

TALK not TICK

*...an
“outcomes led”
approach
to providing
services.*



INTRODUCTION

TICK

...refers to the “tick box” approach of fitting a Service User to a service(s).

TALK

...refers to asking the Service User what outcome they would expect from a service(s) and then “tailoring” it to suit.

WHY AN “OUTCOMES LED” APPROACH?

- *“Talking Points” Pilot;*
- *Individual Supervision;*
- *Case Study Assessment.*

INFORMATION GATHERING

- *Oakland Briefing;*
- *“Talking Points” Workshop;*
- *University Research;*
- *Other Local Authorities.*



PROS and **CONS**

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Focuses on possibilities

Popular with staff

Encourages creativity

Engages people

Measurable

Rewarding for all

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Challenging

More staff training

Unrealistic expectations?

Daunting for Managers

Changes to systems

Funding implications

DORIS LOMOND – CASE STUDY

- *Home Visit;*
- *Oakland Assessment Visit;*
- *Compiling the Care Plan;*
- *Initial Review.*



CONCLUSIONS

- It is a very positive approach;
- Service User feels “listened to”;
- Carers are fully involved;
- Team members feel they are “making a difference”;
- Increased ownership of care plan;
- Improved stakeholder satisfaction.

RECOMMENDATIONS

- Continue with pilot scheme;
- Ask every potential Service User what their expected outcomes are;
- Employ semi-conversational interaction rather than “ticking boxes”;
- Give “*Talk not Tick*” presentation to entire Oakland Centre team.

