

Experience discovery conversation planning template

Name of service/experience journey: Transition and orientation to a new care home

Identify service user steps

List below the broad service user steps:

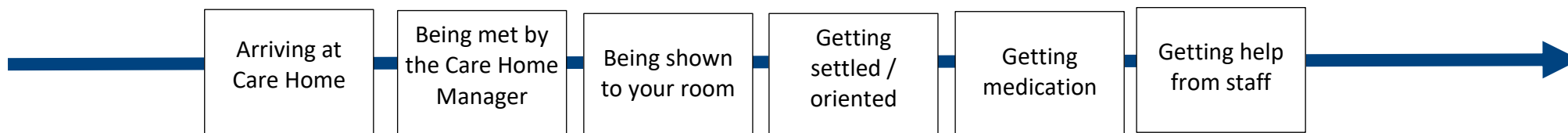
(These are steps that the service user experiences (i.e. what they see, feel or hear) rather than the steps that only the service provider experiences)

1. **Arrived** at new care home
2. Being met by the Care Home Manager
3. Shown to your **room**
4. Getting settled and orientation to the **environment** (showed around)
5. Getting routine **medications**
6. Getting help from **staff**

Experience Journey Mapping

Identify the touchpoints from the service user steps and map them in occurrence order:

(Click on boxes below to add text. Add or remove boxes to reflect your service user touchpoints)



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Conversation plan

Journey touchpoint	Discovery questions (1-2 per touchpoint)	Digging deeper questions
Arriving at care home	<ul style="list-style-type: none"> Tell me about the day you came to this care home. 	<ul style="list-style-type: none"> What were your first impressions on arriving at the care home? You arrived in the car park, what happened next? What were you feeling when you came through the doors?
Being met by the Care Home Manager	<ul style="list-style-type: none"> Tell me about meeting the care home manager? 	<ul style="list-style-type: none"> What did that make you feel like?
Being shown to room	<ul style="list-style-type: none"> Walk me through what happened when you were being shown to your room 	<ul style="list-style-type: none"> What were your first impressions?
Getting settled/orientated	<ul style="list-style-type: none"> What was it like meeting the staff for the first time? 	<ul style="list-style-type: none"> What was it like getting settled in? How was it getting to know other people?
Getting medication	<ul style="list-style-type: none"> Walk me through how you get your medication. 	<ul style="list-style-type: none"> Who helps you with medication? What are the steps in getting your medication at the right time?
Getting help from staff	<ul style="list-style-type: none"> What happens when you need things changed or things haven't gone to plan? 	<ul style="list-style-type: none"> Who do you speak to? What examples do you have of staff responding to your issues?