

Reflections on co-designing resources for day centres and their stakeholders



Dr Katharine Orellana, Christina Newton and Dr Kritika Samsi

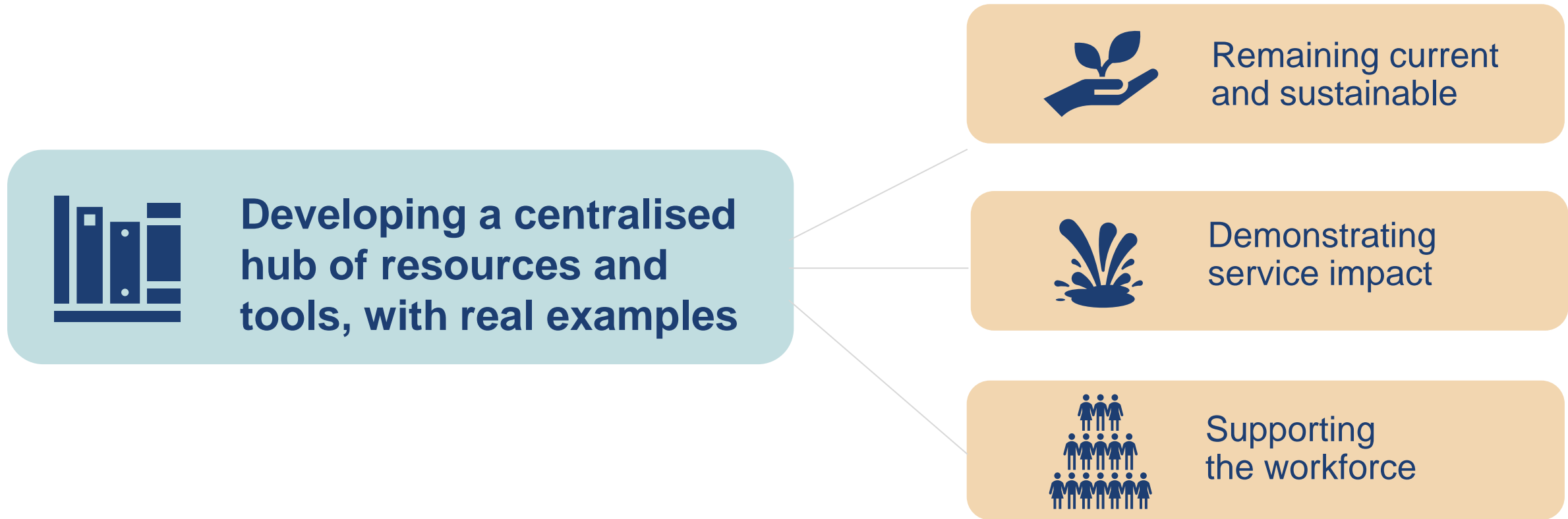
Katharine.Orellana@kcl.ac.uk

 @katitao

British Society of Gerontology Annual Conference 2023, 6th July 2023



What are we doing?



What is co-design?

Aim

Actively involve stakeholders to ensure output meets their needs and is usable / appropriate

Principles

Practical approach
Values stakeholder expertise / experience
Meaningful engagement
Collective ownership
Distribution of power

Risks

Barriers to engagement
Sensitivity to power differences
Tokenism

Spectrum of engagement



- * Inform
- * Consult
- * Involve
- * Collaborate
- * Empower

Who are our 'stakeholders'?

People working in social care, public health or health.

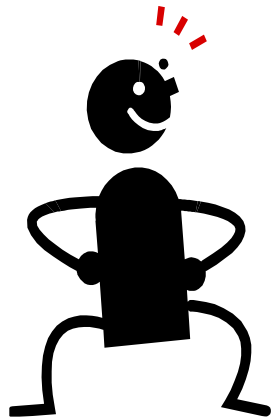
- People working in community and other organisations who are:
- considering undertaking shared activities/work and/or
 - working in partnership with day centres.

Day centre providers and people working or volunteering in day centres.

People researching service provision, or who support people working in any of the above-mentioned roles (i.e. slightly further back than the 'frontline').

Last, but definitely not least!

People with a personal interest in day centres (e.g. carers and older people who attend them) are important contributors to its development



Study design: stakeholder involvement throughout

Study design

Phase 1: Stakeholder interviews

Identify support needs, ideas and practice examples

Phase 2: Stakeholder Reference Group

Resource prioritisation

Material collection

Document drafting

Feedback

Design

Dissemination plans

Phase 3: “Road-testing” by stakeholders

Operationalisation: competing priorities all round!

Case study contributors

Project lead - significant delay for family health reasons

Stakeholder Reference Group

...time constraints – local authority staff

...manning many forts – service provider

Staffing has been a big issue – service provider

...work has been hectic – day centres expert

Life has thrown a few things at me lately – lay expert



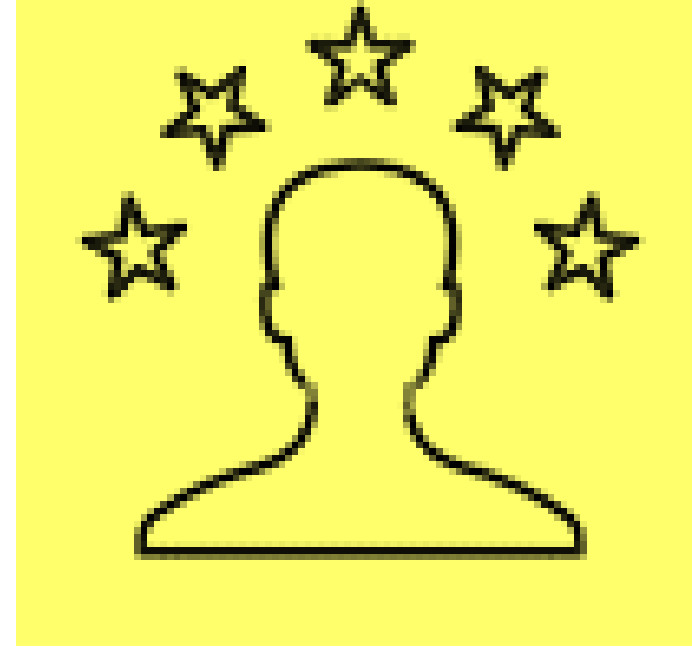
Perceived failures or opportunities for learning?

- **Less input than hoped for – challenges engaging**
- **Attempts at communication did not always *feel* successful**
- **Clear recruitment information helps build strong foundations at the early stage**
- **Remote meetings**



Perceived successes

- ✓ **Remote meetings**
- ✓ **Quality of resources developed**
 - better due to input from different perspectives
 - a lot of work went into them
 - will be tremendously useful
- ✓ **We did what we set out to do**
 - The resources inspire people to think imaginatively and to feel empowered, changing the way their service is provided
- ✓ **Everything came together in the end**
 - *‘You have done a great job pulling things together – given you had people who drag their feet!!!’* – day centre provider (SRG member)





The End Thank You For Listening

NIHR | Applied Research Collaboration
South London

Acknowledgement: This study is funded by the National Institute for Health and Care Research (NIHR) Applied Research Collaboration South London (NIHR ARC South London) at King's College Hospital NHS Foundation Trust.

We thank all the study participants.



The views expressed are those of the authors and not necessarily those of the NIHR or the Department of Health and Social Care

Everybody, Somebody, Anybody, Nobody

A team had **four** members called **Everybody**, **Somebody**, **Anybody**, and **Nobody**.

There was an important job to be done and **Everybody** was sure that **Somebody** would do it. **Anybody** could have done it, but **Nobody** did it.

Somebody got angry about that because it was **Everybody's** job.

Everybody thought that **Anybody** could do it.

Nobody realised that **Everybody** wouldn't do it.

It ended up that **Everybody** blamed **Somebody** when **Nobody** did what **Anybody** could have done.