



# National Practitioners Conference

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Improving outcomes for users of  
community care services and  
their unpaid carers

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# What do we mean by outcomes?

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



# Overcoming barriers in community care assessment

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## **Recent research identifying barriers to outcomes focused services for older people:**

- Assessment important in establishing eligibility and can establish outcomes for individuals against which progress can be checked
- Staff want to move from bureaucracy to spend time with people
- Staff have juggled roles of facilitator, advisor and gatekeeper
- Outcomes approach involves a move away from a service-led model
- Need to avoid language emphasising deficits/dependence
  - **Caroline Glendinning et al 2006**



# Overcoming Barriers: Outcomes in Review

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- Outcomes focused approaches are facilitated by regular review
  - can identify whether outcomes identified have been met or reflect changed circumstances
- Workload pressures mean reviews have slipped of the agenda – not happening at all in many areas. Without reviews, how do we know we are getting it right?
- Fragmentation of reviews may occur due to performance indicators, reviews and satisfaction surveys that take place as separate activities
  - **Glendinning et al 2006**

# Why focus on user and carer outcomes? (individual)

- Attention to the person's goals (assessment/ care plan) and the impact of services (review) = continuous loop
- Move away from tick boxes = 'think outside the box'
  - Focus on aspirations, not just problems = re-enablement
  - More relevant interventions
  - Can be beneficial: a semi-structured conversation



# Why focus on outcomes (collective)

- Evidence based on people's stories – answers previous frustration that individual stories dismissed as 'anecdotal'
- Use the evidence to shape services
- Counterbalance to national targets – identifies skews



# Research on outcomes for service users



- DH research 2004-6 on outcomes for users from health/social care partnership
- Reviewed 10 years research from SPRU
- Ran focus groups - different user groups
- Developed outcomes based questionnaire
- Interviewed 230 service users/carers as proxies – outcomes from services and which features of partnership delivered good outcomes



## DH funded Research: – outcomes for service users from partnership 2004-6

Quality of life	Process	Change
Feeling safe Having things to do Seeing people Staying well Life as want Dealing with stigma	Listened to Having a say Treated with respect Responsiveness Reliability	Improved confidence & skills Improved mobility Reduced symptoms



## **JIT: user and carer outcomes = UDSET (user defined service evaluation toolkit)**

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- JIT - capturing user and carer views 2006-7  
= UDSET: initial work on reviews: Orkney
- JIT – work on identifying carers outcomes:  
pilot in East Ren based on UDSET/NMIS
- Work on national outcomes for community  
care 2007-8 (6 early implementers, 3 other)
- Work on outcomes in the standards for  
assessment, care planning and review NMIS



# JIT: Carer defined outcomes

<b>Quality of life of carer</b>	<b>Coping with caring</b>	<b>Process</b>
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, available and free at the point of need

# National Outcomes Framework for Community Care



## 4 Community Care National Outcomes

- Improved health
- Improved wellbeing
- Improved social inclusion
- Improved independence

16 measures including

4 user/carer outcomes measures (UDSET)

10 measures relating to assessment (NMIS)



# UDSET approach – summary

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- An approach based on outcomes important to users / carers
- Based on semi-structured conversation
- Toolkit - explanation, forms, guidance and references
- JIT website—materials, powerpoints, tools, digital stories  
<http://www.jitscotland.org.uk/action-areas/themes/involvement.html>
- Support pack – summary, outcomes prompts, hints on use
- Avoids the fragmentation identified by Glendinning:
  - Interactions between staff and users/carers – review incorporates measures, outcomes, satisfaction
  - Gather stories to inform local service developments