

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 them  Think 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** |  |