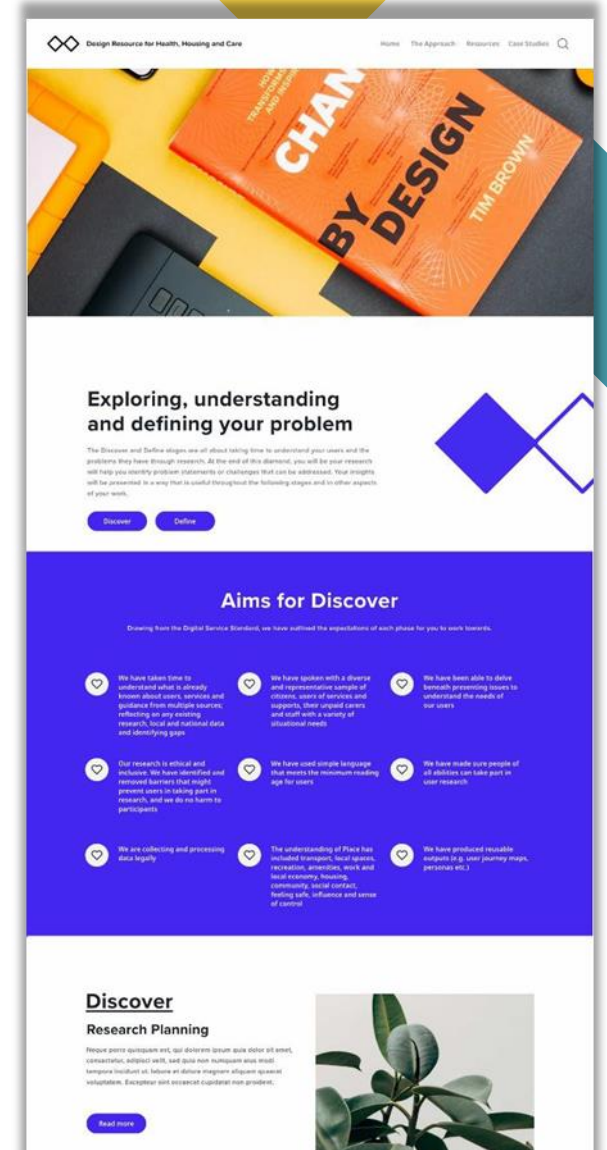
Uses and Insights

All groups were enthusiastic about the potential for the site. **Context** and **learning from others** was highlighted as the key ask, although this looks a bit different for each level of user.

Some experience, refreshing and developing practice

Examples of what others have done

Tools and ideas

Aware, but looking to understand how to use in practice

Translating the process into practice

Assessing progress

Raising awareness or developing capacity

Insights on planning and engagement

Communications tools

Specialists, supporting others

Support coaching

Community

June 12, 2023

MoSCoW Framework

We utilised the MoSCoW Framework to help identify priorities for a MVP
of the online resource, below are just a selection:

| Must have	Should Have
• Overview SAtSD process, phases, high level description of each phase. • Information on what should be achieved in each phase and to what standard to enable benchmarking and guide progression. • Narrative and stories illustrating examples from practice: how approaches were applied in context, learning, tips, worked examples • Links to trusted tools and templates appropriate for use in health, housing & care in Scotland.	• Templates to support people to use the information on the page, e.g. research plan template, or template to checklist the aims etc. • Expectations/aim criteria links directly to associated content and case studies for clarity on what to do to achieve this aim • Concise template and process for contributing stories/case studies
Could have	Won't have
• Additional signposting to aid less-experienced users to find the right tool for their situation • Library of reusable design patterns • Library of reusable research insights: data, user research • Blog: experiences, what's worked, what hasn't…	

June 12, 2023

Development

Current Activities

- Service designers from Reimagining telecare with ihub Knowledge, Information and Skills Specialist and the TLS programme team are merging resources to create content

- Work with small groups of potential users to test

- Using case studies from all partners

- Linking with Office of Chief Designer Scottish Government, The Promise, Design School and Care and Well-being programmes to assure and integrate content

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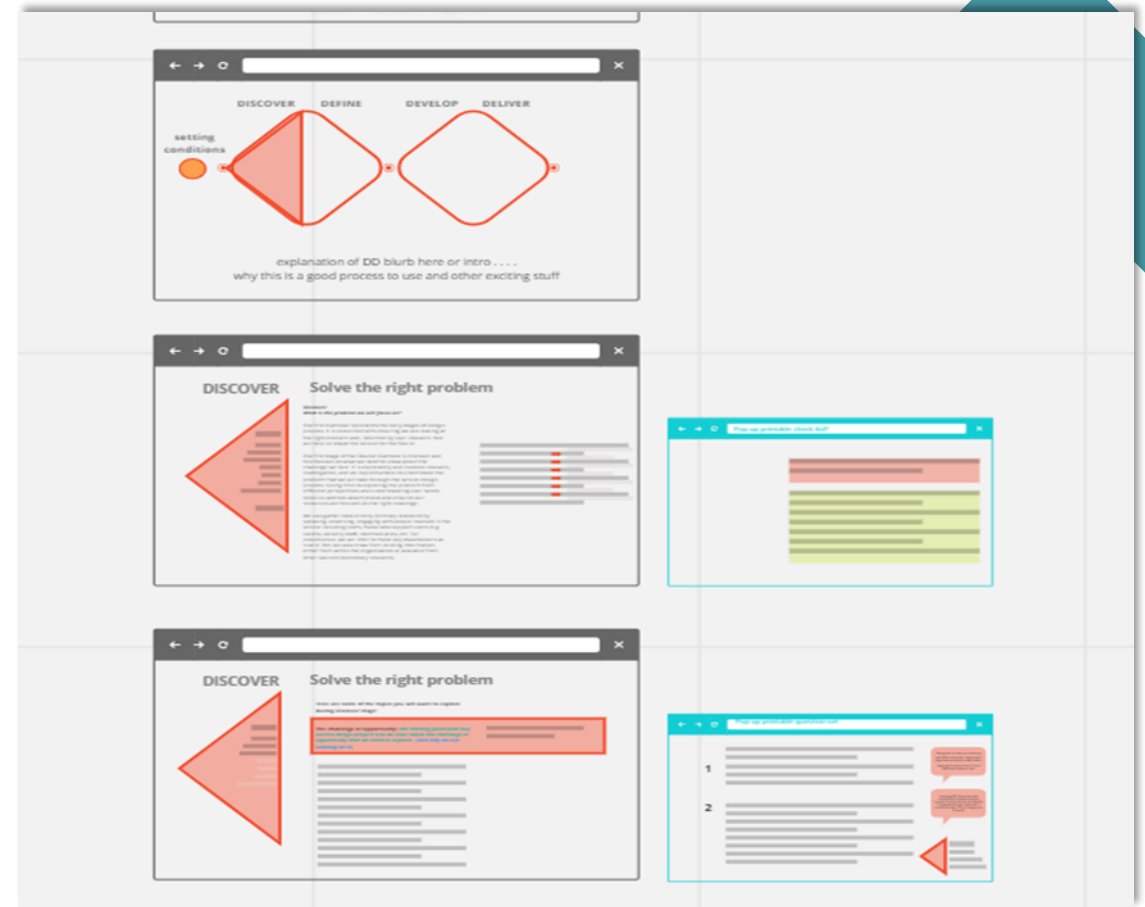
ihub Hosting

- Agreement by TLS Steering Group that the resource would be hosted on the ihub website

- Initial product will allow for more development of content, design and case examples

Advantages

- Alignment with Design Community of Practice in health and social care

- Enables links with other ihub programmes using human rights and person-centred approaches to redesign and improvement

- Supports ongoing development of the product beyond the lifespan of the TEC Programme

Accessibility requirements currently being worked through to inform design of the product

Challenges

- Limitations of functionality challenges user feedback

- Need for consistency with existing branding and approach
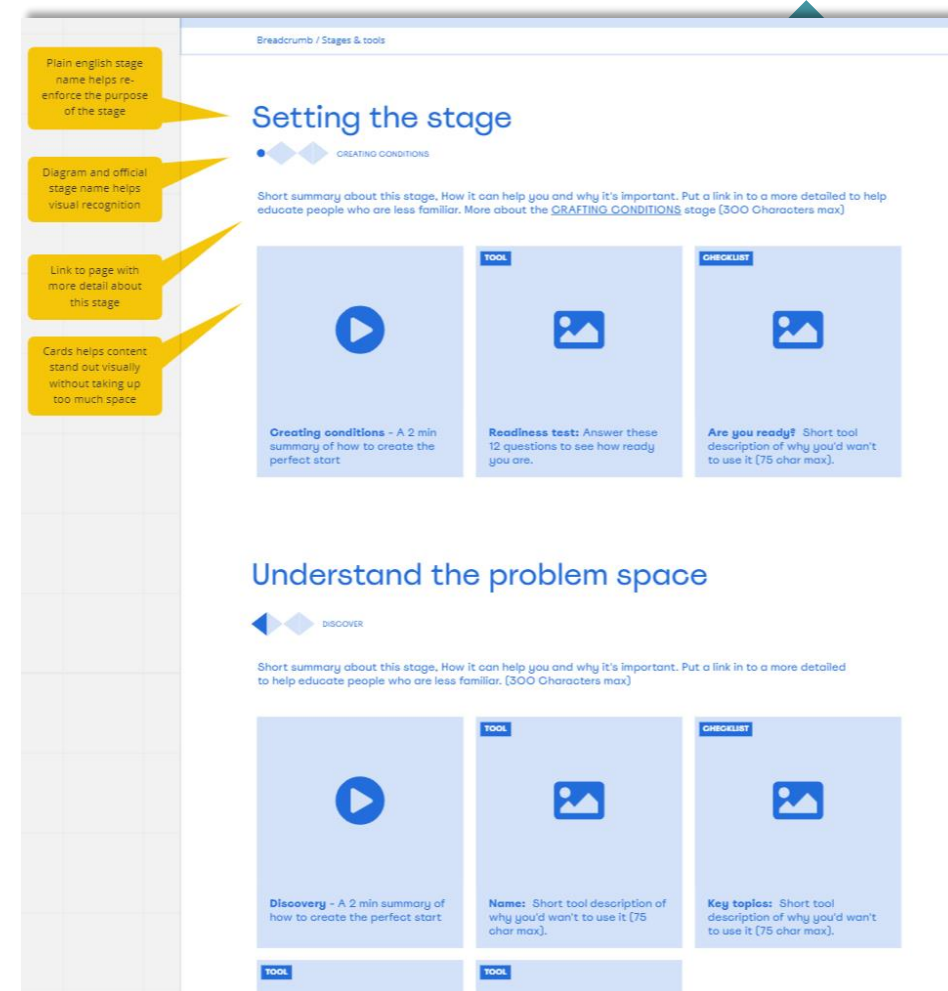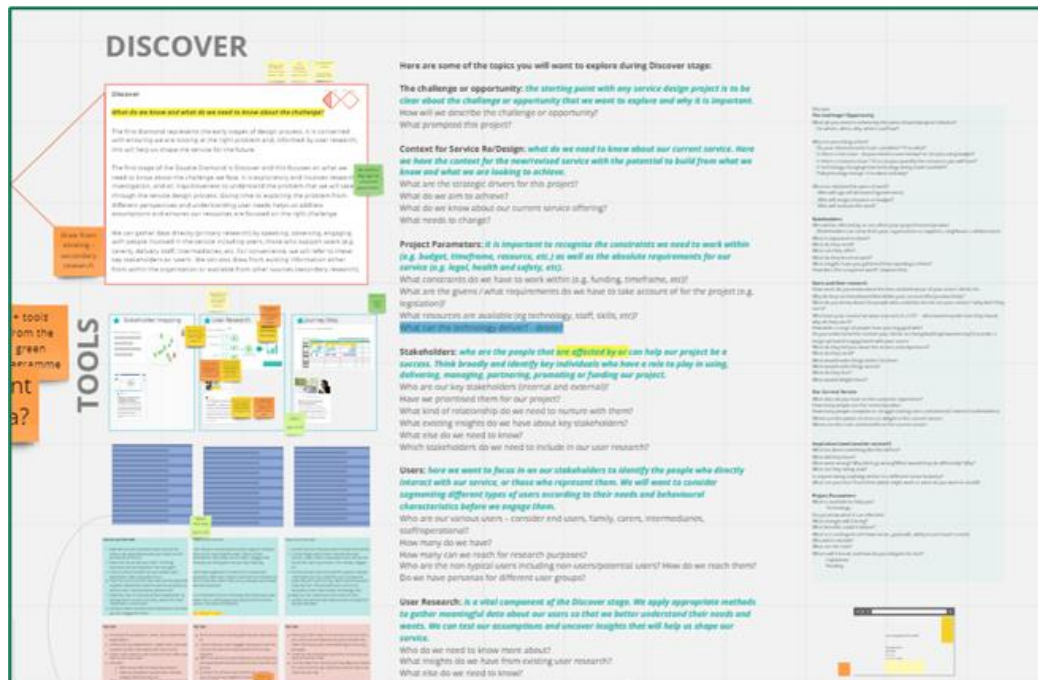
Initial Scoping and Development

Content Development Miro Board

Joining the team

Reviewing the initial wireframes when the content was being development

Building a mock up blank template
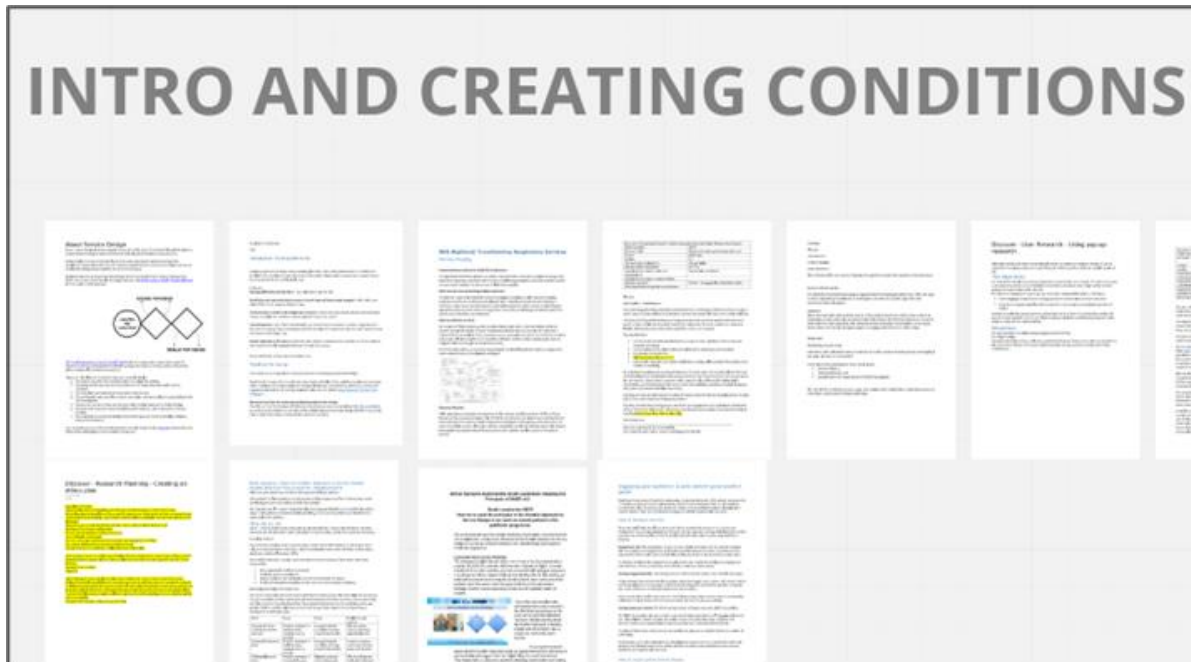
Developing an example wireframe

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Content Development & Umbraco Testing

December

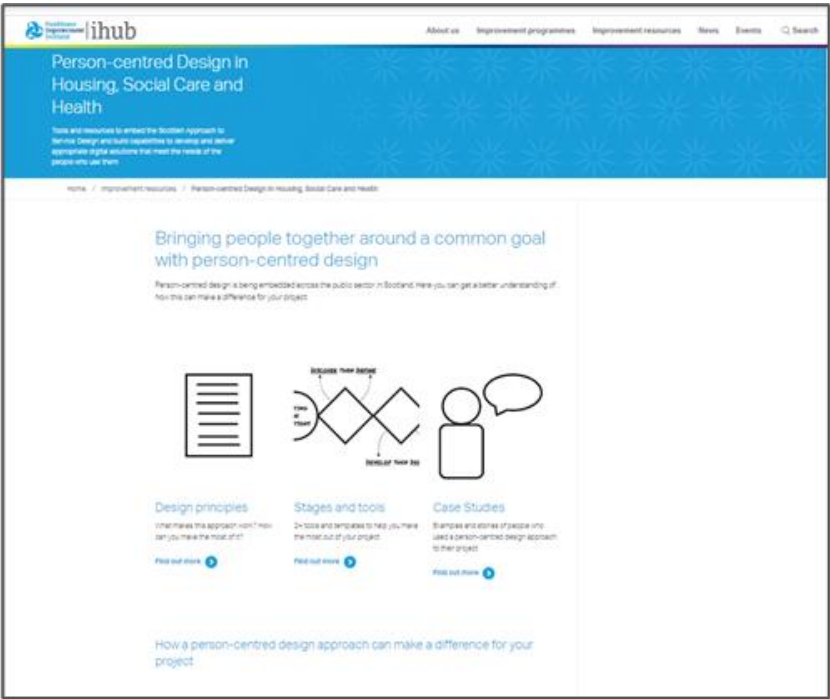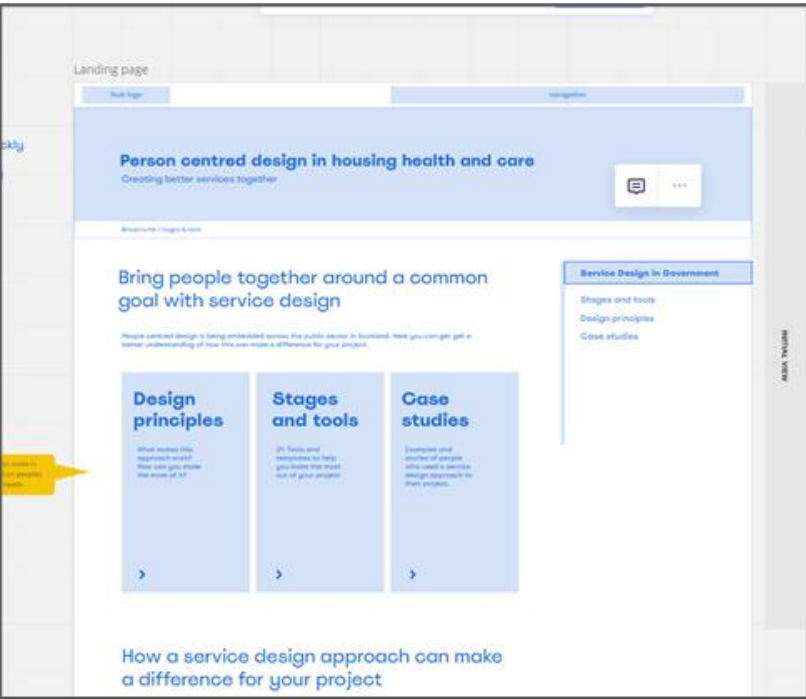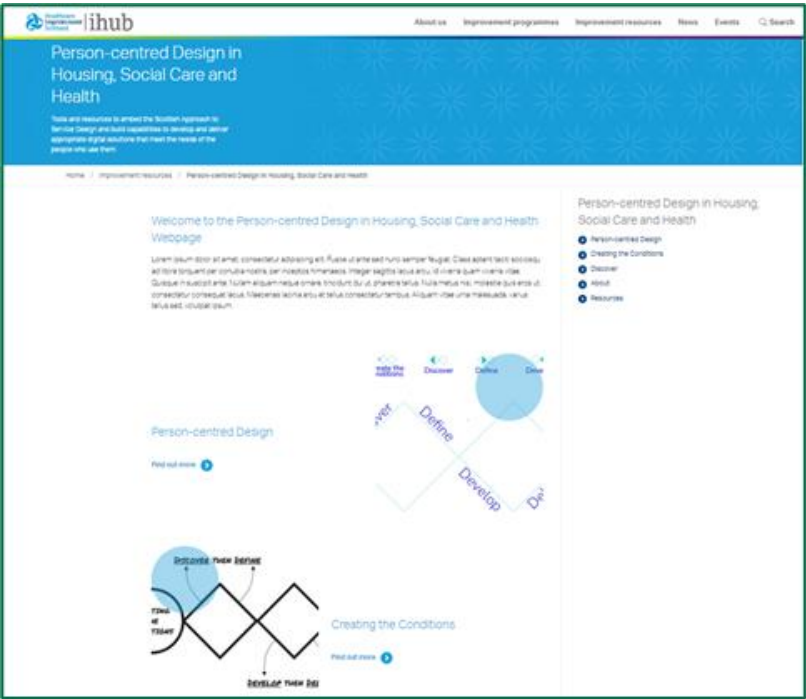Content being developed and reviewed on Miro

Testing out ideas within Umbraco on structure only

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Initial Scoping and Development

January

Development of different solutions

UX Developer Concepts

Testing the concept within Umbraco

Where we are now

Overview of the website as it now looks:

[Person Centred Design for Housing, Social Care and Health](#)

Collaboration

How a service design approach can make a difference for your project/Helping you get better outcomes

Joyce's story

Tommy's Story

Jeni's Story

Next Steps

Continued population of existing resources

Development of sections with additional inks and resources

Review based on user testing of MVP

Thank you