

# Tell Your Story Once:

## Co-Designing Service Innovation to Support Unpaid Carers in Moray through Digital Technology

### Introduction

The Rural Centre of Excellence for Digital Health and Care (RCE), funded by the UK Government and delivered by the Digital Health & Care Innovation Centre (DHI), aims to advance Scotland's digital health agenda and support economic recovery through digital innovation and collaboration across Moray. In partnership with Moray Health and Social Care Partnership (HSCP), the RCE undertook a research and development project to better understand health and care challenges and explore new ways of delivering services through digital solutions, working with citizens, staff, and third-sector organisations. The project focused on unpaid carers in Moray who provide vital support to frail older people living in the community. These carers often face challenges in finding and accessing services and coordinating care once support is in place.



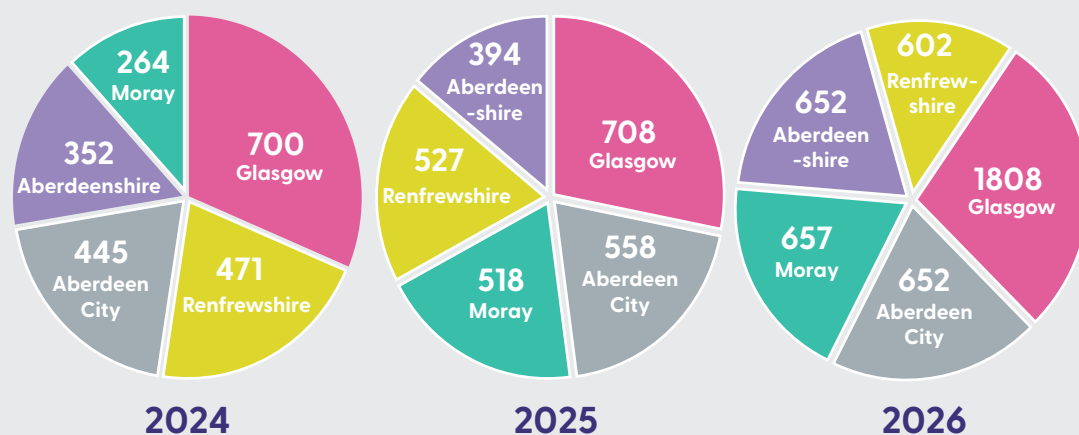
### Aims and Objectives

- Apply Living Lab Methodology and co-design to given local staff a great opportunity to collaborate and upskill their understanding of the potential of digital technology
- Support person centred planning and self-management with the potential to reduce the reliance of statutory serviced or defer use
- Co-produce with unpaid carers, older people and local services a digital solution which addresses the keys challenges and enable services to be more efficient through shared information and reduced duplication
- Create a digital platform in Moray in partnership with AliSS which provides a digital front door to the broad range of supports available
- Create a Personal Data Store where the person owns their data and can share it with the relevant services when required, reducing the need to repeat the older persons story and reducing stress

### Results

- Two digital tools have been co-designed, developed, and tested with staff and citizens in the Moray area to improve the experience of older people and unpaid carers looking for support
- Community Connections Moray: A local digital platform (communityconnect.scot) that helps a person to find community support early and introduce them to services they choose by sharing their details and asking for contact. The digital platform is supported by a collaboration of 3rd sector and statutory services
- Person Data Store: A secure digital platform that supports the person to record their journey through the maze of services and record their background and key needs in way that suits them. It helps people identify the support they need and share this with key services they engage with

### Service location numbers(AliSS)



### Method

Living labs are a real-life test and experimentation environment that fosters co-creation and open innovation among all stakeholders.

Living Lab activity is problem-driven with methods chosen based on who is involved and the intended aim. We worked with unpaid carers and staff throughout to review local assessments; co-design sessions; and iterative cycles of development and testing with the user groups ensured the digital tools (Community Connections and Personal Data Store) were fit for purpose and help to de-risk before upscaling

Review the local needs assessments and consultations undertaken with unpaid carers in recent years. This aimed to understand unmet needs and define a problem area.

Simulating and testing technology in collaboration with technology partners daysix and MyDex to develop a digital prototype which could then be tested and refined with the user group.



Co-design sessions with unpaid carers, third sector and statutory organisations. These activities helped to further inform our understanding of the challenges faced and define user requirements.

Evaluation of user experience was undertaken by design colleagues throughout the co-design process and service impact is currently being undertaken by researchers at UHI.

### Further Information

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