

CEIM Experience Improvement Model for Health and Social Care



CEIM LEADERS

Activity: Reflecting on lived experience narratives

On the next slide is an example of feedback from an experience discovery conversation. The associated experience journey steps that helped gather the story has five steps. The feedback focusses in on the last three.

Read what Jim's carer shared and try out using the prompts on slide 3 to reflect on the feedback on your own, or with colleagues.

Discovery Conversation (unpaid carer feedback)

Find out arrangements

Leave hospital

Arrive home and meet with care provider

Jim was happy to find out he was going home. He kept reminding me to be there when he got back, and to make sure I had his newspaper ready for him. I was happy he was going home, but worried how he would cope. The nurses told me he'd be getting three visits a day, but I wasn't too sure what that meant.

We were told Jim would be home for 2pm, and his carers would be in shortly after. My plan was to get there early and have everything ready for him. So, I was very surprised to get a call at 11am telling me he was on his way now. I live 20mins away and was in no way ready to leave the house, so this made me feel really anxious. I just had to drop everything and go. By the time I got there Jim was really agitated, not even the patient transport guys, who had thankfully stuck around, could calm him down.

A carer came in, she was nice, and great with Jim too. Although I noticed a bandage on Jim's heel, when I asked if she'd be able to change the dressing, she said there was nothing about it in his care plan so she couldn't touch it. When I had a look, the dressing was basically merged with Jim's skin. I didn't know what to do, so had to get my daughter to come help. She fixed it and called the District Nurses who hadn't been informed of any wound care.

Time to reflect

The [Three Levels of Seeing](#) is one tool you could use to reflect on feedback that is used in the CEIM Leaders Programme. It comes from [Values Based Reflective Practice](#).

Thinking about the feedback you have just read, note down the following:

- What do you notice?
- What do you wonder?
- What do you realise?

Once you have done this:

- Note down as many improvement ideas as you can, being prompted by the feedback.

Then think about how you understand people's experiences of your service.

How might this way of having and recording a conversation, and then reflecting on feedback, work for your team?