

Experience discovery conversation planning template

Name of service/experience journey: Transition from hospital to home – arranging a care package

Identify service user steps

List below the broad service user steps:

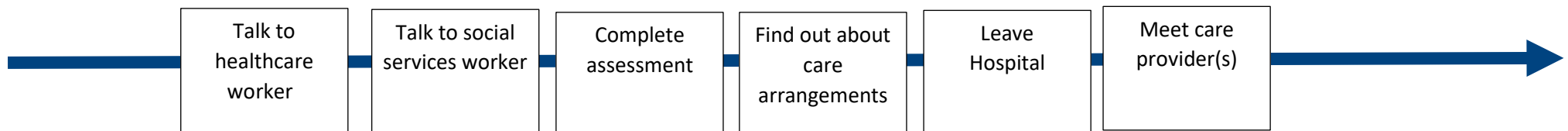
(These are steps that the service user experiences (i.e. what they see, feel or hear) rather than the steps that only the service provider experiences)

1. Talk with **healthcare worker** about social care needs
2. Talk with **social services worker** about care needs
3. Complete **assessment** with social services worker
4. Find out about **social care arrangements** and start date
5. **Leave hospital** following discharge
6. Meet **care provider(s)** for the first time at home

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
Talk to healthcare worker	Tell me about how your social care needs were identified?	<ul style="list-style-type: none"> ▪ How did it feel when talking about your care at home needs? ▪ How were your family (or carers) involved in the discussion?
Talk to social services worker	Talk me through your conversation with the social services worker.	<ul style="list-style-type: none"> ▪ What were you hoping for when the social services worker came to speak to you? ▪ What things were most important to you about the conversation with the social services worker? ▪ How were your family involved in the conversation? ▪ How did it feel to have that discussion about social care support?
Complete assessment	Tell me about the assessment?	<ul style="list-style-type: none"> ▪ What happened during the assessment? ▪ How did you feel during your assessment?
Find out about arrangements	Tell me about what happened when your package of care was offered and you were asked to confirm?	<ul style="list-style-type: none"> ▪ What were your thoughts when you were told about the package of care agreed for you? ▪ What happened after that?
Leave Hospital	What happened on the day you were discharged from hospital?	<ul style="list-style-type: none"> ▪ What arrangements were made for you? ▪ How was your family involved in your discharge? ▪ What was it like going home after being in hospital for that time?
Meet care provider(s)	Tell me about the first visit from your home care provider?	<ul style="list-style-type: none"> ▪ How did you feel? ▪ What were your first impressions? ▪ Was there anything that happened during that first visit that you hadn't expected?