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This guide has been produced by Research in Practice for Adults. We are a charity that uses evidence from research and people’s experience to help understand adult social care and to improve how it works.

Author: Bruce McClure

Many thanks to Melanie Edridge, Melanie Gray and Louise Johnstone for their comments on this resource.
If you are having difficulties with everyday activities you can contact your council to find out about social care and support. If you have an assessment your practitioner will ask you about your outcomes. Your outcomes are the things you want the care and support to help you achieve. They might be:

- keeping healthy and active
- staying safe
- feeling clean and comfortable
- making the most of your time
- feeling respected
- being in control of your money.

It is good to talk honestly and realistically about what you can do at the moment and the outcomes you want. It helps you to think about what you can achieve now and in the future. Focusing on outcomes can support you to make positive changes and be more in control of your life.

What are outcomes?  

<table>
<thead>
<tr>
<th>Examples of outcomes</th>
<th>Examples of processes</th>
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<tbody>
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<td>To live safely at home</td>
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<td>To communicate better and get your views across</td>
<td>Use of an advocate or interpreter Speaking and listening classes Assertiveness classes</td>
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In your conversations with social care practitioners, such as in a needs assessment or carer’s assessment, you can explore what is most important to you, as well as what is realistic. You will be asked about the roles of other people in your life. You can say what matters most to you, what you would like to change and what you want to stay the same.

The next step is to agree how to achieve your outcomes, whether through services or with the support of family or friends in the community. You are entitled to information, advice and advocacy if required. There might be services that are right for you and organisations that can provide additional support. There might be things you can do differently for yourself. There might be small steps you can take towards bigger, longer-term goals.

Your outcomes will be reviewed when agreed, or if something changes or isn’t working. Have your outcomes been achieved? Have they changed over time? What are your new outcomes? This is to check how well things are working for you, but also to see how well services are doing.

Your outcomes are being achieved. If they aren’t, you can review them. You can change your mind about what your outcomes are. Your care arrangements can be changed to suit you better.

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How do... outcomes work?

Your outcomes are what you want care or support to help you to do, or to make happen. They are the results for you of what you and others do or don’t do. When you are clear what results you want, you can make decisions with others about the steps to take to get there (these are called processes).

Examples of outcomes

- To live safely at home
- To feel clean and comfortable
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Examples of processes

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How do... I know if things are working well?

You are clear about what you are trying to achieve and how care and support will help you to get there.

You have agreed your outcomes with your practitioner and these have been shared with anyone providing your care and support.

You are being listened to.

Your care providers are guided by your outcomes and know what is important to you.

You feel safe.

You are at the centre of any decisions that affect your care and support.

Your career, family and friends are involved in the planning of your care as appropriate.

Your outcomes are being achieved. If they aren’t, you can review them. You can change your mind about what your outcomes are. Your care arrangements can be changed to suit you better.

You are being treated with dignity and respect.

You feel comfortable talking to your practitioner about the care and support you need, including personal care.

You know where to get any information or advice you need.
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