

Capturing meaningful narrative through Experience-Based Co-Design

- In general, people do not like to complain
- People (e.g. service users) who are reliable on others are even less prone to complain
- The danger of satisfaction surveys – e.g. do you like our care home?



A research example – the satisfaction survey:

- 'Overall, did you feel you were treated with respect and dignity while you were in hospital?' ... the patient ticked the box 'Yes, always'
- 'Overall, how do you rate the care you received?' ... the patient ticked the box 'Excellent'.

The conversation:

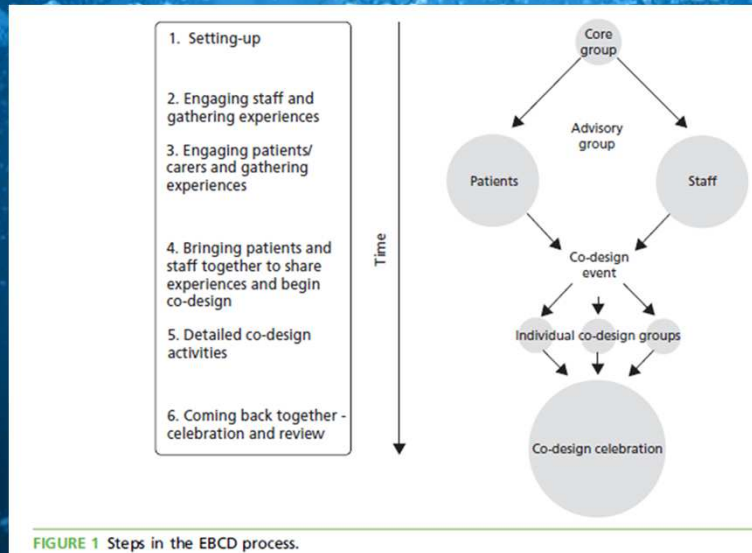
- *'The other thing I didn't raise and I should have done because it does annoy me intensely, the time you have to wait for a bedpan . . . elderly people can't wait, if we want a bedpan it's because we need it now. I just said to one of them, 'I need a bedpan please'. And it was so long bringing it out it was too late. It's a very embarrassing subject, although they don't make anything of it, they just say, 'Oh well, it can't be helped if you're not well'. And I thought, 'Well, if only you'd brought the bedpan you wouldn't have to strip the bed and I wouldn't be so embarrassed'. Locock et al (2014)*

Well intentioned 'care pathways' do not always feel as good as they look – experiencing the **red line**

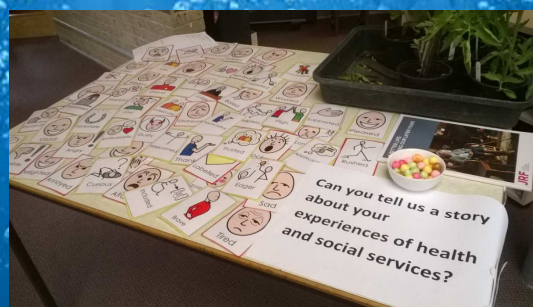


- *'The most perfectly designed treatment pathway in the world can still be a disaster from an experience point of view' (Bate & Robert, 2007 p22)*

The EBCD process



Identifying emotional touch points



Select one or two emotions in relation to the following emotional touch points:

- Working with colleagues in other agencies, e.g. CSSIW or health

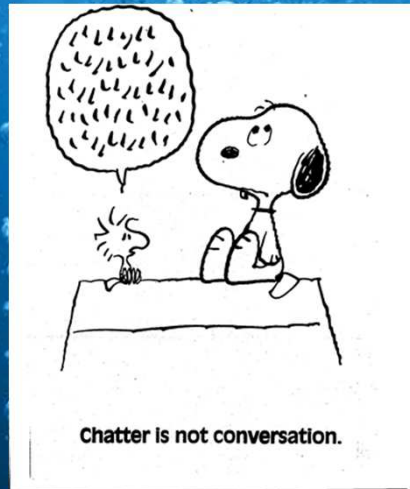
Emotional touch-points in hospitals and care homes



Using magic moments and tragic moments to support learning and development



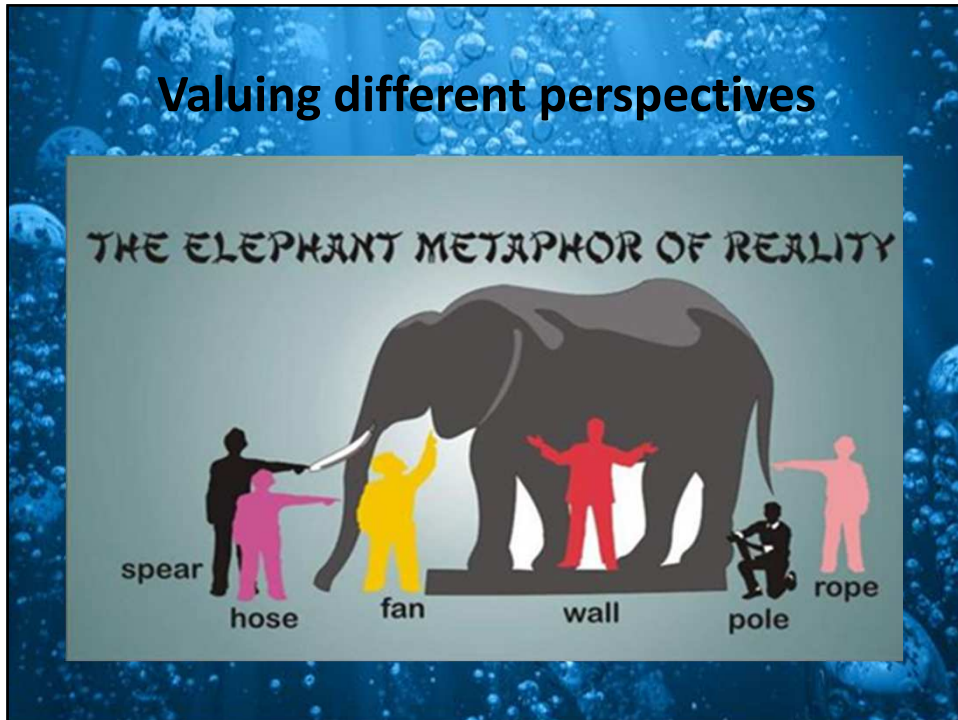
Talking and thinking well together



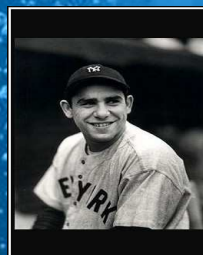
Experience of talking in health & social care (Andrews et al 2015)

- *'We are either told off, or told what to do'*
- *'We used to talk with our managers, now we have policy briefings'*
- *'We have lots of meetings, but we don't meet in the real sense of the word'*
- *'In the MDT I said "I've spoken with the OT and we think..." The nurse responded by saying "Well, I've spoken with the Consultant, and he thinks..."'*

Valuing different perspectives



Understanding the nature of talk, not taking it for granted



It was impossible to get a conversation going,
everybody was talking too much.

(Yogi Berra)

izquotes.com

Three types of talk (Mercer & Littleton, 2007):

- Disputational talk
- Cumulative talk
- Exploratory talk

The Community of Enquiry and development work with Gwalia Care & Support



And to close... The Me Myself I Club and Community Care Academy



Me, Myself & I Club