Conference Abstract

Using insight techniques in co-designing life enhancing technologies: the More Independence, (Liverpool dallas programme) experience

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Abstract

Introduction: More Independence (Mi), one of four UK dallas programmes, aims to show how assisted living technologies and services can promote well-being, enhance health and social care and enable people to live independently. Led by Liverpool Clinical Commissioning Group, it has health, community, housing, social care and technology partners. Amongst it's priorities, it aims to scale-up, and integrate, the use of telehealth and telecare and introduce "well-being plans". Improving the user experience and empowering users, through co-creation is at the heart of its approach. Mi has commissioned insight research to fulfil, in part, its ambition to ensure that needs, wishes and attitudes of primary and secondary end users are reflected in service design and so enhance user experience. This paper describes how insight research has been used as a tool in the co-creation process and highlights key insights from the research.

Aims and Objectives: The research aimed to generate evidence to inform the development and implementation of the Mi telehealth, telecare and "well-being plans". Specifically, its objectives included exploring this agenda in relation to: primary users' aspirations and needs, motivations and barriers, preferences and how to generate demand; health and care professionals awareness and attitudes.

Method: Qualitative research was carried out amongst potential users and Health and Care Professionals. A mixed-methodology approach was employed to engage the different audiences and to tailor the research to individual needs. Further quantitative research to segment the population is underway and findings will be available for the conference.

Results: Key insights generated, to date, include:

Telecare and Telehealth:
- A hierarchy of needs was identified where the appeal of Telecare and Telehealth depends on meeting needs that are a priority for potential users.
- Users seek reassurance that interventions are simple - the word 'technology' often generates fear.

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- Where interaction with health and care professionals involves complex needs, delivery must be face-to-face and tailored.
- People desire a holistic approach to adopting Telecare and Telehealth involving the user, carer, family and professionals.
- Delays between referral and delivery can result in a loss of momentum and user appetite for interventions.

Well-being Plans:
- People know the changes they should make to improve their health and are likely to disengage from 'preaching' messages. They want support and advice in how to make changes.
- Potential users and Health and Care Professionals are keen to link to existing community activities and groups.
- Potential users seek a 'light touch' approach for signposting to information and a 'tailored' approach for face-to-face provision.

Conclusions: Conclusions, that will be refined following the quantitative survey, include:
- Engagement and involvement must reflect individual needs and mirror existing interaction with Health and Care Professionals.
- Encouraging ownership is likely to increase take-up and confidence in use and self-management.
- People seek support in learning how to use Telecare/ Telehealth.
- Successful delivery requires a clear, timely and simple referral process.
- Identifying small changes that have a big impact is a positive way to start engagement in well-being plans.

Keywords:

collaboration, engagement, telecare, telehealth, well-being plans.

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