



# The Brave New Outcomes World

How will this impact on carers and service users?

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# Single Outcome Agreement

Five strategic objectives =

*Wealthier and Fairer,*

*Smarter*

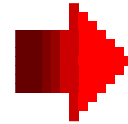
*Healthier,*

*Safer and Stronger*

*Greener*

15 national outcomes

45 national indicators



How do they translate into

better outcomes for service users

& carers, and how do we know we are getting there?

From SOA to you and me



A Leap of Faith.....

One way of bridging the gap: -  
The User/Carer Defined Service  
Evaluation Toolkit (U/CDSET)





## Research background – outcomes for service users

- DH research at Glasgow University 2004-6
- ‘Does partnership working make a difference to users of community care services?’ (Outcomes)
- Looked at previous work on outcomes : Social Policy Research Unit: SPRU – York University
- Interviewed 230 interviews with users of MH, LD, OP services
- Involved service users– jargon free language

\*for results of this research

<http://www.jitscotland.org.uk/actionareas/themes/involvement.html>

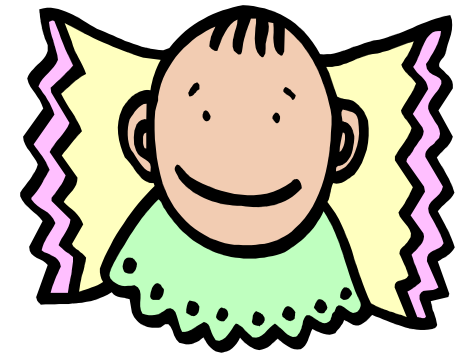
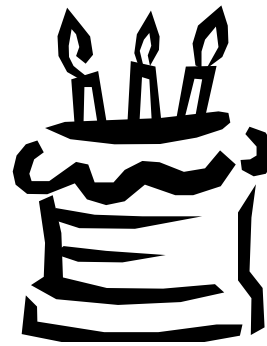
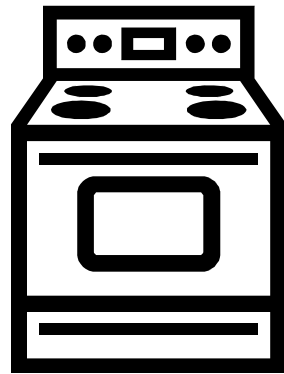


## Research background – outcomes for carers

- Work with the Joint Improvement Team **JIT** from 2006
- Identified gap in UDSET - outcomes for unpaid carers
- Again looked at previous work on outcomes – **SPRU**
- Focus groups with carers through VOCAL
- Early piloting work in East Renfrewshire and Orkney
- Clear that additional barriers present to work with carers – concern about resources and often viewed as responsibility of voluntary sector
- Early piloting showed powerful impacts of focusing on outcomes for carers and for staff

# UDSET– core concepts

- Outcomes as the impact or end result of service(s) on a person's life.
- The user or carer is involved in identifying desired outcomes = setting goals in partnership with services



Inputs

process

output

outcome

## Service user defined outcomes

Quality of life	Process	Change
Feeling safe Having things to do Seeing people As well as can be Life as want (including where you live)	Listened to Having a say Respect Responded to Reliability	Improved confidence Improved skills Improved mobility Reduced symptoms

## Carer defined outcomes

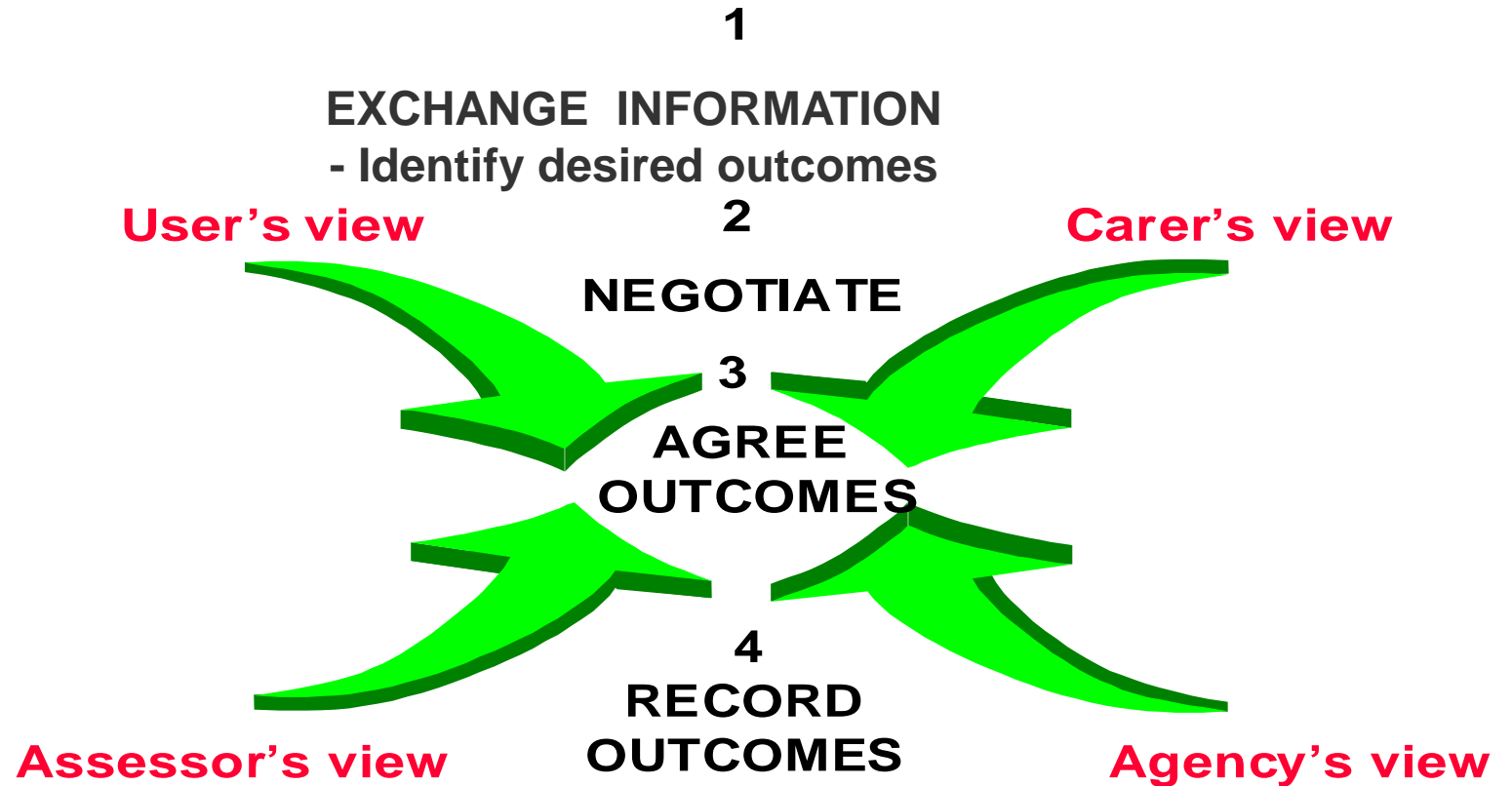
<b>Quality of life for cared for person</b>	<b>Quality of life of carer</b>	<b>Coping with caring</b>	<b>Process</b>
Quality of life for cared for person	Health and wellbeing A life of their own Positive relationship with person cared for Freedom from financial hardship	Choices in caring including limits Feeling informed/skilled/equipped Satisfaction in caring Partnership with services	Valued/respected Having a say in services Responsive to changing needs Meaningful relationship with practitioners Accessible and available and free at the point of need



## What does the U/CDSET aim to achieve?

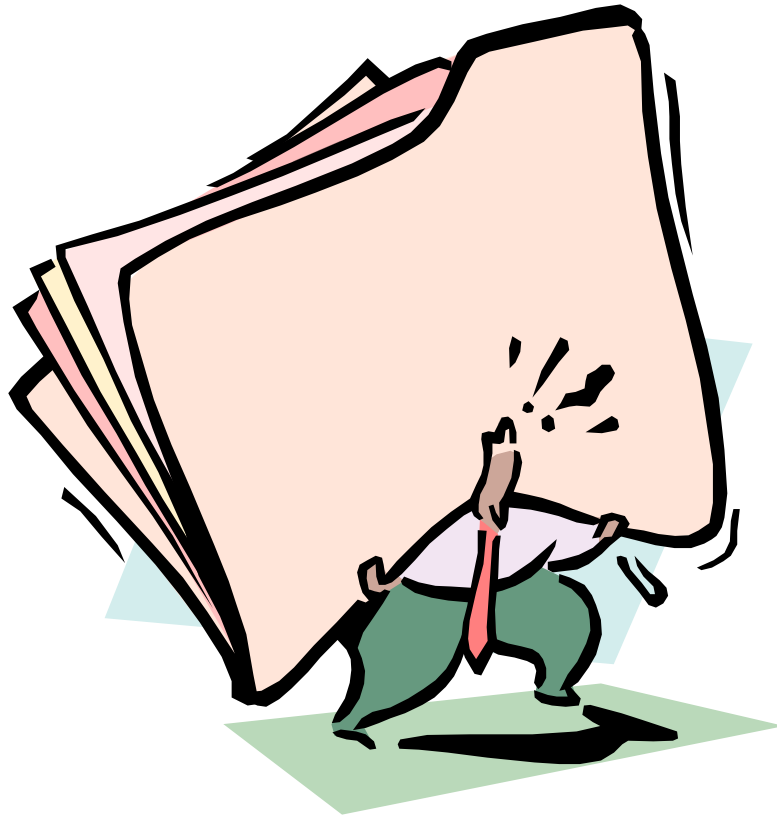
- Improve outcomes for users and carers
- Primarily by building outcomes into practice = assessment, care/support plan and review
- Based around the two outcomes frameworks
- Combines qualitative and quantitative data gathering – (scale measures )
- Applying data about user and carer outcomes to service planning, improvements, contracts and performance management – Glasgow SWCHCP
- Work ongoing - collaboration with inspection agencies
- Requires semi-structured conversation around outcomes

# Exchange Model of Assessment



**'EXCHANGE MODEL' OF ASSESSMENT**

## Recording information about outcomes



- Clear and consistent recording is important!

*“Oh, no! Not more paperwork!”*



## **Reasons for recording outcomes information clearly:**

- Transparency in decision making
- To ensure a common sense of purpose
- For ongoing monitoring/evaluation:
  - Checking outcomes with users and carers
  - Capturing positive & creative work
- Informing service development
- Can identify the role of different services e.g. Respite in delivering outcomes



# Feedback from staff

Work in Scotland since 2006 identifies that staff:

- Welcome a move away from focusing on needs and services – tick box approach and previous difficulties with SSA - to outcomes
- Welcome opportunities to have conversation and build relationship with users and carers
- Identify that in some ways an outcomes focus builds on existing good practice
- But also requires a shift - recording different information - and systems need to support that
- Digital stories include powerful evidence about impacts on staff and carers



# Findings from interim evaluation of UDSET

Staff satisfaction evident

*“This is a move away from processing people to engaging with them”*

On carers assessment

*“There is more paperwork but I would rather do it than not because it’s useful and there is something about the carer having their own copy that brings down defences and helps them recognise their role.”*

Carer’s view

*“It gives you an opportunity to think about your life from a different viewpoint”*