

# Pilotlight Ageing Well

## Focus group feedback 12<sup>th</sup> May 2016



Ten co-design team members participated in a focus group held a month after the final Pilotlight Ageing Well co-design workshop. Written feedback was also submitted by some participants who did not attend as well as most who did. Comments from these have been included in the summary of responses in the relevant section- e.g. comments from written feedback on the high and low points of the process have been noted in section one.

Jenni Inglis of VIE ran the focus group, supported by one of the Pilotlight associates, Kate Dowling (except for session 1- feedback on the process). Jenni introduced herself to each participant individually, explaining her remit, and gave them a consent form for their participation, which everyone signed prior to commencing the focus group. Participants were seated on three tables- two of 4 and one table of 2 people

### **1. Feedback on the Pilotlight process**

Kate left the room in order that participants would be able to talk freely without embarrassing or upsetting her.

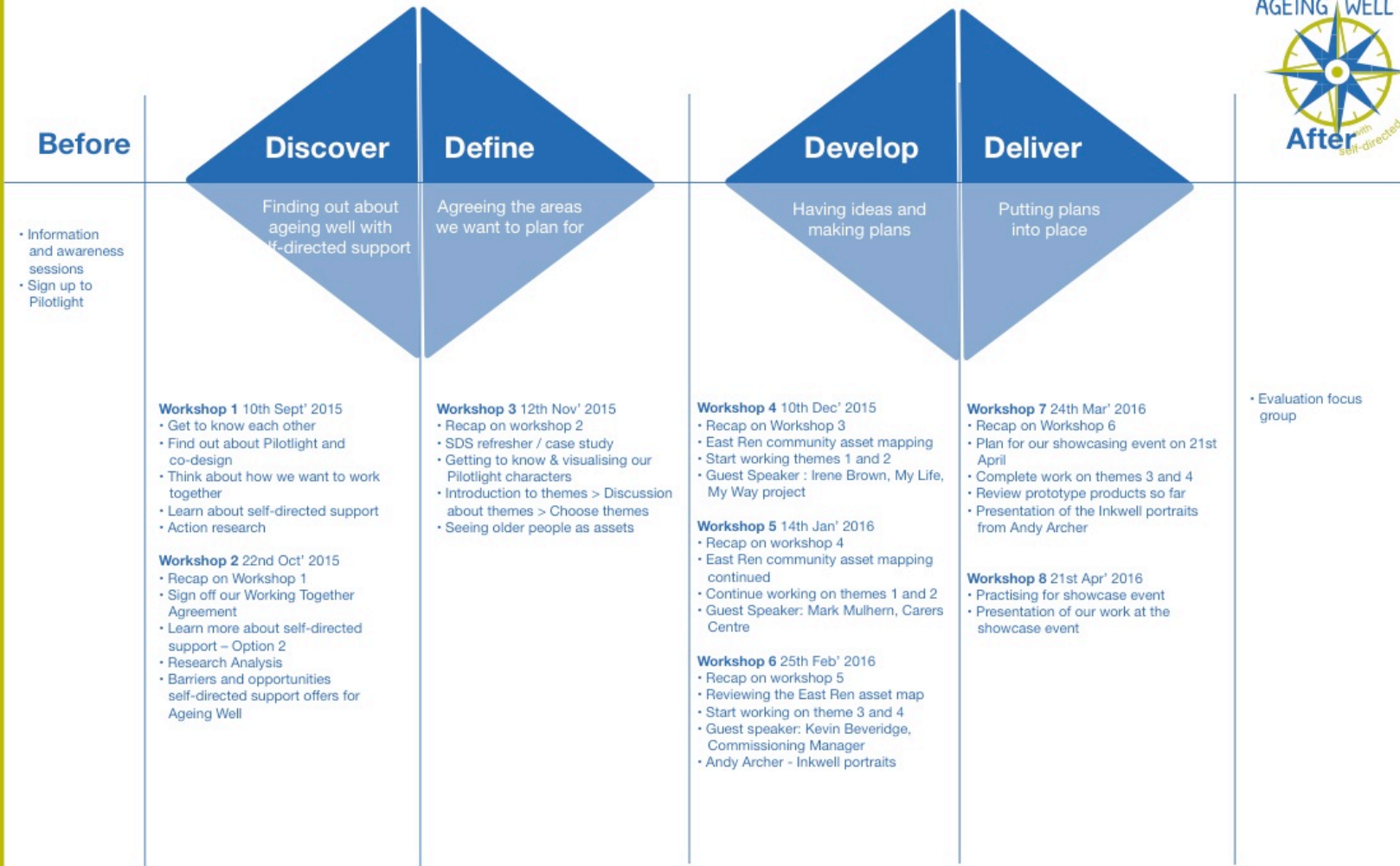
Participants were given a process map to remind them of what the project had included. They were asked to mark how they felt about each point on the process individually using smiley faces and note any stand out moments. Participants were aided with a little prompting by Jenni, or other participants appropriate, who then recorded the answers.

Nine sheets were returned and these have been aggregated for this report and an overview is shown on page 3.

# Process Map



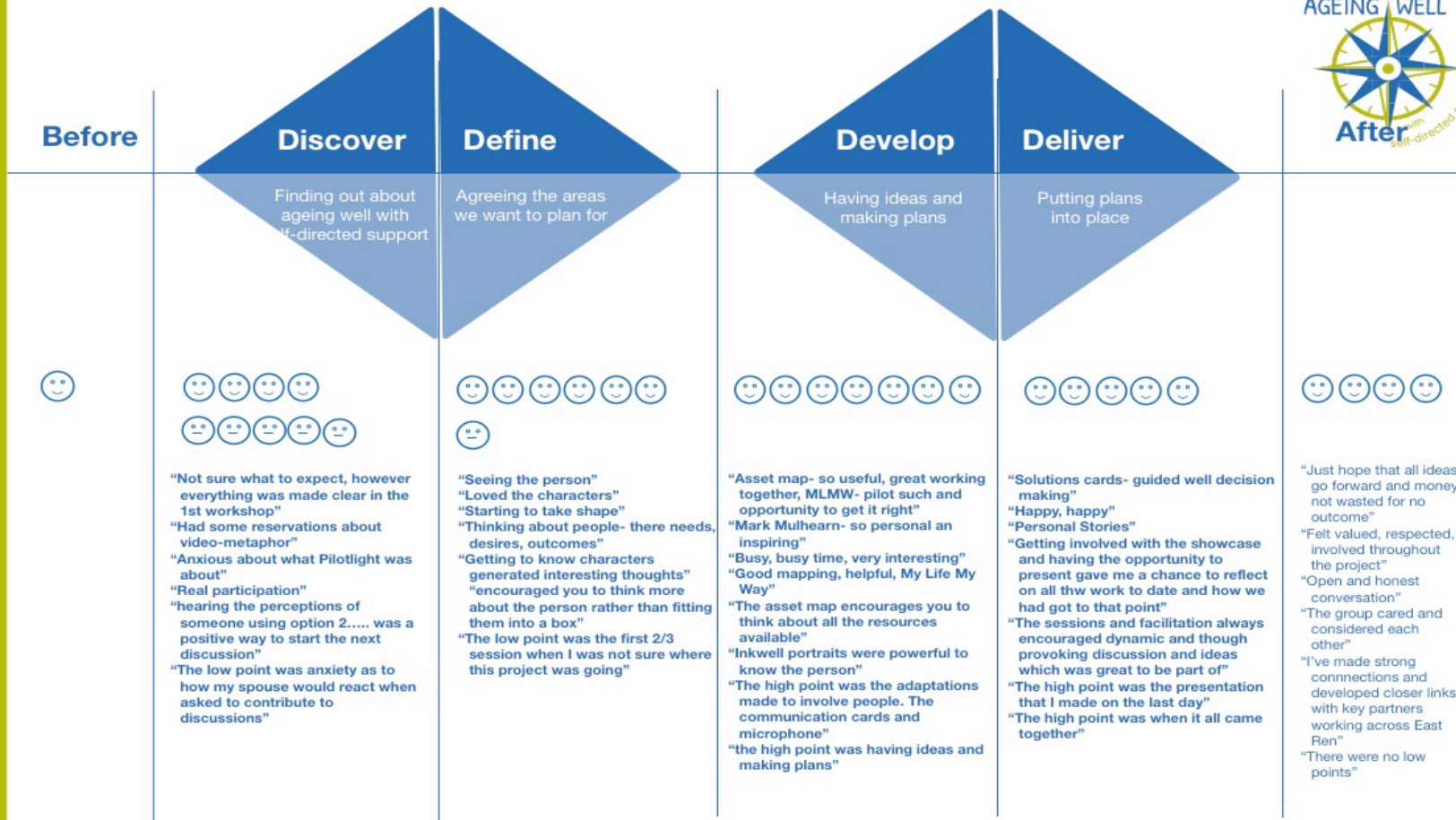
What we did



# Process Map



How we felt



I would also like to reflect that those who missed sessions wrote that they regretted this.

Once everyone had done their process maps, Jenni asked for some plenary feedback, which was discussed a little by the group. Jenni captured this on a flipchart. Comments captured included:

Participants said “it was very well facilitated” and both “Judith and Kate are very good facilitators and did a great job”. This meant that everyone “felt respected” and “felt valued”.

Participants noted that they “looked forward to each session” and were “motivated to attend each new session because the last one was so good”. They felt it “flowed and didn’t feel rushed”. They said it was “good that there was a reminder of what we had previously done the start of each session”.

However they thought that there “should have been more taster sessions”, that it was a negative that there were “not enough lay people” and that the “time commitment was quite high” and might have been “off-putting” for some people. They pointed out that for both practitioners and people who use services, their “situation can change over the 8 months” of the project, making it hard to commit. They had an idea that perhaps “forming a mini group” where two or three people could take it in turns to attend and would provide feedback to any of the group that missed a session could be a solution, rather than requiring everyone to attend all sessions.

They also found some of the input gave an inaccurate impression of SDS (a pick and mix video and someone who shared his experience with the group) and that it would have been useful to include more time for critical reflection on these inputs.

## 2. Feedback on outcomes (changes) achieved so far

Participants were asked to discuss the outcomes of the project on their tables. To aid the discussion the broad topic of change was broken down into three themes, reflecting aspects of the project that were likely to have affected people.

- What difference has working in a diverse team made to you?
- What difference has working with the creative tools made to you?
- What difference has exploring the issues and opportunities around SDS made to you?

Each table was provided with these questions printed in large text and a set of cards one which they were asked to write, for each area of change identified on the table, how things are now and what they were like before, in order that the change could be better captured.

Jenni and Kate went round the room to prompt/ deepen the themes and to record the conversation where necessary.

Comments made included:

As a result of working in a **diverse team**:

Now I “see the person, not the box” *Practitioner*

“I feel more positive about SDS and the outcomes and chance it has to change and empower peoples’ lives”  
*Practitioner*

“I felt hopeful at the end of each session because I saw that there are professionals who know what they’re doing”  
*Person who uses services*

As a result of using the **creative tools**:

“I’ve not experienced such users friendly tools that are real life and see the person (before)” *Practitioner*

“I learned ways to involve people to participate in meetings, i.e. communication cards” *Practitioner*

“I like sitting at the big table” *Person who uses services*

As a result of **exploring SDS**:

My understanding of SDS has change in that it has “reduced my emphasis on budget and now I see SDS as an approach to identify and achieve the person’s outcomes” *Practitioner*

Now I feel “this works, it is person led and real” and “it used to be easy to be cynical about SDS” *Practitioner*


“It has greatly changed my understanding of what is possible”

I used my learning from the project to “meet with my GP and support workers and had some dementia counselling”  
*Person who uses services*

As a result of the project “I’ve helped at least one other person on SDS and they now have a better quality of life”  
*Spouse of person who uses services*

Jenni has combined these comments with others to make a logic model showing what change participants said had happened as a result of the Pilotlight Ageing Well project- Figure 2.

Outcomes for participants	People who use services feel more hopeful about the future of services	People who use services exercise their rights to SDS & encourage others to do so	The group develops and presents solutions to challenges with SDS	Practitioners are more aware of the diversity of needs, assets and aspirations in people who use services	Practitioners involve more people who use services in developing services	Practitioners have increased influence
Initial changes for participants	People who use services feel their views are more respected	People who use services learn more about SDS	The co-design team builds trust & more openly explore problems & solutions in SDS	Practitioners hear more of the perspectives of people who use services	Practitioners learn about and practice using creative tools for involvement	Practitioners make useful connections, including at senior level
Engagement			Most members of the team participate in most of the workshops			
Activities			8 workshops following the double diamond process			
Inputs			Funding and in-kind support necessary to resource a co-design team			



Direction of change

Figure 2- Logic model showing change so far

### 3. Developing indicators of future success

Lastly participants were asked to thinking about their aspirations for what the project might achieve in time. They were asked to think about how the prototypes might be used and how project learning could be applied. Based on this what would success look like, what were there hopes for the results of the project.

They were asked to capture these on another set of cards- one side for hopes and one side for barriers to these changes occurring.

Comments made included:

#### Hopes

“I hope to share information, such as tools and maps, with other people, including NTDI, third sector, My Life, My Way”

“ I hope the asset map will be used further”

“I hope there will be a redesign of day opportunities”

“I hope to review our service design and involve individuals that use it to shape future developments”

“Many people could have a better quality of life if they understood SDS”

“I hope that Social Workers will have a much better understanding about speaking to people and not trying to put everyone in a tick box and also realise that people have CHOICES”

“I will strive to ensure that we continue to put people at the centre and involve key stakeholders in design and future developments”



“I believe the prototypes will continue and change/ grow through other projects within and out with ER HSCP”

“I hope East Renfrewshire can support individuals in understanding what options are available to them and their choices can be implemented”

“Demonstrating outcomes for people within the Talking Points framework- personal stories”

### **Barriers**

“Co-ordination”

“Dependent on personal drivers”


“Time constraints on workers”

“Cascading out information to general public, all formats”

“Lack of knowledge from care managers re: SDS and what it can be used for”

Jenni has combined these comments to make a logic model showing what change participants hope would happen as a result of the Pilotlight Ageing Well project in future, during the embedding phase- figure 3.

Outcomes	Better outcomes from services that are more person centred.	More people access more suitable SDS leading to better outcomes from services.	
Initial changes	Other people who use services are more willing to participate/ know their rights on SDS	The co-designed solutions evolve with further testing and embedding	Other services are develop to be more person centred and other solutions to SDS are found.
Engagement	Other people who use services hear more about SDS and co-design	A wider group of practitioners & leaders attend events / meetings, learn about the solutions and agreed to try them out	Colleagues of co-design team practitioners are influenced to work differently.
Activities	The co-design team members who use services get involved in other work/ encourage others	Embedding partner develops networks and promotes co-designed solutions	Practitioners from the co-design team continue to work in a more person-centred, creative way
Inputs	People who use services have more confidence about SDS	Co-designed solutions to challenges with SDS	Practitioners are more aware of diverse needs in SDS



Direction of change

**Figure 3- anticipated changes in future**