



# **Delivering Services with an Outcome Focus**

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# Stirling's Single Outcome Agreement

## 5 Strategic Topics

1. We will make Stirling a place with a vibrant economy that is open for business.
2. We will make Stirling a place with jobs and opportunities for all.
3. We will make Stirling a place where lifelong learning is valued and encouraged.
4. We will make Stirling a place where improved wellbeing adds life to years, not just years to life.
5. We will make Stirling a place with a high quality environment.



## Topic 4: Improved wellbeing adding life to years

### Community Care outcome indicators

- Quality of services for older people
  - MAISOP inspection.
  - Progress against Action Plan.
- Quality of Social Work services
  - SWIA inspection.
- Quality of Care Services
  - Care Commission inspection gradings.
- Delayed discharges
  - national target of zero over 6 weeks.



## Topic 4: Improved wellbeing adding life to years

### Community Care outcome indicators *continued*

- Older people receiving care at home
  - national target of 30% of all long term care.
- Individuals in receipt of personal care as per assessed need
  - Local target of 100%.
- Proportion of relevant carers offered an assessment of need.
  - Local target of 100%.



## Respite Short Breaks Outcomes Evidence

- Making a Break: Developing Methods for Measuring the Impact of Respite Services (2004); Chesson and Westwood, Robert Gordon University, Aberdeen.
- Care 21 Report (Voices of Carers Survey) (2005).
- Draft Respite Guidance (2007); Scottish Government.



## Positive Outcomes

- Helping carers to safeguard their health avoiding physical or emotional exhaustion, and enabling them to continue caring.
- Preventing social isolation – providing a break from their usual routine for people with care needs and carers, enabling them to take part in leisure or other activities.
- Overcoming a crisis, such as carer stress, a carer's health deteriorating, or bereavement.
- Making time for carers to spend with family and friends.
- Helping people (particularly those cared for by their parents) develop independence and prepare for the time when the carer cannot continue caring.



## Positive Outcomes

- Working with carers and care recipient, as partners in providing care.
- Joint-working.
- Shifting the balance of care towards preventative support and enabling self-care.
- Personalisation of support.
- Carers need to be confident in the arrangements.



## Indicators of Positive Respite Experiences

- Based on thorough assessment and review.
- Appropriate to the needs and circumstances of the carer.
- Appropriate for the age, culture, and the level of need of the care recipient.
- Able to maintain or improve wellbeing of the care recipient.
- Delivered by appropriately trained and caring staff.
- Affordable.
- Reliable.



## Poor Outcomes

- Carers and care recipients have little control or influence.
- Carers feel worried about the person they care for.
- Experience is not positive for both.



## How?

### Access and Choice

- Information.
- Eligibility and entitlement.
- Assessment and review.
- Imaginative individual commissioning.
- Personalisation and choice.



## How?

### Commissioning

- Capacity planning.
- Involvement of service users and carers.
- Based on achieving outcomes and results rather than volume delivered.
- Different relationships with service providers.
- Rigorous monitoring and evaluation.



## How?

### Knowing If It Works

- Service user and carer feedback mechanisms.
- Keep it simple.
- Use the data we collect.
- Ask people.