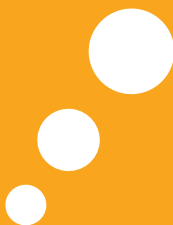


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What are...
outcomes?



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What are ... *outcomes?*



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.

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	Examples of processes
To live safely at home	Help and advice to reduce risks in the home
To feel clean and comfortable	Daily help with personal care
To not be lonely	Increased contact with friends, family, interest groups Doing more of what you enjoy
To communicate better and get your views across	Use of an advocate or interpreter Speaking and listening classes Assertiveness classes
To feel safe	To explore with safeguarding team or in your community

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.

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.

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

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

You are being listened to.

How do...

I know if things are working well?

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

You feel in control of how your outcomes are achieved.

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

You feel safe.

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

You are being treated with dignity and respect.

Practical advice



To identify your outcomes think about what is good and bad in your life at the moment. What is it that's most important to you? Being realistic, what might you be able to achieve with the right kind of help? Many of the biggest improvements to people's lives will be things that they decide do for themselves. In some cases, small changes will make a big difference.

Your practitioner can provide you with information and advice about the different care and support options available, and help you to identify the best way to achieve your outcomes. You can ask to find out about what has worked well for other people in your situation.

A discussion about outcomes should be meaningful to you and not just a 'tick box exercise'. You should feel listened to and understood. If you do not, don't be afraid to say so.

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If you need care or support, your outcomes are what you want the care and support to help you achieve. It might be that you want to be more independent, or to see more of your friends or family, or to keep living in your own home. Any care and support you receive should be aimed at helping you to achieve your outcomes.

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.

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