

Service-Led and Outcomes-focused Approaches Compared

Service-Led	Outcomes-focused
Tools encourage information gathering through standardised question and answer approaches to assessment, support planning and review	Semi-structured conversations with individuals in assessment, support planning and review
“Tick box” approach to assessment	Analytical skills involved in assessment
The person’s views may be included in decision-making	The person’s views/preferences are central to decision-making
The person is viewed as a client, service user or patient	The person is a citizen with rights and responsibilities
Where needs link to strict eligibility criteria, the assessor is required to maximise individual difficulties to access services	Involves consideration of difficulties, limitations and aspirations or goals. The priority is to identify what to work towards
If the person is deemed eligible, identified needs are matched to a limited range of block provided services, resulting in service-driven approaches	Identifying outcomes involves considering a range of solutions/strategies including the role of the person, family supports and community based resources
Where needs are tied to eligibility criteria, preventive work with people with low level needs may be excluded	Outcomes allow preventive work to take place while services and resources are prioritised for those most in need
Focusing exclusively on deficits and difficulties, and how needs are to be met, results in a focus on tasks and in services which do things <i>to</i> people	By focusing on strengths, capacities and goals, while mindful of limitations, the role of the person is maximised. Services do things <i>with</i> people
Matching needs/deficits to services tends to result in static service delivery	Outcomes may change in the person’s life journey and so should be revisited
Where outcomes are identified, these tend to be professional or organisational outcomes e.g. improved nutrition, or avoid delayed discharge	Outcomes are what matter to the person, though often consistent with professional and organisational outcomes e.g. being able to get out and about
Starting from what services are currently available restricts communication and limits options	Starting from the person’s priorities supports enabling relationships, creates clarity and identifies goals at an early stage. Being listened to, involved and respected supports better outcomes

Source: Miller, E., Cook, A., Samet, W. (2009) *Philosophy and Principles Underpinning a Personal Outcomes Approach*. Joint Improvement Team.