

# People at the Centre of Health and Care

National Person-Centred  
Health and Care Programme



# Talking Points: Personal Outcomes Approach

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Joint Improvement Team

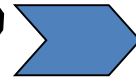
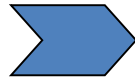
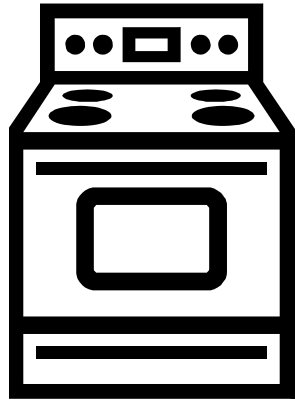
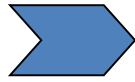
# Principals/Defining Outcome Focused Approach

- Understand outcomes as the impact or end result of support and/or services on a person's life:
- BUT start by defining expectations and outcomes with the person
- Focus on strengths and capacities more than deficits
- Identify the person's role as well as other people in their life and services
- Outcomes can be measured both for the individual and for the service as a whole
- Believing that the participation of the person is core to practice



# Types of Outcome (Talking Points)

- Maintaining *quality of life*
  - e.g. Achieving and maintaining acceptable levels of safety, social contact
- Time limited *change*
  - e.g. Improving confidence and regaining skills
- Process outcomes - impact of *service process*
  - e.g. Person feeling valued and respected, listened to



Inputs

process

output

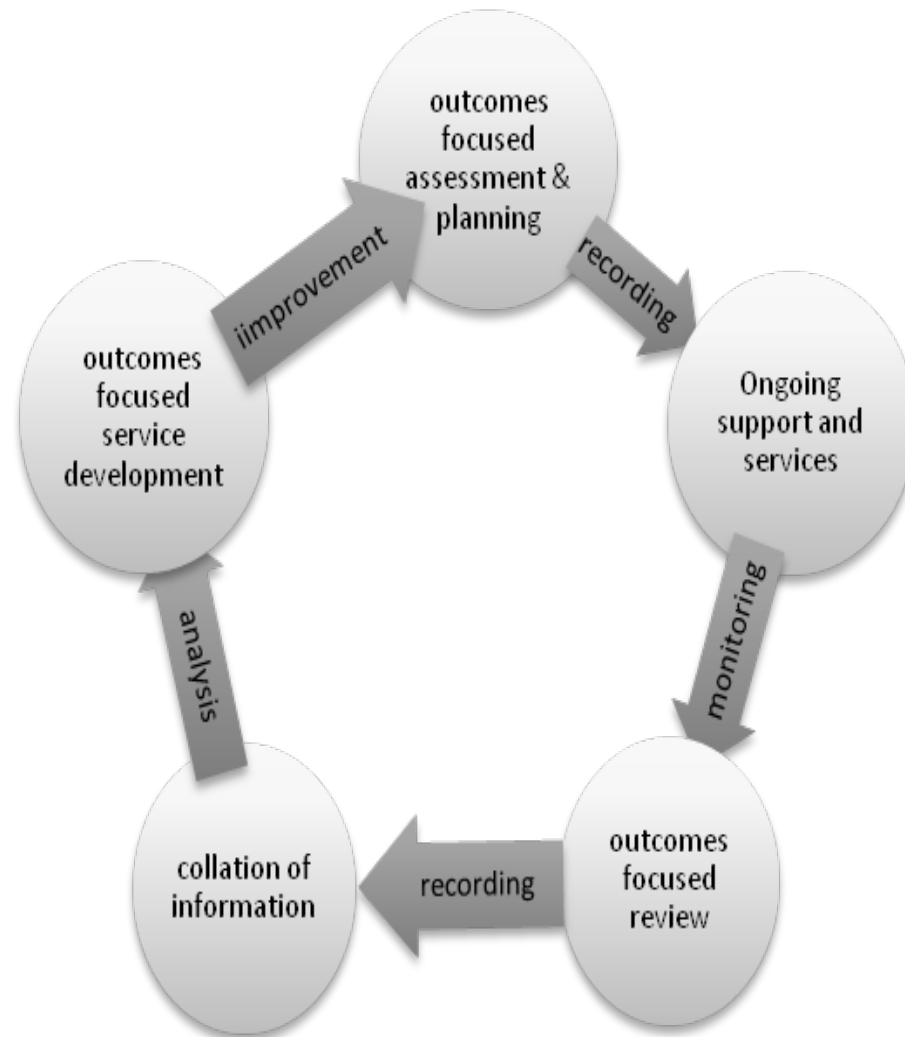
outcome

# The person – and their outcomes – at the centre (IRISS review 2012)



But **how** the person is involved is critical

# Engagement, recording and use of information (TP recording guide)



# Let's talk about...

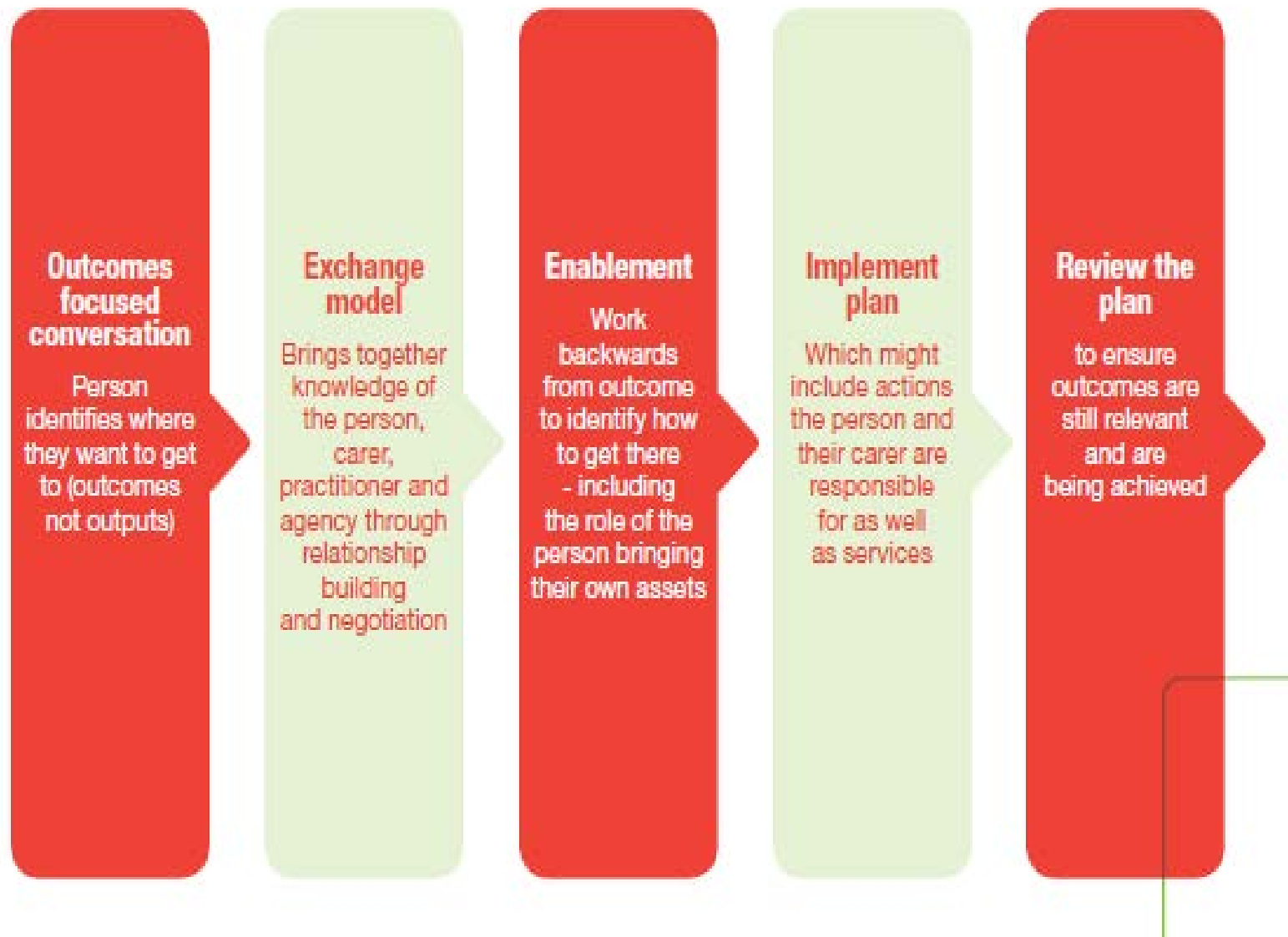


For more information call **0141 577 3001**



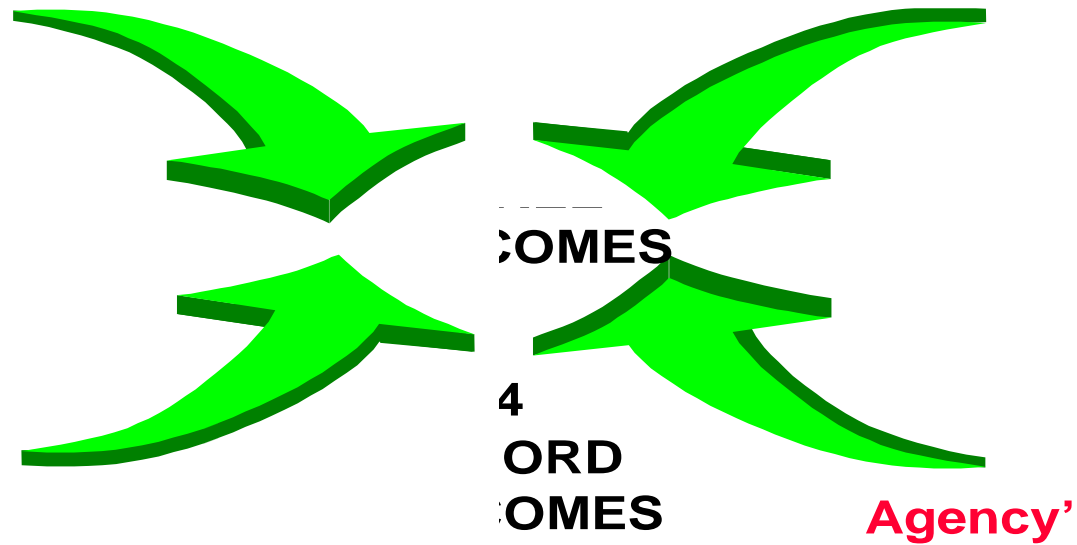


## Good conversations



# Exchange Model of Assessment

EXCHANGE INFORMATION  
- Identify desired outcomes



# Recording outcomes

- Clarify purpose of involvement
- Person and family should have a copy
- Who is doing what and when
- Work backwards - what is intended outcome, what is the person's role, other people in their life, community based resources and services
- Can record areas of disagreement which can help negotiation
- When things get complicated, can refer back to see what the purpose was
- Importance of review – share learning about what is working well and less well– acknowledge success, including the individual's role in achieving their outcomes - is the plan still relevant
- A lot of outcomes already being achieved – but not being recorded!

# Common errors recording personal outcomes

- Outputs rather than outcomes:  
*referral to physiotherapy*
- Outcomes at the high level:  
*Jane wants to feel safe*
- Goals rather than outcomes:  
*gait improvement*
- Lack of specificity:  
*contact ongoing*
- Where is the person:  
*the care package will achieve the outcomes*

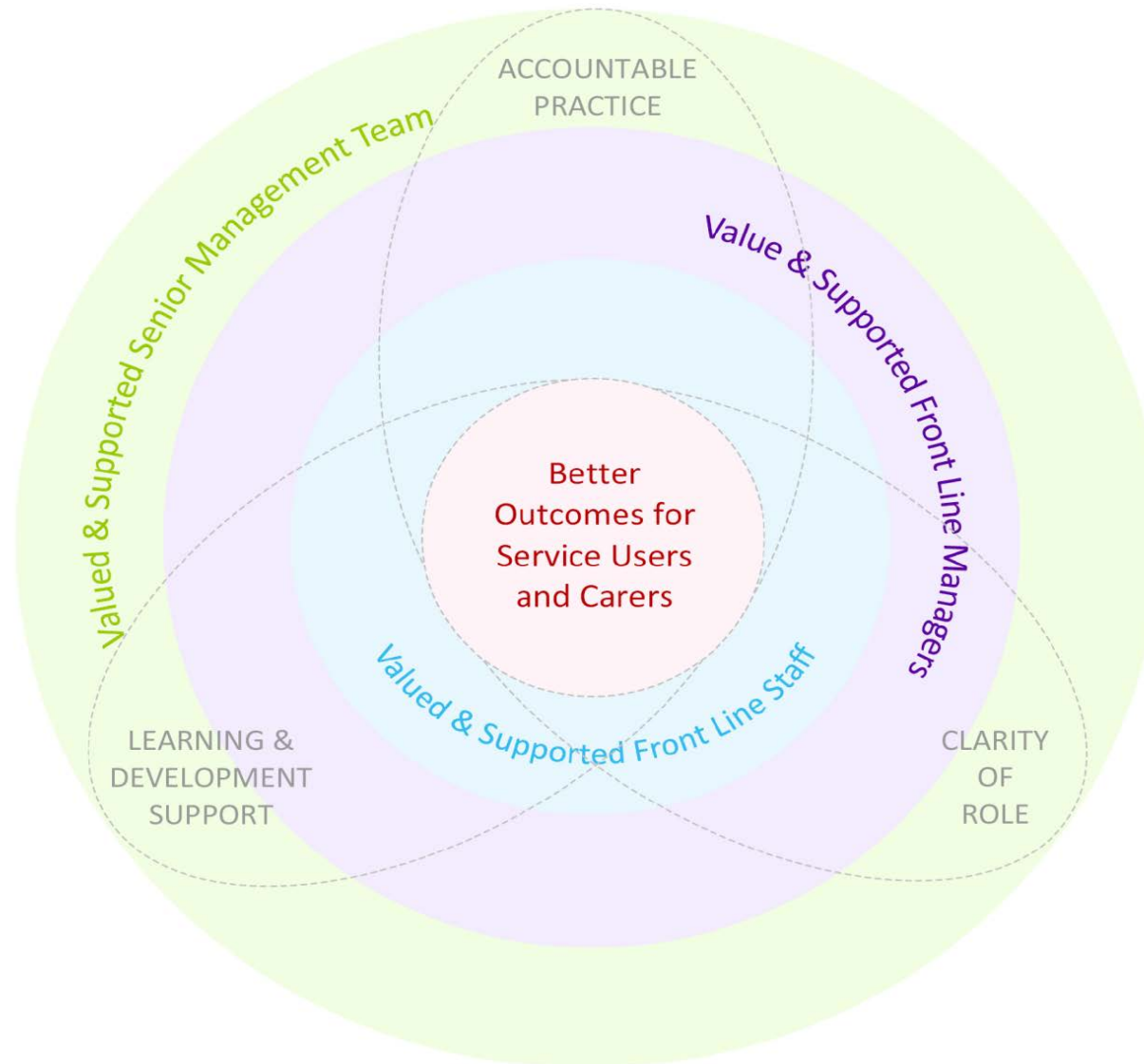
# Personal outcomes: the missing piece of the information jigsaw



# Use of information: From personal to national outcomes

<b>Outcome Level</b>	<b>Focus</b>	<b>Examples</b>
Individual/ personal	Defined by the person - what is important to them in life	I want to be able to get back to school
Service/project	Defined by a project or service as a key focus to work towards with people	We work with children to improve their ability to attend school
Organisational	Defined by a local authority, NHS board or provider as a key area to work towards. Will increasingly be required to be defined across organisations	Improve the social inclusion of adolescents and younger adults we work with
National	Defined by government to focus activity across sectors and organisations	We want our children and young people to be successful learners, confident individuals, effective contributors and responsible citizens.

# Outcomes Focused Supervision for Staff (Stirling)



# I am not a number!



Better outcomes for staff?



# References/Resources

*Cook and Miller (2012) Talking Points: A Practical Guide, JIT*

<http://www.jitscotland.org.uk/action-areas/talking-points-user-and-carer-involvement/>

*Reshaping Care and Support Planning*

<http://content.iriss.org.uk/careandsupport/>

# Good conversations

- Listening
- From fixer to facilitator
- Outcomes first
- What is important, and why?
- Person's role in contributing to outcomes?
- Not all about services