

How might we empower people to manage and organise support?

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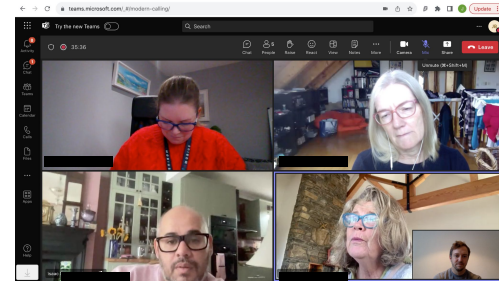
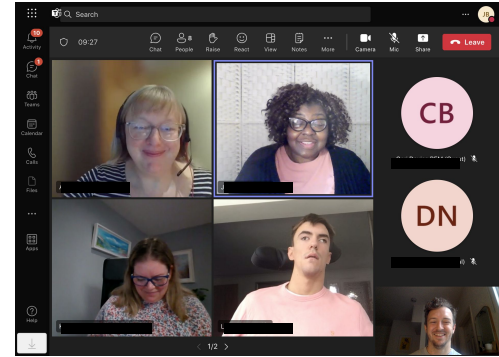


Care City

carecity.org

Our research activities

- 2 focus groups with people managing support for themselves or for someone else
- 1 conference workshop with people managing support for themselves and commissioners
- 2 group interviews with professionals (direct payment leads, social workers, commissioners)
- 2 interviews with other tech organisations in this area
- *To come: Additional lived experience focus groups, Local Authority interviews, 1:1 follow up interviews*



Research tools we're using

- Discussion guides to help us understand user needs in an explorative way
- Interviews and co-design sessions with people with lived experience to capture insights
- 'How might we ...' questions to get people's input and ideas during the focus groups
- Service Sketches to provoke reactions and refine ideas
- *Next step: get down to 1-2 service concepts that we can prototype in the next phase*

The image shows three numbered cards and a hand-drawn journey guide. The cards contain prompts for discussion guides, and the journey guide shows three stages of a service concept.

1
How might we empower people to set and achieve their goals?
Prompts:
- identifying goals
- plan activities
- keeping track

2
How might we inspire people to plan and find the right support?
Prompts:
- getting inspiration
- thinking creatively
- connecting with others

3
How might we help people manage their staff and the relationship to them?
Prompts:
- keeping track of tasks
- sharing information
- managing payroll

inTouch - A journey guide

TELL US ABOUT YOU
I support someone.
I'm receiving support.
NEXT

WHAT DO YOU NEED HELP WITH?
NEXT

YEAH, LAURIE IS YOUR PERSONAL GUIDE
NEXT

Some things we've learned

01 | People get thrown into cold water whilst learning to swim.

02 | Managing and organising support is like running a company on the side.

03 | People look for support amongst peers and find inspiration in the community

04 | The system doesn't allow for creative thinking about support and what might help.

05 | Trust between the LA and people trying to organise the support they need is low.

06 | Better data would help shape the market and the services in it.



Memorable quotes

'We have a law that is misinterpreted and abused. People make decisions about me.'

"There should be someone to hold your hand. Step by step and go at your pace."

'My daughter leads the interview process for finding a personal assistant. Potential candidates need to like Disney and Nail art.'

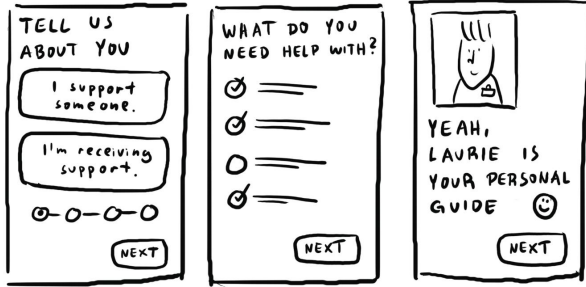
"Bureaucracy has increased 10 fold."

'I would not talk to the NHS or DP related authorities. I would go to peer support groups.'

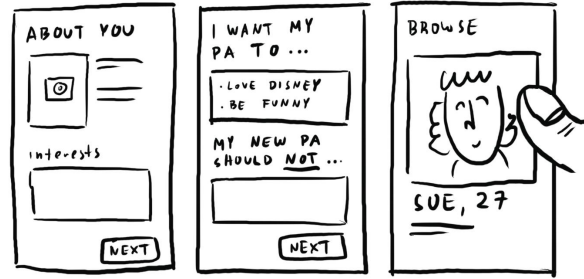
'There is a lack of creativity on how to use direct payments.'



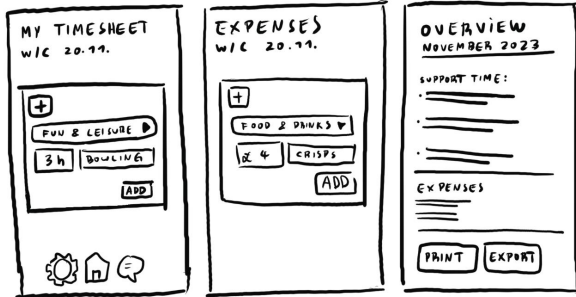
Concept 1 – Journey Guide



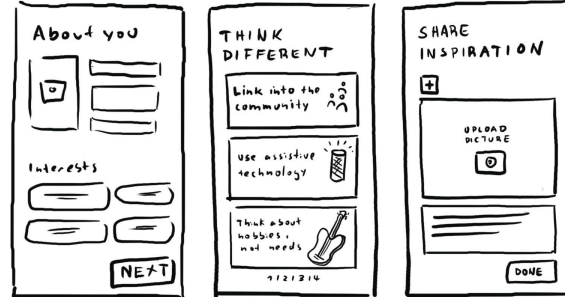
Concept 2 – PA Matching Service



Concept 3 – Timesheet & budget manager



Concept 4 – Creative Care & Inspiration



Journey Guide

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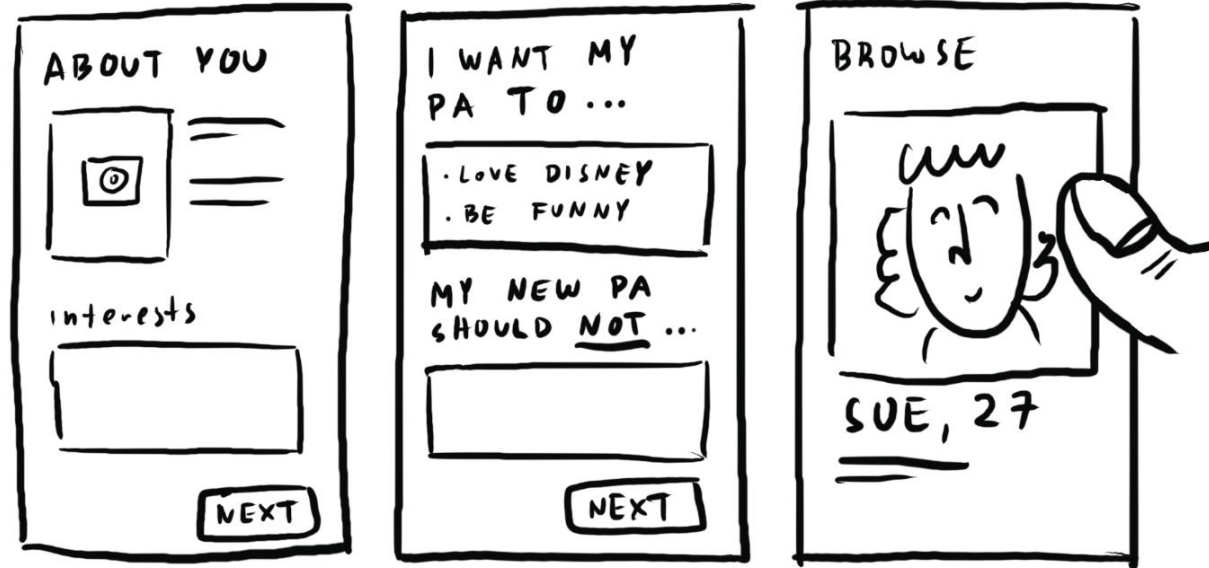
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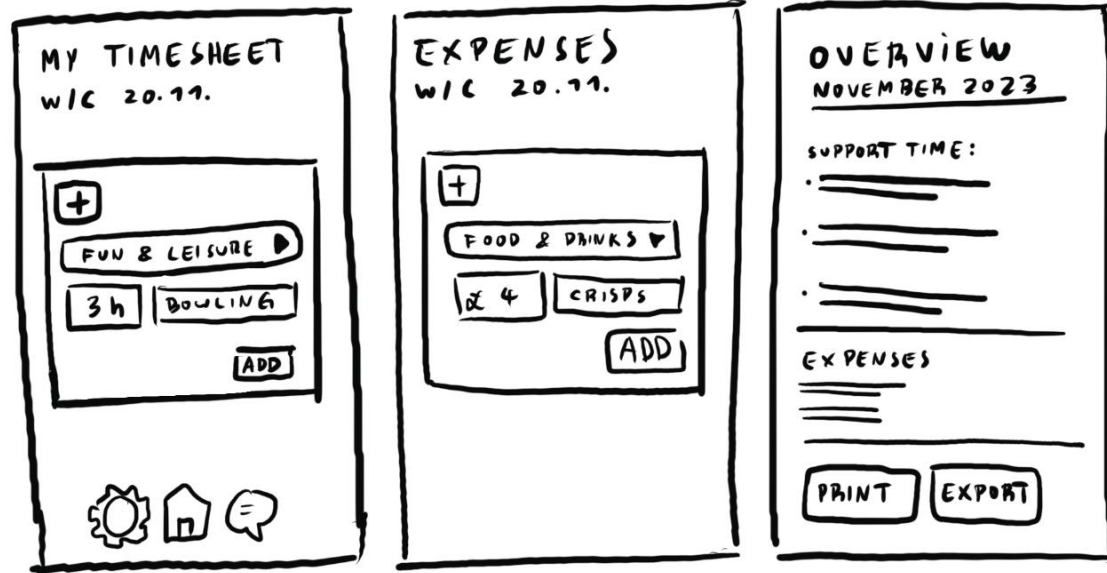
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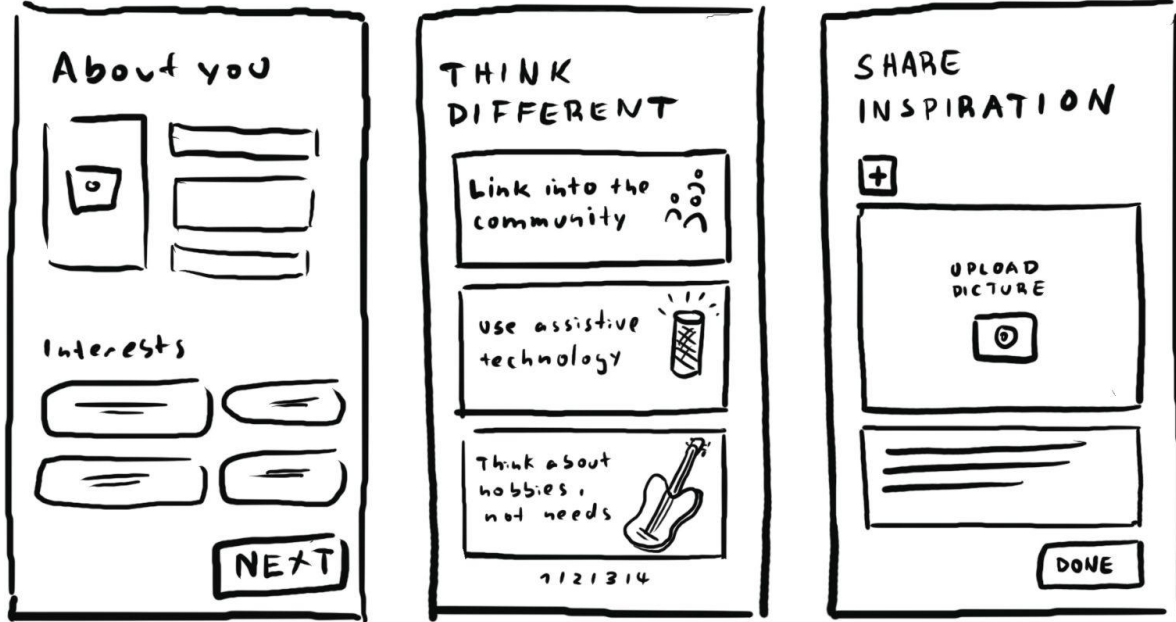
PA MATCHING SERVICE



TIMESHEETS AND BUDGET MANAGER



CREATIVE CARE AND INSPIRATION



Challenges, questions, support we can give

- Can you share inspiration about any digital tools on the market or any overlap with your ideas?
- Can you help us find more people receiving direct payments and self funders to speak to?
- We are interested in finding out how other teams are refining and prioritising their ideas?
- We can offer design crits if there's anything other teams need input on
- We are happy to share insights from our research with other teams and can do more 1:1 with teams

