



FINDING APPROPRIATE HOUSING: A USER JOURNEY MAP

| | Searching | Choosing | Paying ***This may come first*** | Moving / Receiving Care | Follow up / Change |
|-------------------------------|---|---|--|--|--|
| Actions | <ul style="list-style-type: none"> • Trigger • Referral <ol style="list-style-type: none"> a. Family b. Self c. Statutory • Research: <ol style="list-style-type: none"> a. Stat b. VCS c. Independent • Assessment | <ul style="list-style-type: none"> • Advice • Visits • Shortlisting: <ol style="list-style-type: none"> 1. Home adaptations/ help 2. Sheltered accommodation 3. Extra-care housing 4. Care Home | <ul style="list-style-type: none"> • Information / Advice <ol style="list-style-type: none"> a. Statutory b. VCS c. Independent • Assessment • Options <ol style="list-style-type: none"> a. Benefits b. Savings c. Equity release • Securing a contract | <ul style="list-style-type: none"> • Home adaptations • Extra care at home • Telecare • Moving | <ul style="list-style-type: none"> • Change <ol style="list-style-type: none"> a. In condition b. External • Review • Alteration to care: <ol style="list-style-type: none"> a. Incremental increases b. Telecare c. Additional move • Contingency Plan |
| Feelings of older people | <ul style="list-style-type: none"> • Worry • Confusion • Reluctant • Tearful • Striving to be independent | <ul style="list-style-type: none"> • Worry • Confusion • Bombarded with decisions • Compliant • Engaged • Happy | <ul style="list-style-type: none"> • Uncertainty • Guilt • Worry • Oblivious | <ul style="list-style-type: none"> • Reluctant • Dependent • Pining • Worry • Happy • Content • Positive • Open • Eager • Dissatisfied • Imprisoned | <ul style="list-style-type: none"> • Anxious • Frightened • Relieved |
| Feelings of family/carers | <ul style="list-style-type: none"> • Concern • Confusion • Demoralising | <ul style="list-style-type: none"> • Worry • Grateful • Relief | <ul style="list-style-type: none"> • Negotiation • Compromise | <ul style="list-style-type: none"> • Worry • Hopeful • Unhappy • Concern re. quality of care • Relieved • Happy • Guilt-ridden | <ul style="list-style-type: none"> • Denial • Adjustment • Unanswered questions • Worried • Peace of Mind |
| Feelings of service providers | <ul style="list-style-type: none"> • Concern • Frustration • Thankful | | <ul style="list-style-type: none"> • Frustration • Suspicion/Worry | <ul style="list-style-type: none"> • Constrained by time | <ul style="list-style-type: none"> • Problem Solving |
| Improvements | <ul style="list-style-type: none"> • Encourage earlier moves | <ul style="list-style-type: none"> • Advice is essential | <ul style="list-style-type: none"> • People need advice not information • High value of genuine independent advice • Raising awareness | <ul style="list-style-type: none"> • Huge time pressures • Increased coordination (VCS, statutory and private sector) • Give people more options | <ul style="list-style-type: none"> • Better advice needed for changes in placements • Contingency plans should be universal |

