Working with outcomes

Tool 2 – Identifying Outcomes Tool

This tool is designed to support identifying, enabling and reviewing outcomes as part of a conversation.

Part 1 – Identifying outcomes
Part 2 – Enabling outcomes
Part 3 – Reviewing and measuring outcomes

Part 1 - Identifying outcomes

Part 1 of the tool is based around the domains used within the *Adult Social Care Outcomes Toolkit* (Netten et al, 2011) as these have proven relevance to social care related quality of life. The wheel is designed to allow all domains to be considered flexibly within a conversation, for example at assessment. Desired outcomes can be filled against the domains the person feels are relevant and important to them.

Using the tool
You could start the conversation by explaining that:

> it is a conversation to help you find out about their life and circumstances so you know what is important to them, what is good about their life that they don't want to change and what is not good that they do want to change
> the information will help build a complete picture of their needs, priorities and where they want support or services to have an impact – their desired outcomes
> it will cover all the different aspects of their life - some might be relevant, some less so, but the aim is to make sure everything is taken into account
> they can then decide what support or services will best help them achieve their desired outcomes
> you will record what they say, using the tool to make sure everything that is important to them is captured.

During the conversation:

> Desired outcomes might emerge naturally during the conversation, but think about using the 'what' questions as prompts or to summarise discussion – for example 'Thinking about what you have told me about ...... what is most important to you?'.
> Note the desired outcome under the domains as these emerge – there may not be an outcome for every domain, there can be as many or as few as the person wishes. Some outcomes may be relevant to more than one domain.
> Include any comments from the person which are relevant to the outcome.
> Be flexible. There is no prescribed order for working through the domains - the person may swap from one domain to the other as the conversation flows. That is fine.
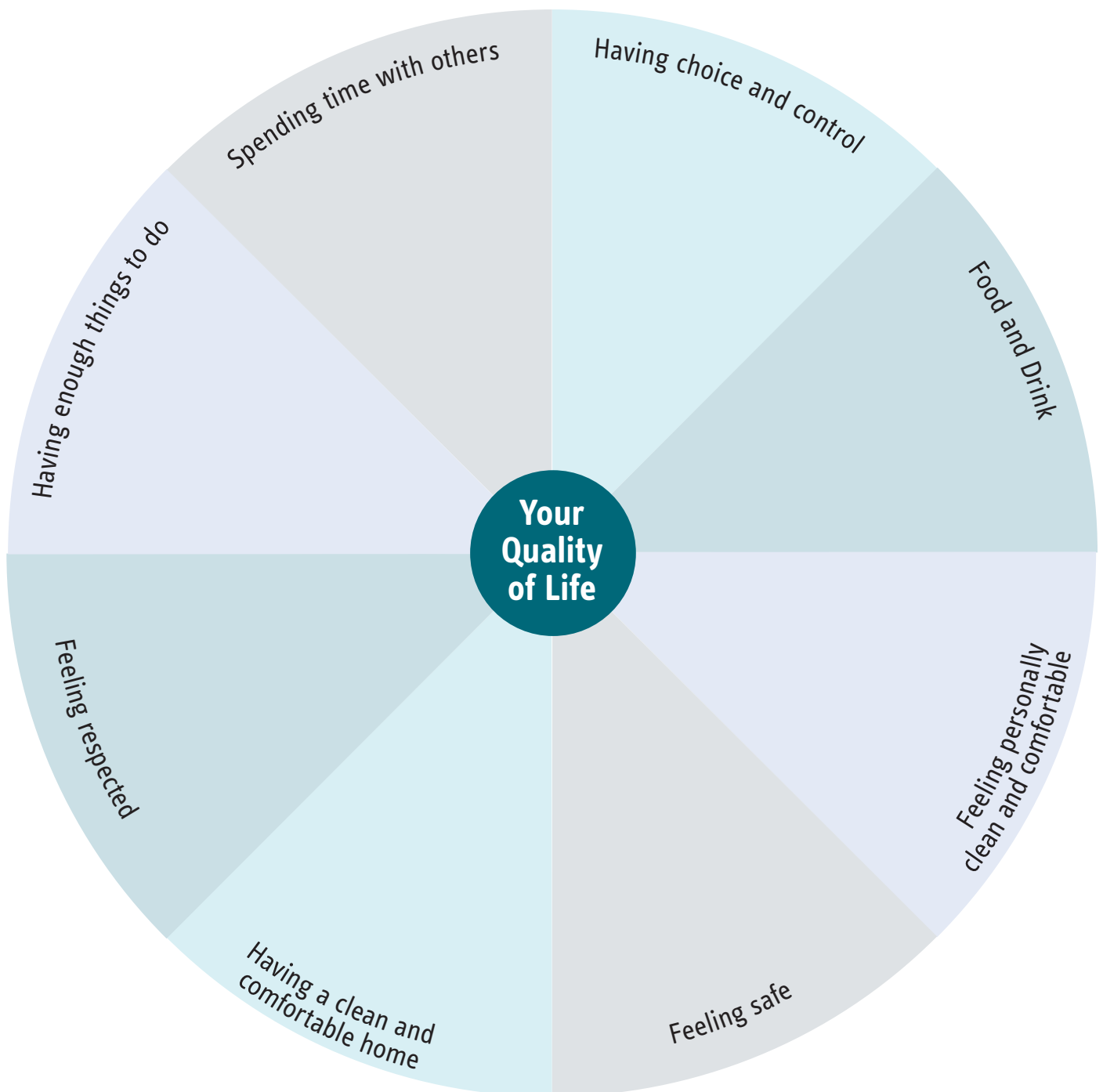> If a domain isn't covered during the course of the discussion you can pick it up at the end.

Alternatively you can give the tool to the person to complete independently as a self-assessment.

The definitions provided below may be helpful when introducing the tool:

Domain	What is the domain about?
Having choice and control	Being able to live life as you want, being able to make choices and decisions about what you do and when.
Food and drink	Getting enough of the things you like to eat and drink and at times that suit you, culturally and nutritionally appropriate.
Feeling personally clean and comfortable	Being able to feel as clean and comfortable as you want, being able to wear the things that you want and look the way you like to.
Feeling safe	Feeling safe inside and outside your home; physical safety (for example fear of falling, being harmed or of an illness or condition worsening) and emotional safety (for example feeling respected, cared for).
Having a clean and comfortable home	Feeling your home is as clean and comfortable as you want it to be and is a pleasant place in which to live.
Feeling respected	Being treated with dignity and respect, having your privacy respected, any care or support you receive not having a negative impact on you.
Having enough things to do	Having things to occupy your time, being able to do things you enjoy doing.
Spending time with others	Seeing people, spending time with friends and family.

For each of the domains consider:

> What is most important to you?
> What is good about it that you do not want to change?
> What about it, if anything, do you want to change?

Spending time with others

Having choice and control

Having enough things to do

Food and Drink

Feeling respected

Feeling personally clean and comfortable

Having a clean and comfortable home

Feeling safe

Your Quality of Life

Working with outcomes

Part 2 - Enabling and reviewing outcomes

Part 2 of the tool is designed for use as part of the support planning process, looking at the desired outcomes identified, what needs to happen to allow them to be achieved and how this should happen. It also facilitates measuring a baseline 'score' so that progress in relation to the outcome can be measured.

Using the tool:

> Record the desired outcome the person has identified (in their own words where possible).
> Assess the outcome using the 'SMART' principles.
> Discuss what needs to happen to enable the outcome to be achieved – consider options including what the person can do themselves, what support is available from family or friends and what is available in the local area.
> Discuss how the person wants this to happen - for example self-directed, direct payment, individual service fund, care managed.
> Ask the person to rate where they feel they are currently in relation to the outcome - 1 being the worst possible position, 5 being the best possible position (as good as it can be for them).

Desired outcome	What needs to happen?	How do you want this to happen?	Current position (1= Worst, 5= Best Possible)
1.			
2.			
3.			
4.			

Part 3 – Reviewing and measuring outcomes

Part 3 of the tool is designed to review the desired outcome, reflect on where the person feels they are currently in relation to it, measure achievement of the outcome and, by default, the impact for them – positive or negative. The length of time between identifying and enabling the outcome and reviewing it will be dependent on individual circumstances and local working practice.

Using the tool:

> Note the desired outcome being reviewed. Referring back to the outcome in Part 2 rather than copying the wording is fine.
> Ask the person to rate where they feel they are currently in relation to the outcome - 1 being the worst possible position and 5 being the best possible position (as good as it can be for them).
> Discuss what has happened, what has or hasn't gone well and what, if anything, needs to change.

Desired outcome	What has happened? What has or hasn't gone well? What needs to change?	Previous position (from Part 2)	Current position (1= Worst, 5= Best Possible)
1.			
2.			
3.			
4.			