

Journey mapping

Case Template

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| **Starting point (Background)** | How did the person become known to services?What were their presenting needs?What assessment/screening was done to understand needs and allocate support?  |
| **What happened?** | Narrative around the journey of the person and how services supported themThink about:What were the key touch points with the person? What were the key touch points/communication points across services?How and when was care planning done?Where was data captured on systems? |
| **Who was involved / not involved**  | Which services were involved? What type of staff?Were families and carers involved?Any additional services outside of health and social care?Did services work together? What was role of third sector? |
| **What was the outcome?** |  |
| **Reflections** |  |