



Experience discovery conversation planning template

Name of service/experience journey: arranging social care at home from hospital

Identify service user steps

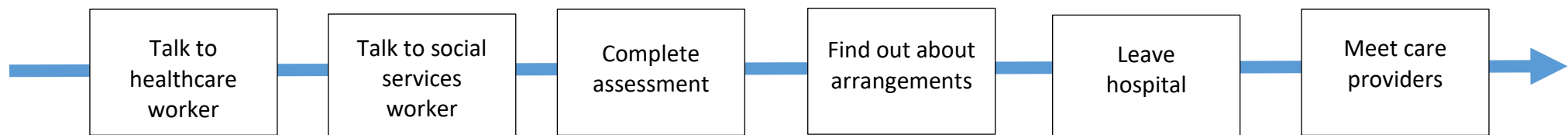
List below the broad service user steps:

(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** from hospital staff or social services.
5. **Leave hospital** following discharge
6. Meet care providers for the first time at home and begin receiving care and support

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
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 providers for the first time	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?