

Getting to grips with outcomes in adult support and protection

Dr Ailsa Cook

ailsa@matter-of-focus.com

MATTER OF FOCUS



We are a purpose-led company
and certified B Corporation on a
mission to help organisations
understand and track the difference
they make through our software
and consultancy support



Some of our clients



5.1. Support people to improve wellbeing

Pathway progress



What we do	Who with	How they feel	What they learn and gain	What they do differently	What difference does this make?
<p>Have good conversations with people about factors impacting on their wellbeing and what they can do to change</p> <p>Progress: Great Confidence: High</p>	<p>People experiencing poor health and wellbeing</p> <p>Progress: Great Confidence: Some</p>	<p>This is a good conversation and I feel ready to make a change</p> <p>Progress: Great Confidence: Some</p>	<p>People know what matters to them and have the knowledge, confidence, skills to change</p> <p>Progress: Great Confidence: High</p>	<p>People make changes and actively manage their wellbeing</p> <p>Progress: Great Confidence: Some</p>	<p>People have improved wellbeing</p> <p>Progress: Some Confidence: Low</p>
<p>We run group sessions</p> <p>Progress: Great Confidence: High</p>		<p>This is for me</p> <p>Progress: Some Confidence: Some</p>	<p>Access to a range of relevant community supports and services</p> <p>Progress: Great Confidence: Low</p>	<p>People access support from appropriate agencies</p> <p>Progress: Low Confidence: Some</p>	<p>Services are used more appropriately</p> <p>Progress: Some Confidence: Low</p>

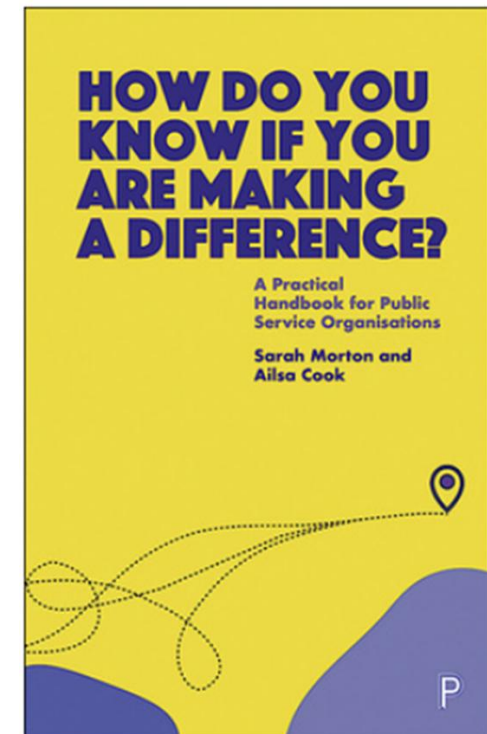
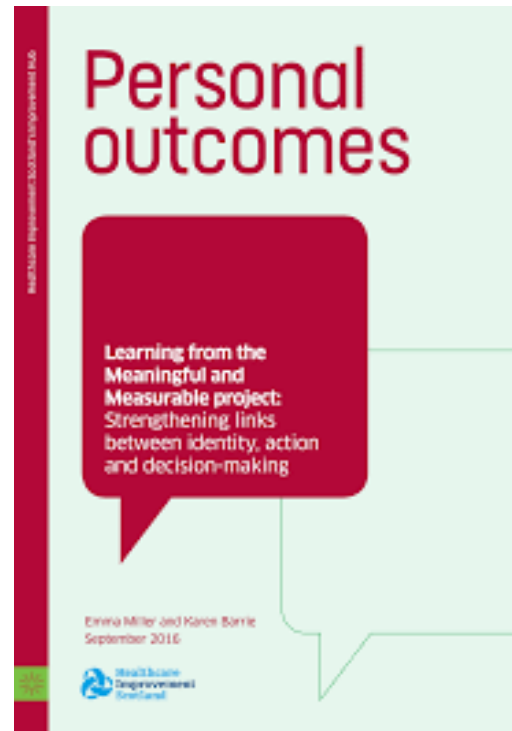
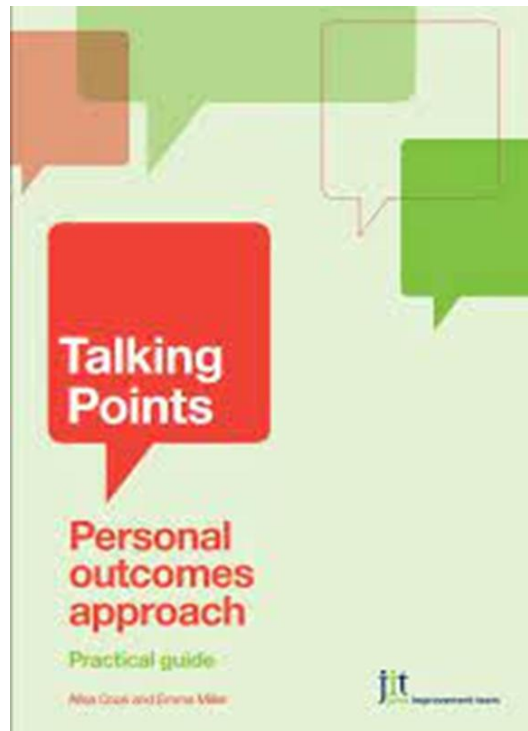


OutNav

Overview

- Getting to grips with outcomes and personal outcomes
 - What is an outcome
 - Personal outcome focused practice
 - Measuring what matters to people
- How do you know you are making a difference?
 - Evaluation challenges
 - Matter of Focus approach
 - Examples and learning

Key resources



Why focus on outcomes?

Make the best
difference
possible

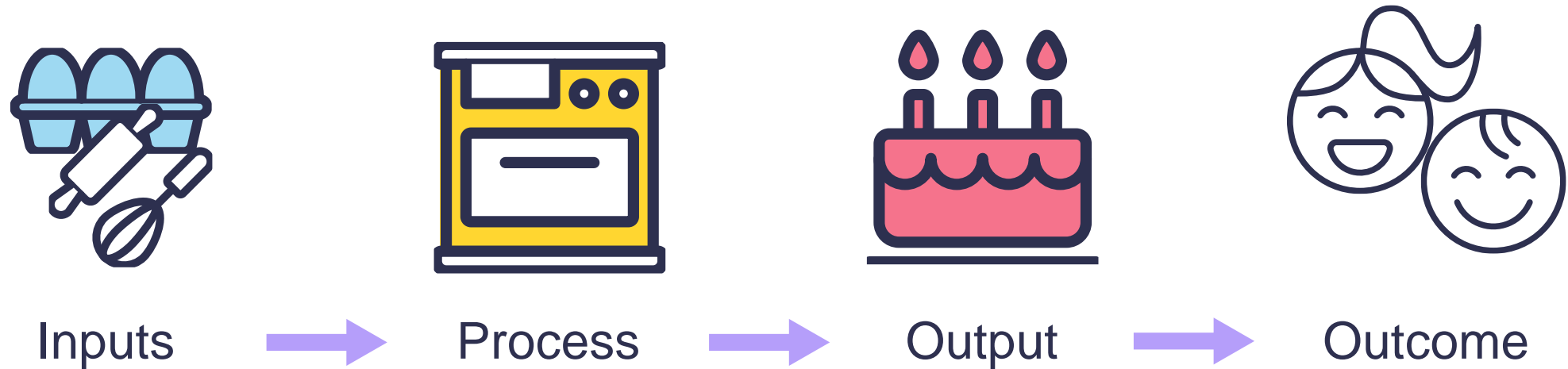
Meet quality,
scrutiny,
commissioning
and reporting
requirements

Build the
evidence / make
case for change

Defining outcomes

What are outcomes?

Outcomes are commonly defined as the end result of an intervention



Different levels of outcomes

Population

What we want for people

Programme

The change we hope to see through our work

Personal

The change I want in my life

Talking Points Personal Outcomes

Quality of life	Process	Change
Feeling safe Having things to do Seeing people Staying as well as can be Life as I want and where I want Dealing with stigma and discrimination	Listened to Having a say Respect Responded to Reliability	Improved confidence Improved skills Improved mobility Reduced symptoms

Exchange model of assessment



After Miller and Barrie (2016) taken from Smale et al

Personal outcome focused approach

Engagement



```
graph TD; A[Engagement] --> B[Recording]; B --> C[Use of Information];
```

Recording

Use of Information

Becoming outcome focused

SERVICE LED


Transactional
Assess eligibility for service
base on deficits
What's wrong
Tick box assessment and
review
Data for performance
management

OUTCOME FOCUSED


Relational and responsive
Co-design bespoke support based on
strengths
What matters / What's strong
Analysis of what matters to the
person
Data for learning and improvement

Measuring outcomes

Outcomes that matter are hard to measure



**I make my
grandkids
dinner**



**I feel safe
in my home**



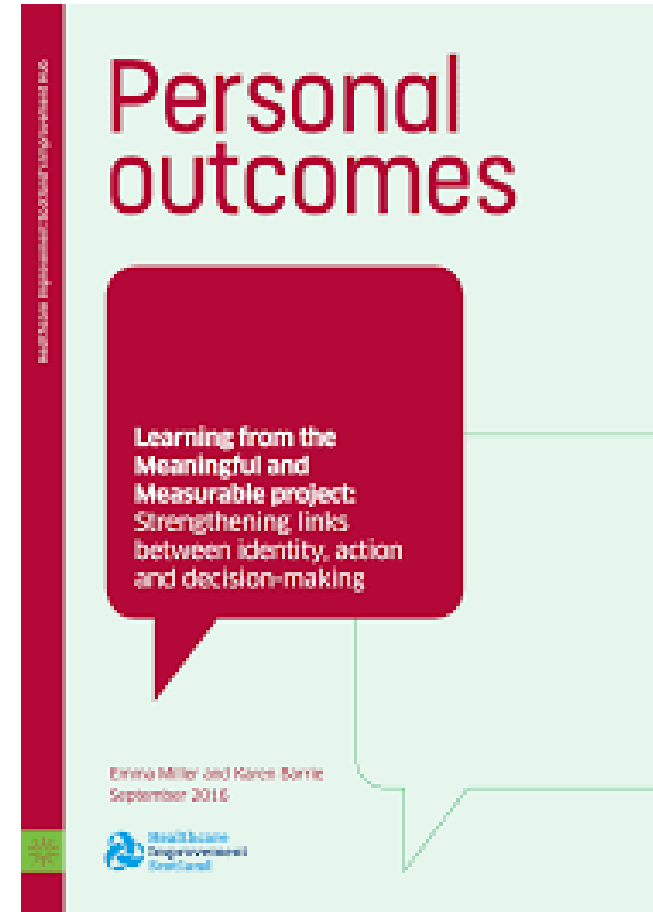
**I feel connected to
my community**

‘Measuring’ personal outcomes

There is no perfect scale measure

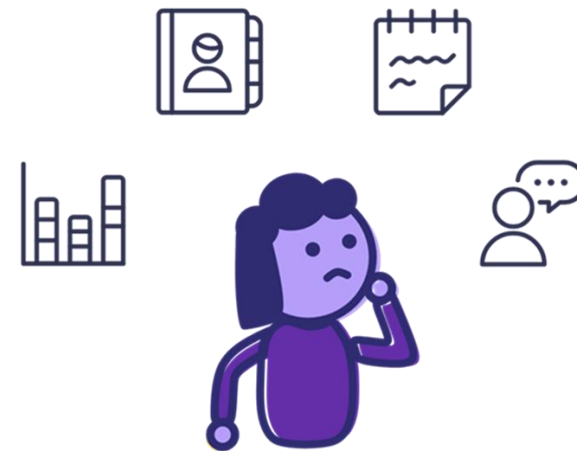
Poorly conceived recording disrupts relational practice

Qual and quant data required to understand change



Inappropriate measurement

- Reduces practice to tick boxes
- Obscures the contribution of the person
- Misses or devalues great practice
- Is time consuming
- Misses the impact

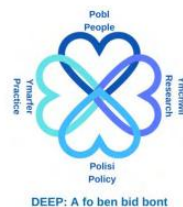


From measuring to recording

- Make recording personal and accessible
- Make recording analytical
- Make recording live and joined up across organisations
- Make recording inclusive

Friend not foe:

Supporting meaningful
outcome focused
recording in social
care in Wales

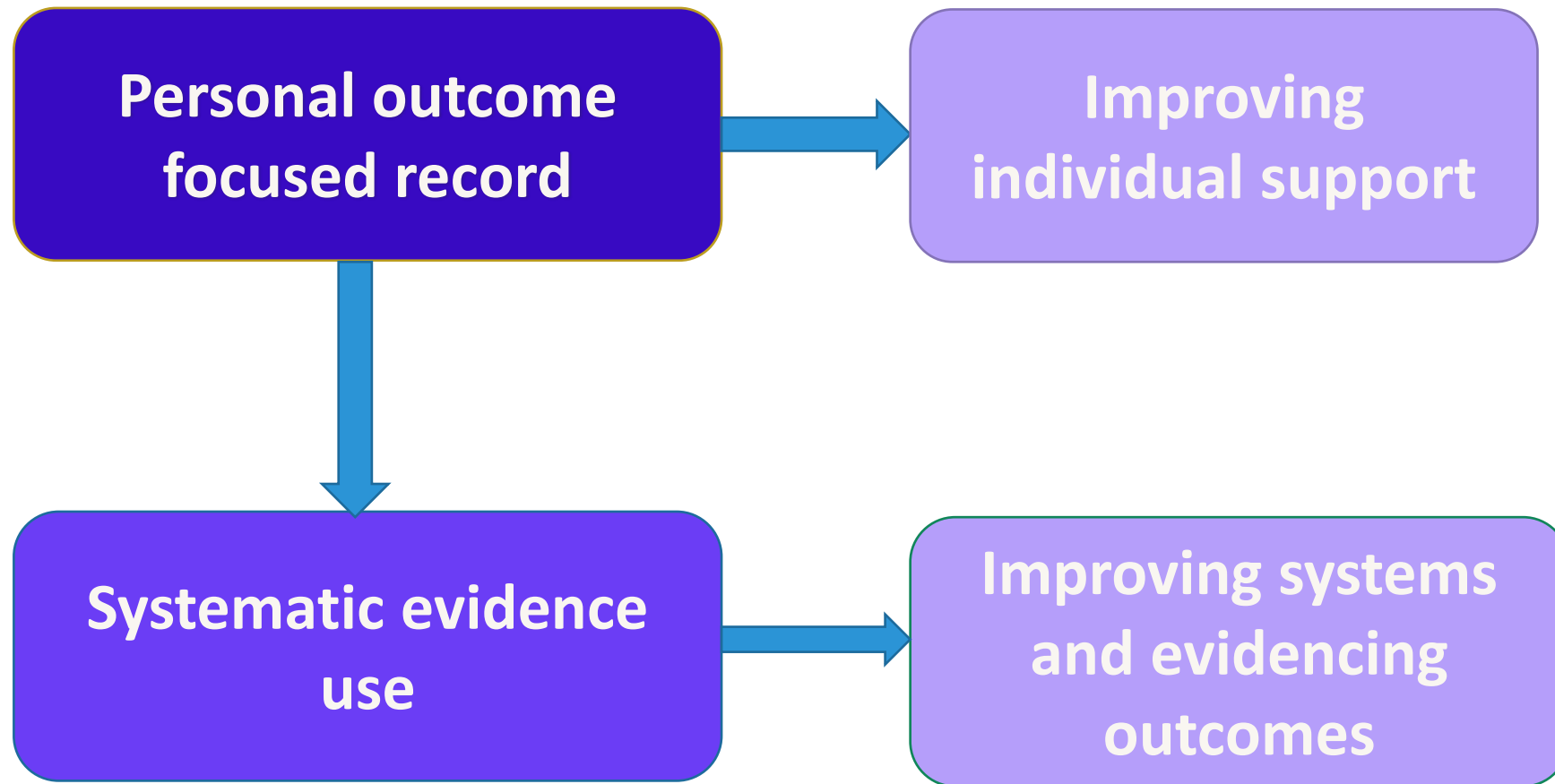


The work of CIW is guided by the principle of putting people first. An important part of our activity is evaluating the outcomes for people's safety, well-being and rights.

We endorse friend not foe as an approach which supports



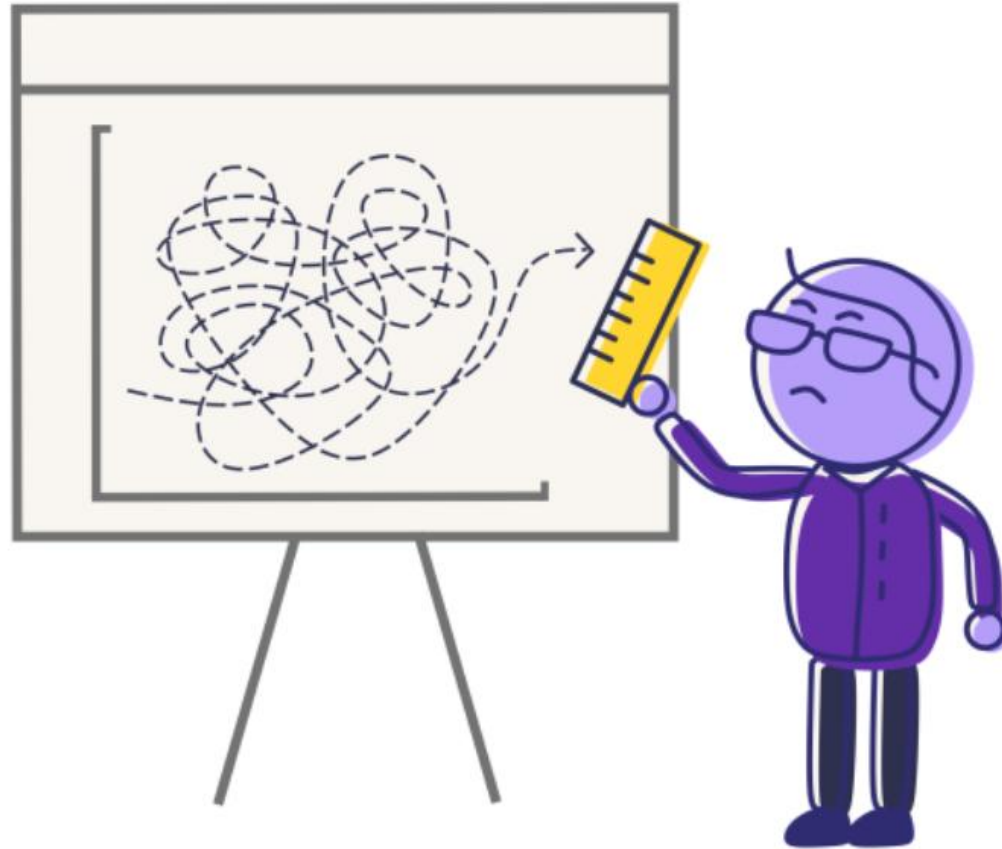
Power of recording



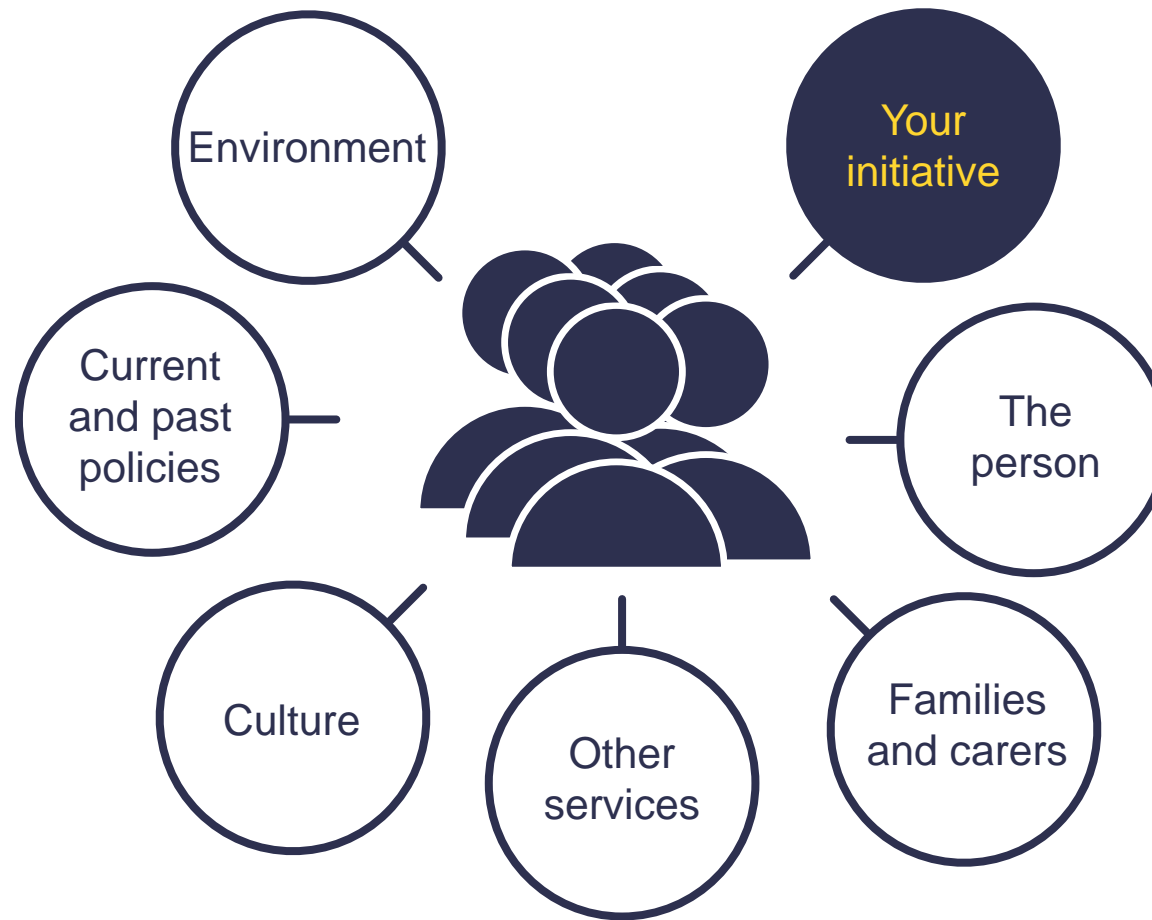
Discussion

How do you know you
are making a
difference?

Why is it hard to evidence the difference you make?



Multiple factors influence change

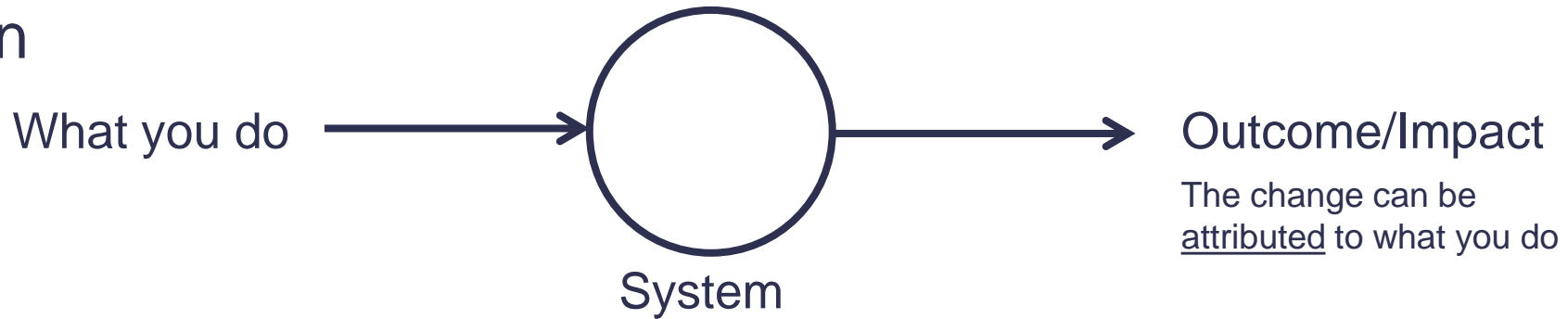


The right data is
often out of reach

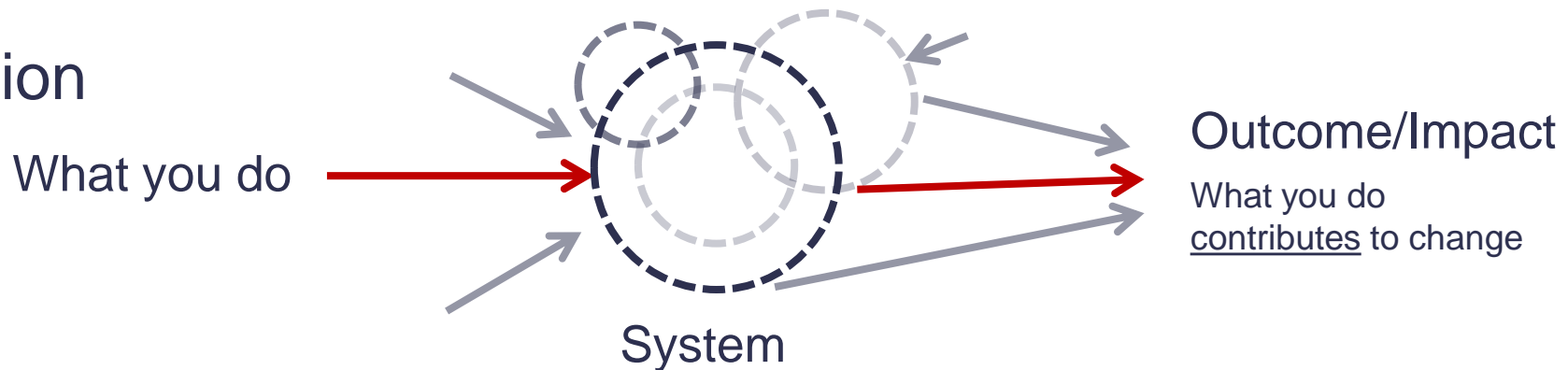


The concept of contribution

Attribution

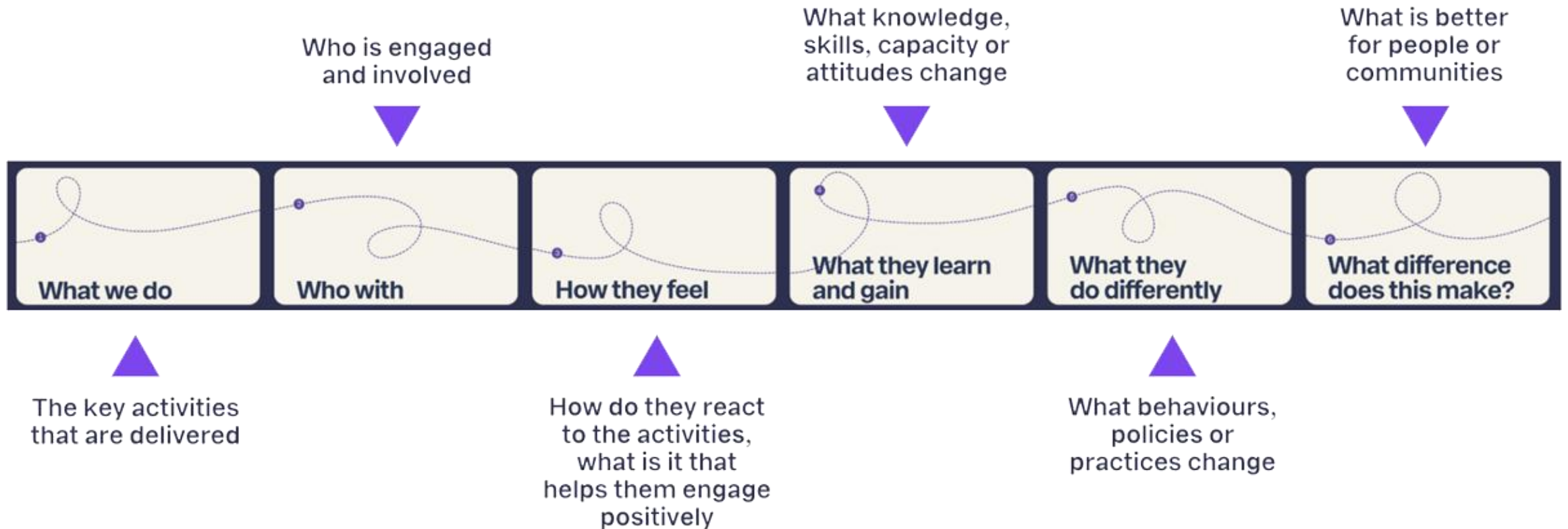


Contribution



Matter of Focus approach

Understanding change



Outcome mapping



A shared understanding of outcomes



Supporting people

What we do	Who with	How they feel	What they learn and gain	What they do differently	What difference does this make?
Have good conversations with people about what matters to them and how services and supports can help	People at risk of harm	This is a good conversation	People know what matters to them and have a plan that shows how services and supports will work together with them to realise this	People have choice and control and are empowered to take up the opportunities and support that are right for them	People make progress towards their personal outcomes, stay safe and sustain or improve health and wellbeing
	Families and friends		People gain access to a range of community based and formal services and supports		
	Independent advocates	Safe, supported, listened to, trusted and respected	People gain knowledge, confidence and skills that will help them make progress towards their personal outcomes		
Work collaboratively around the person to understand and manage risk and deliver services and support towards the outcomes that matter to them	Staff	Staff feel confident, supported and empowered	The staff team are clear about their contribution to keeping the person safe and supporting them towards the outcomes that matter	Services work together to proportionately manage risks and prevent harm	

A framework for evaluation

- Outcome maps form the framework for meaningful outcome evaluation
- Track and reflect on change as it happens
- Report on changes retrospectively
- Tell the story of how change happened and what levels of change are appropriate to monitor

Tracking progress



Midlothian Health and Social Care Partnership

- Diverse journeys towards good outcomes across services
- Holding onto outcomes despite tensions
- Raise awareness about person's contribution to outcomes beyond service



Organisational and national change

Improving practice

What we do	Who with	How they feel	What they learn and gain	What they do differently	What difference does this make?
Work with partners to develop a strategy and improvement plan for safeguarding	Staff	Safe, supported, listened to, trusted and respected	Partners have a clear vision and shared understanding of how they can work together to improve services and safeguard adults	Organisations work together to build and sustain positive cultures, systems and processes	Adults at risk of harm are safe, protected, supported, involved and consulted
	Partners	This will help me in my work	Staff gain knowledge, confidence and skills to put the safeguarding principles into practice		
Provide support and training to staff to embed the safeguarding principles	People with lived and living experience of safeguarding	Preventing harm and protecting people at risk is a priority	Staff gain the systems, tools and processes that support good practice	Staff work with partners to deliver support in line with the principles	

Future Pathways

We champion and support the voices of people with lived experience to advocate for positive change.

“This collaboration meant that we could share our lived and learned experiences and bring a range of perspectives together to look at things in new ways. It may have been the start of a longer process, but it has been one full of learning and potential.”

Scottish Recovery Network

Motivated to change from what we learn together.

“This project shows the importance of people having an active role in their own recovery and working alongside others connected by similar experiences. It was an inspirational experience to work with the Voices group who expressed a strong desire to make a difference to future generations.” Partner organisation

Sharing learning

What we do	Who with	How they feel	What they learn and gain	What they do differently	What difference does this make?
Review synthesis and share evidence and learning through resources and reports	Staff	This will help me in my work			Adults at risk of harm are safe, protected, supported, involved and consulted
	Partners		Individuals and organisations gain knowledge, tools, resources and connections that help them in their work	Put learning into practice to improve local systems and processes	
Bring people together to explore issues, share learning and provide peer support	People with lived and living experience of safeguarding	Preventing harm and protecting people at risk is a priority			Services provide effective support and are continually improving

Developing Evidence Enriched Practice

- Developing outcome map helped clarify change process
- Informed evaluation plan
- Structured evaluation
- Published in International Journal of Social Pedagogy

Datblygu Ymarfer a Gyfoethogir
gan Dystiolaeth - DEEP



Developing evidence Enriched
Practice - DEEP

Learning

Benefits

- Helps organisations 'own their outcomes'
- Gives confidence in the change process
- Helps streamline recording
- Builds a culture of learning and improvement
- Balances performance data
- Creates golden thread between outcomes for people and strategic / national outcomes



Making it work in practice



Relational

- Shared understanding
- Trust
- Safe space for learning and improvement



Practical

- Plan and timescales
- Roles and responsibilities
- Governance



Technical

- Evaluation approach
- Data collection tools
- Information management infrastructure

Embedding an outcome focus



Further Resources

Personal Outcomes Network website has lots of information on the Talking Points approach, Meaningful and Measurable and the Friend or Foe resource [The Personal Outcomes Network – Personal Outcomes Network](#)

Future Pathways impact report [Impact | Future Pathways](#)

THANK YOU!

Let's keep the conversation going:



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