

# Transforming the frailty system

**Understanding the experiences and challenges of people living with frailty, carers and the professionals who support them.**

This collaboration with Midlothian Health and Social Care Partnership, the British Red Cross and Voices of Carers Across Lothian (VOCAL) was funded by the Scottish Government Technology Enabled Care Transforming Local Systems Pathfinder Programme.

The image below shows the system of care for frailty as mapped by the health, care and third-sector professionals who support people living with frailty. With the person living with frailty mapped in the centre, the professionals mapped themselves and the systems they use, with those closest to the centre being most often in contact with the person. The mapping revealed how overwhelming it can be for people trying to navigate the complex system to find support.

Through interviews with nine people living with frailty and five carers, we could see the system from the person's perspective (see example below). Due to covid, the mapping was made after our telephone interview, posted out to participants and used to support discussion of their circles of care\* in a second interview. Through this we learned about the personal and systemic barriers adding to the complexity of accessing and keeping track of support.

\* Tulusan I. *Circles of Care: A new approach to healthcare based on social networks.* Myerson J, Coleman R, editors. Helen Hamlyn Research Centre; 2004.



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*"I think that's my whole life, in two bits of paper! It's all here, you've got it all here... It's quite interesting to read, right enough."*

*"I loved the maps, I thought they were really interesting. It was really interesting to see my life written down in that form, you know, and it just made me realise all the different plates I've got spinning. I found it really helpful."*

*"I've showed it to my family and friends... my friends were really supportive of it."*

## Translating Insights into Concepts

Our engagements with people living with frailty, carers and professionals from across the frailty care system highlighted:

- the value of using the visual circle of care to support conversations and reflection about challenges and identify changes;
- the value of the circle of care in helping professionals see what is currently in place and gaps/unmet needs.

As a result, one of the key innovations we are developing is a new digital interface based on the circle of care mapping to support conversations between people living with frailty, carers and the professionals who support them. It will help them to keep track of all the people involved in their care, and with their consent, it will update others in the circle when there has been a change. This builds on the Backpack project (see poster as part of this exhibition). By integrating data using a person-held data store, the circle of care can use information about the person to make suggestions about services they are entitled to that could help.

