

Putting **People First** Transforming Adult Social Care

Our contribution to the outcomes debate

Efficiency delivery - supporting sustainable transformatio

State funding of social care is under pressure because of the increasing numbers of individuals in need and requiring care. Within the context of self-directed support, it becomes critical to be able to demonstrate value for money.

Types of outcome

Outcomes mean different things depending on the perspective taken. Examples of different forms of outcome include:

- user satisfaction with service;
- improving provider performance;
- achievement of strategic goals; and
- demonstration of a successful intervention.

This note focuses on the latter; specifically the quantitative measurement of the effectiveness of the support plans put in place to maintain or improve an individual's independence.

The nature of the challenge

As more and more individuals take on the responsibility for buying their own support, the ability of councils and individuals to measure value for money based on the unit costs of services becomes difficult. Measuring outcomes is the potential solution, however:

- user surveys are recognised as being unreliable - particularly for older people. Whilst a thorny topic, there are some outcomes which may not initially be choice of the service user.



- Support plans do not lend themselves to quantitative analysis and are difficult to use on an aggregate basis;
- Whilst there are many quantitative assessment-like tools, we have not come across any which can be used on an outcomes basis across all services and all client groups - considered desirable for aggregated reporting and analysis purposes; and finally
- Other than via an extended (and expensive) formal review process, we do not see how changes to a plan, and associated investment, will be triggered - especially within a reablement context.

Our input to the outcomes debate

The outcomes framework described overleaf attempts to address these issues. It tries to capture, in quantitative terms, the likely outcomes from an individual support plan. Whilst it has borrowed heavily from the functional assessment model used in needs determination and reablement, it tries to balance this with quality of life, choice and cost dimensions.

The fit with assessment and support pla

The framework is designed to capture, in short objective statements, the outcomes typically associated with a support plan.

Inevitably there are similarities with forms of assessment (particularly those emerging out of self assessment), however, the outcomes are expressed in terms of action rather than ability (e.g. they wash themselves versus they are able to wash themselves).

Each outcome has a score of between 0 and 5 which will generally indicate greater independence the higher the score (see below).

It is assumed that the support plan will hold much greater detail on the specifics of the outcome and how it will be achieved.

The Three Themes of the Framework

There are currently three themes to the CSED outcomes framework:

- Independence;
- Characteristics; and
- Environment

Independence

This part of the framework borrows from the functional model used within reablement schemes. However, it expands the topics usually found in these models, the total list being:

- Maintains personal dignity;
- Carries out most practical tasks;
- Gets about;
- Has control over daily life;
- Successfully communicates;
- Manages money and personal affairs; and
- Cares and/or looks after others

Each of these outcomes typically has in the order of ten specific statements which indicate the extent to which the individual is achieving independence against the outcome.

Each statement in turn has a score to indicate their level of independence ranging from 0 (being 'significantly dependent') to 4 (being 'independent').

Characteristics

This theme is designed to capture the observable symptoms (characteristics) of the individual which may indicate a breakdown in quality of life and/or socially acceptable behaviour:

- Has a good lifestyle (eating, sleeping, exercise);
- Demonstrates emotional and mental well-being;
- Demonstrates confidence and morale
- Demonstrates appropriate or adaptive behaviour; and
- Socially active and/or has good relationships.

In this case the scoring relates to how often they demonstrate the characteristic ranging from 0 (rarely demonstrates) to 4 (typically demonstrates in any setting).

Environment

The final dimension looks to the support environment. It unashamedly leans toward dimensions which look to reduce the cost of support. This is on the basis that the individual may well be using their own funds to supplement any state support (if they receive any at all):

The topics covered include:

- Keeps employed, active and alert;
- Has appropriate support;
- Has appropriate living arrangements; and
- Is safe and secure

Filled in by the user or by someone else

Unlike many outcome frameworks which are dependent on the service user's perception and feelings, this framework has deliberately been designed to be able to be filled in by anyone

It is based entirely on objective observable actions, characteristics and environment.

Use to trigger further intervention

Because the framework captures a relative score (versus a simple yes/no), it can be used, on an exception basis, to identify changes to an individual's situation which may warrant a further investigation and/or intervention.

Use as part of an incentive scheme

The framework was originally designed in order to provide a scoring system suitable for use within a commercial incentive scheme (since the results are readily able to be aggregated and analysed in conjunction with the costs of service).

Presentation

As illustrated below, the framework lends itself to the popular radar diagram presentation format.

This illustrates another feature of the approach - it can be used to set a target as well as present the current situation.

This latter point is important since the tool is designed to capture relative changes to the status of an outcome as opposed to the absolute position (a weakness of models which rely on a Yes/No response).

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Next Steps

We have referred to this as our contribution to the outcomes debate. This is because there are many initiatives looking at outcomes and this is but one.

We will continue to evolve this model as we receive feedback from interested parties (the reason for publishing it).

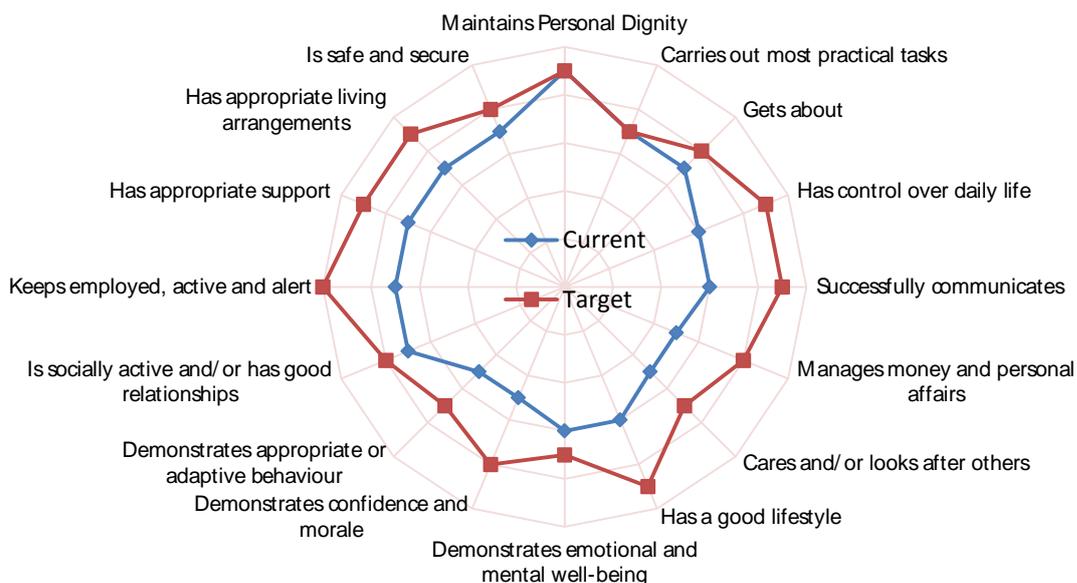
This model, and any associated feedback, will feed into regional and national events being organised to discuss outcomes and we are therefore keen to receive such feedback.

Thank you, in advance, for any contribution.

Developed with providers

The following providers very kindly supported the development of this framework (some of whom are now piloting it):

- The Avenues Trust
- Consensus (Caring Home Group)
- Surrey and Borders Partnership NHS Foundation Trust
- Heritage Care
- Care Management Group
- Southside Partnership Group



For more information, visit CSED at www.csed.csip.org.uk

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Client Ref: Date:

The Balanced Outcomes Framework

Independence

The extent to which you are (or the individual is) able to carry out the particular activity independently

- 0 Significantly dependent on others (can do less than 10% for themselves)
- 1 Somewhat dependent on others (can do some things themselves but requires full time support)
- 2 Partially dependent on others (can do more than 80% of the task themselves, possibly with prompting / instruction / supervision)
- 3 Independent with difficulty (can do the task or function, but with the assistance of equipment / technology / occasional help)
- 4 Independent (can do the task and requires no assistance)

Maintains Personal Dignity

Used to indicate how much you/they carry out (versus are able to do) the functions which maintain your/their own personal dignity.

- You/they wash your/their whole body
- You/they wash your/their face and hands
- You/they urinate cleanly
- You/they empty your/their bowels cleanly
- You/thay dress and undress themselves
- You/they maintain their own oral health
- You/they feed yourself/themselves (eat vs prepare)
- You/they drink for yourself/themselves
- You/they keep your/their own feet/toe nails in order
- You/they groom yourself/themselves
- You/they keep your/their finger nails in order

	0	1	2	3	4

Carries out Most Practical Tasks

Indicates the extent to which your (the individuals) ability to perform routine practical tasks has changed

- You/they prepare your/their own cold drinks
- You/they prepare your/their own cold meals
- You/they prepare your/their own hot drinks
- You/they prepare your/their own hot meals
- You/they undertake your/their own routine shopping
- You/they carry out your/their own routine household cleaning
- You/they carry out your/their own essential household cleaning
- You/they undertake your/their own laundry
- You/they maintain the inside of your/their accomodation
- You/they maintain your/their garden and/or grounds

	0	1	2	3	4

Gets About

To indicate the extent to which your (their) ability to get about is changing

- You/they gets about the house (excluding stairs)
- You/they go up and down stairs
- You/they routinely get up from a sitting position
- You/they routinely get up from a lying position
- You/they routinely walk short distances outside
- You/they routinely walk longer distances outside (1/2 mile or more)
- You/they travel to/from local facilities via public transport
- You/they travel to/from local facilities via your/their own transport
- You/they travel long distances on your/their own

	0	1	2	3	4

Has Control over Daily Life

Indicates the extent to which you (the individual) is independent of others in making decisions concerning aspects of normal life

- You/they choose when to rest and sleep
- You/they choose what to eat
- You/they choose what to wear
- You/they choose how to spend time where you/they live
- You/they choose how to spend time out and about
- You/they choose who to live with
- You/they choose where to live
- You/they choose when/how to meet with family/friends
- You/they choose how to spend money
- You/they choose when you/they receive support
- You/they choose which individuals provide support

	0	1	2	3	4

Successfully Communicates

The extent to which you (or the individual) has changed your/their ability to listen/understand others and convey your/their thoughts (needs, desires, etc)

- You/they make your/their personal needs known
- You/they make your/their likes and dislikes known
- You/they hold appropriate social conversations
- You/they construct your/their own short sentences
- You/they communicate by objects of reference
- You/they communicate by photographs
- You/they communicate by symbols , line drawings
- You/they communicate by body language
- You/they understand the meaning of key words
- You/they understand the sentences
- You/they understand via sign language
- You/they communicate via writing
- You/they communicate via telephone
- You/they communicate computer or equivalent

	0	1	2	3	4

Manages Money and Personal Affairs

Demonstrates how your(an individuals) ability to manage their own financial affairs has changed over the period

- You/they understand monetary values
- You/they manage your/their own small amounts of cash
- You/they manage your/their own valuable documents (passports, etc)
- You/they manage your/their own bank account
- You/they manage your/their own utilities bills, rent, etc
- You/they manage your/their own investments, shares, inheritances
- You/they manage your/their own support
- You/they set up new financial/personal affair related accounts (when required)
- You/they manage large amounts of cash yourself/themselves (when required)
- You/they remain financially solvent (and largely out of severe debt)

	N/A	0	1	2	3	4

Cares and/or Looks after Others

To indicate the extent to which you (or the individual) has been able to improve your/their ability to look after dependents / relatives

- You/they look after their partner
- You/they look after one or more children
- You/they look after one or more parents
- You/they look after one or more relatives

	N/A	0	1	2	3	4

The Balanced Outcomes Framework

Characteristic

The extent to which you are (the individual is) observed to exhibit characteristics which indicate wellbeing

- 0 Rarely demonstrates (less than 10% of the time)
- 1 Sometimes demonstrates (familiar setting)
- 2 Sometimes demonstrates (any setting)
- 3 Typically demonstrates (familiar setting)
- 4 Typically demonstrates (any setting)

Has a Good Lifestyle (Eating, Sleeping, Exercise)

To identify any improvements or changes in lifestyle which might indicate an improvement or degradation in health

	0	1	2	3	4
You/they eat a well balanced healthy diet on a regular basis	<input type="checkbox"/>				
You/they take appropriate quantities of water and other drinks	<input type="checkbox"/>				
You/they sleep a good nights sleep and shows no signs of sleep related tiredness	<input type="checkbox"/>				
You/they take no medication to help you/they get to sleep	<input type="checkbox"/>				
You/they take some form of exercise on most days	<input type="checkbox"/>				
You/they get outside into the fresh air on a regular basis (weekly)	<input type="checkbox"/>				
If you/they smoke, they are reducing the amount they smoke	<input type="checkbox"/>				
You/they are not increasing the amount of medication you/they take	<input type="checkbox"/>				
Your/their body weight is improving or being maintained (no untoward loss/increase)	<input type="checkbox"/>				
You/they are not increasing the amount of alcohol you/they drink	<input type="checkbox"/>				
If you/they are on non-prescription drugs, you/they are reducing the amount you/they take	<input type="checkbox"/>				

Demonstrates Emotional and Mental Well-Being

To provide an indication of any change in your/their emotional and/or mental well-being

	0	1	2	3	4
You/they regularly recalls recent past events	<input type="checkbox"/>				
You/they regularly recalls events which happened some time ago	<input type="checkbox"/>				
You/they are content and are not showing any symptoms of depression	<input type="checkbox"/>				
You/they Require no anti-depressant to maintain your/their wellbeing	<input type="checkbox"/>				
You/they are able to orient yourself/themselves	<input type="checkbox"/>				
You/they report concerns and seek help when appropriate	<input type="checkbox"/>				
You/they keep yourself/themselves and your/their clothing to appropriate standards of cleanliness	<input type="checkbox"/>				
You/they keep your/their surroundings to appropriate standards of hygiene and tidiness	<input type="checkbox"/>				
You/they show no signs of obsessive and/or compulsive behaviour	<input type="checkbox"/>				
You/they are able to concentrate	<input type="checkbox"/>				
You/they recognize friends and relatives	<input type="checkbox"/>				

Demonstrates Confidence and Morale

To provide an indicator of whether confidence and morale are improving or getting worse. Also covers characteristics associated with safety and security

	0	1	2	3	4
You/they show no forms of hesitation when communicating about everyday things	<input type="checkbox"/>				
You/they speak up when appropriate	<input type="checkbox"/>				
You/they regularly smiles when communicating	<input type="checkbox"/>				
You/they make routine use of eye contact when communicating	<input type="checkbox"/>				
You/they are generally alert and show an interest when communicated with	<input type="checkbox"/>				
You/they are proactive in engaging with others	<input type="checkbox"/>				
You/they are willing to try new things	<input type="checkbox"/>				
You/they show no signs of panic or concern when left alone	<input type="checkbox"/>				
You/they exhibit no suicidal (or other similar) tendencies	<input type="checkbox"/>				

Demonstrates Appropriate or Adaptive Behaviour

To indicate a change in behaviour which might be symptomatic of a breakdown or improvement in mental and/or learning capacity

	0	1	2	3	4
You/they demonstrate socially acceptable behaviour	<input type="checkbox"/>				
You/they treat property with respect	<input type="checkbox"/>				
You/they are not harmful to yourself/themselves	<input type="checkbox"/>				
You/they behave in a verbally appropriate and non-offensive way to others	<input type="checkbox"/>				
You/they behave in a physically appropriate way to others	<input type="checkbox"/>				
You/they are not harmful to others	<input type="checkbox"/>				
You/they avoid getting into trouble with the law and other similar institutions (police, education, etc)	<input type="checkbox"/>				

Is Socially Active and/or has good Relationships

Used to indicate if there has been a change to the nature of your (the individuals) social environment

	0	2	4
You/they egularly meet up with members of your/their family	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
You/they engage with others in a social context	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
You/they demonstrate closeness to those with whom you/they have relationships	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
You/they have a regular circle of friends	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
You/they enjoy a normal healthy sex life (when appropriate)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Previously

Current

Target

The Balanced Outcomes Framework

Environment

The extent to which you are (or the individual is) increasing your/their independence from more expensive forms of support

- 0 Never applies
- 1 Rarely applies
- 2 Sometimes applies, but inconsistently
- 3 Regularly applies
- 4 Nearly always applies

Keeps Employed, Active and Alert

Indicates the extent to which your (the individuals) level of activity has changed over the period.

	0	1	2	3	4
You/they spend time involved in social activities	<input type="checkbox"/>				
You/they spend time on hobbies	<input type="checkbox"/>				
You/they spend time on other leisure activities	<input type="checkbox"/>				
You/they are engaged in learning activities	<input type="checkbox"/>				
You/they are engaged in other forms of training/development	<input type="checkbox"/>				
You/they are in paid employment	<input type="checkbox"/>				
You/they undertake community / voluntary work	<input type="checkbox"/>				
You/they are active in other forms of daytime and/or evening activity with others	<input type="checkbox"/>				

Has Appropriate Support

The objective of this set of outcomes is to encourage the appropriate use of friends, relatives and the community and release funds (your/their own or the states) for use for other things (or others in need in the case of state funds)

	0	1	2	3	4
You/they are able to meet all of your/their needs without having to have support from others	<input type="checkbox"/>				
You/they are supported by direct relatives	<input type="checkbox"/>				
You/they are supported by other friends and neighbours	<input type="checkbox"/>				
You/they are supported by volunteers from the local community	<input type="checkbox"/>				
You/they are making use of publically available advisory agencies (benefits, employment, etc)	<input type="checkbox"/>				
You/they are not making use of support from paid non-registered support organisations	<input type="checkbox"/>				
You/they are not making use of support from paid registered support organisations	<input type="checkbox"/>				
You/they are not being supported by community nurses	<input type="checkbox"/>				
You/they are not being supported by other health and allied professions	<input type="checkbox"/>				
Your/their normal informal carer has periods of non-residential respite	<input type="checkbox"/>				
Your/their normal informal carer has periods of residential respite	<input type="checkbox"/>				

Has Appropriate Living Arrangements

This again is an outcome designed to encourage the move away from the more expensive forms of institutional care to those which encourage independence and reduce the cost of support (for either you/them as an individual or the state)

	0	1	2	3	4
You/they live in your/their own standard accommodation (with no major adaptations or onsite support)	<input type="checkbox"/>				
You/they live in your/their own accommodation, but within reach of support when needed	<input type="checkbox"/>				
You/they are making use of aids to daily living	<input type="checkbox"/>				
You/they are making use of applicable remote support technologies	<input type="checkbox"/>				
You/they live in their own specially adapted accommodation	<input type="checkbox"/>				
You/they are making use of short term care home accommodation	<input type="checkbox"/>				
You/they are making use of short stay emergency accommodation	<input type="checkbox"/>				
You/they are making use of assessment and intermediate / rehabilitation residential facilities	<input type="checkbox"/>				
You/they do not live in long stay residential facilities (without nursing support)	<input type="checkbox"/>				
You/they do not live in long stay care home facilities (with nursing support)	<input type="checkbox"/>				

Is Safe and Secure

Used to indicate if the environment is in place to ensure safety and security. The scoring relates to the number of times that the event was not handled appropriately (e.g. mitigated emergencies / total emergencies)

	0	1	2	3	4
You/they have the means to quickly get support in the event of an emergency	<input type="checkbox"/>				
You/they have the mechanisms to prevent others accessing your/their accommodation when required	<input type="checkbox"/>				
You/they have appropriate things in place to minimise the risk of minor injuries (falls, burns, etc)	<input type="checkbox"/>				
You/they have the means in place to deal with households accidents (fire, flooding, etc.) which could lead to major injury	<input type="checkbox"/>				
You/they have appropriate access to medication (and knowledge / means to ensure correct dosage)	<input type="checkbox"/>				
You/they live in an environment largely free from vandalism and other forms of criminal activity	<input type="checkbox"/>				
You/they have not yourself/themselves recently been a victim of criminal activity	<input type="checkbox"/>				
You/they have the means to maintain mobility without harm to yourself/themselves or others	<input type="checkbox"/>				

Previously

Current

Target