



Experience discovery conversation planning template

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

Identify service user steps

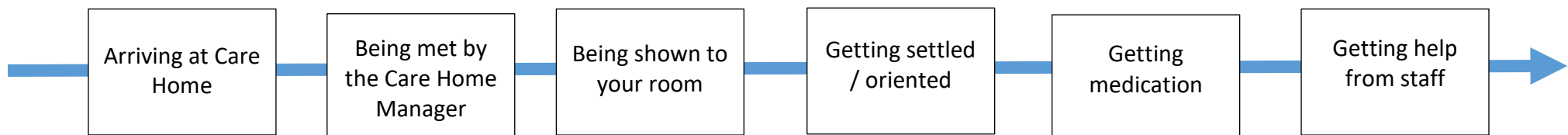
List below the broad service user steps:

(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:





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Conversation plan

Journey touchpoint	Discovery questions (1-2 per touchpoint)	Digging deeper questions
Arriving at care home	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	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	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	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	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	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?