

Reshaping Care and Support Planning

A Brief Guide for Staff



What do we mean by outcomes?

Personal outcomes are the impact or end result of services or support on an individual's life. So focusing on outcomes means:-

Involving the person in identifying what is important to them and what they want to change in their life

Planning how everyone is going to work together to achieve these outcomes

Later on, the person, their family and staff can get together to check whether the outcomes have been achieved or if the plan needs to change

The outcomes can be measured for the person – 'did we achieve what we hoped' and they can be measured for the service – 'what is working well in our service and what needs to change'

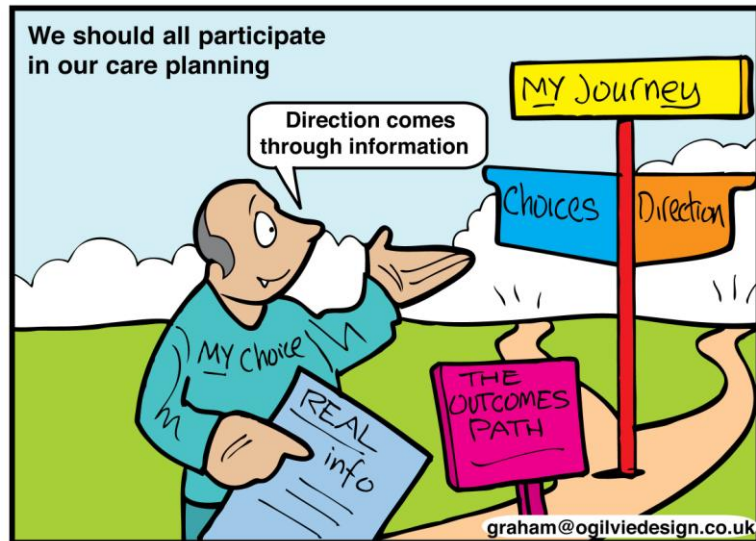
This means that conversation is important, to work out what is important to the person and what needs to change. Often, being listened to and having the chance to think about their life from a different point of view can already make a difference to people.

Staff like working like this because it means a shift from 'ticking boxes' and form filling to engaging with the person to find out what is important to them.



Why are we talking about outcomes?

There has been a shift towards outcomes at a policy level for several years now, in many countries. As services become ever more complicated, it can be easy to lose sight of why they exist in the first place. Services need to pay attention to what is important to the people using them, and focusing on outcomes is one way of doing that.



The key shift in thinking is from focusing on what services go in to support an individual to thinking about what difference the person wants to make in their life. With outcomes, the point is to focus on what is important to the person, and work backwards to thinking about how that difference could be achieved. Later, the plan can be reviewed to see if the outcomes are being achieved.



What are the outcomes?

There are many different outcomes models and approaches already available with more being produced all the time. One approach is called Talking Points. This approach is based on years of research at the Universities of York and Glasgow. It has been developed in partnership with services and users and carers in Scotland. There are three types of outcomes:-

Maintenance or quality of life - includes maintaining health and well-being

Change – with a focus on short term removal of barriers to quality of life or *improving health and well-being*

Process – with a focus on the way that services are delivered, or how the person feels they have been treated.

Quality of life	Process	Change
Feeling safe	Listened to	Improved confidence
Having things to do	Having a say	Improved skills
Seeing people	Treated with respect	Improved mobility
Being as well as you can	Treated as an individual	Reduced symptoms
Living where you want/as you want	Being responded to	
Dealing with stigma/discrimination	Reliability	

Outcomes for unpaid carers

There is also a separate table of outcomes for unpaid carers, which emphasises the importance to carers of being included as partners in decisions about the person. The categories of outcomes for carers are:-

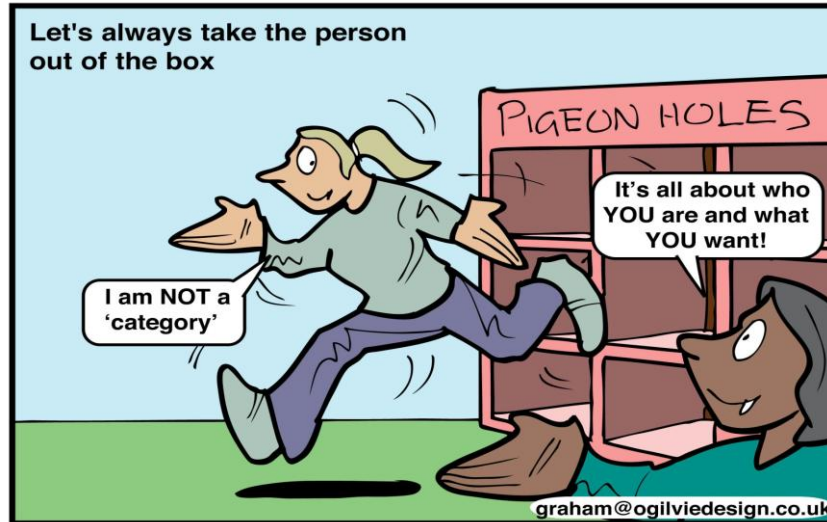
Quality of life of the cared for person

Quality of life for the carer

Managing the caring role

Process outcomes

What difference does it make?



Service led working	Outcomes based working
Tick box approach to individual assessment and planning	Assessment and planning based on a conversation about what matters
Focus on problems and what the person is unable to do	Focus on strengths and capacities and what the person wants to achieve
Think about a limited range of service options	Think more widely about the people involved in the person's life and community based resources
Services do things to or for people	Services do things with people
Outcomes are what matters to services e.g. increase number of people going through training	Outcomes are what matters to the person e.g. being able to get out and about
Staff role is about form filling and completing tasks	Staff role is about engaging with the person and supporting them to identify and achieve outcomes
A focus on processing people	A focus on relationships between staff and service users and carers