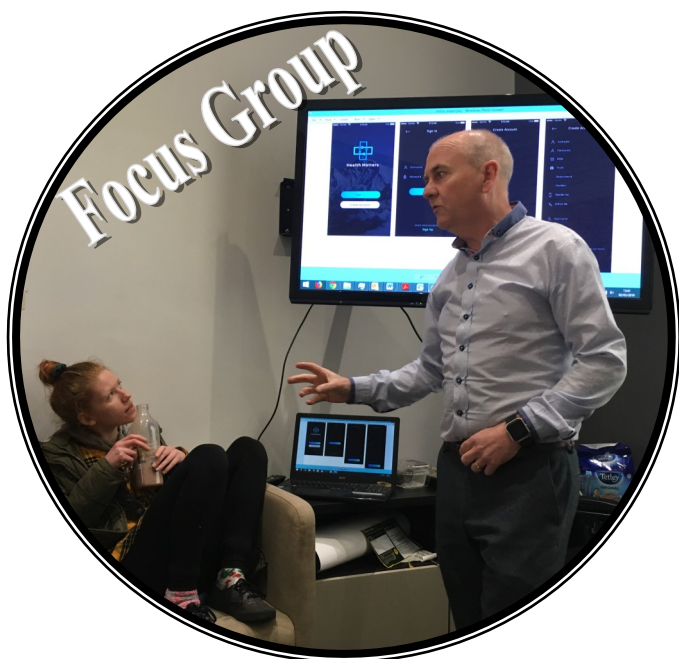


Project Title: Never on Your Own

NOYO

Never feel isolated or alone again!



A INNOVATIVE APP TO HELP YOUNG PEOPLE IN CARE GET ACCESS TO HELP AND SUPPORT WITH THE CLICK OF A BUTTON. FULL EVENTS MANAGEMENT

What was done?

- We developed an App to give young people immediate access to their social workers and PA's with the click of a button
- This is a fully integrated live messaging system which indicates when messages have been read
- Young people and staff must register an account to use the system
- Young people can only message staff they cannot message each other
- Access to emergency services is available at a click in the event of a crisis
- An event management system is built in and young people are immediately aware of functions and activities that will be of benefit to them

What is the learning for staff, service users and carers?

- Allowing staff and young people to bring their experiences and knowledge to the table has allowed us to work together to ensure that the App meets the needs of both young people and staff
- Staff became more aware of the needs of the young people
- Young people became more aware of the difficulties for staff when they can't contact them
- Development of categorised lookup tables was beneficial for both staff and young people

What were the outcomes of the involvement ?

- Improved communication
- Complete awareness of events and activities
- Encouraging social workers to become more aware of what's happening with their young people
- Helping to overcome the struggle of face-to-face communication by staying in touch by message
- Hopefully access to contract phones for all young people will happen in due course



Are there any plans for future involvement?

- Appointment of a young person as an Admin
- Use of Location Services especially for emergencies to pin-point exact location of young person
- Full list of useful contacts for all services
- Detailed statistical data for Managers
- Unread messages alert system after 24 hours

"Just because things are going well at the moment doesn't mean I don't need ongoing help and support" Sorcha

Personal and Public Involvement (PPI)



Involving you, improving care