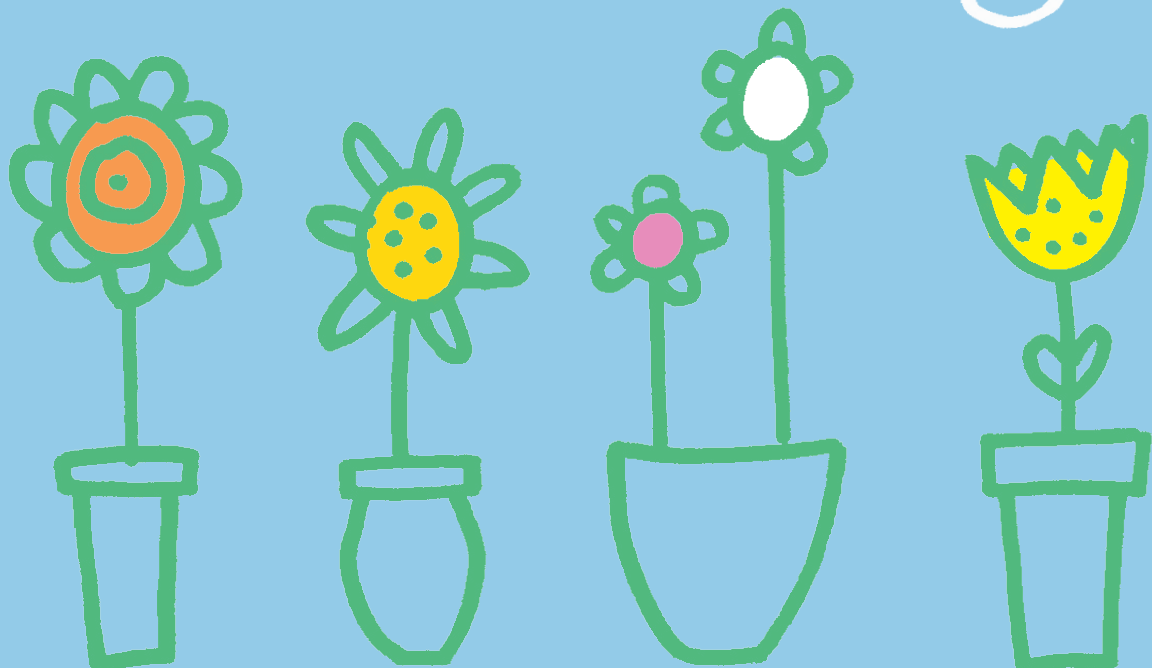
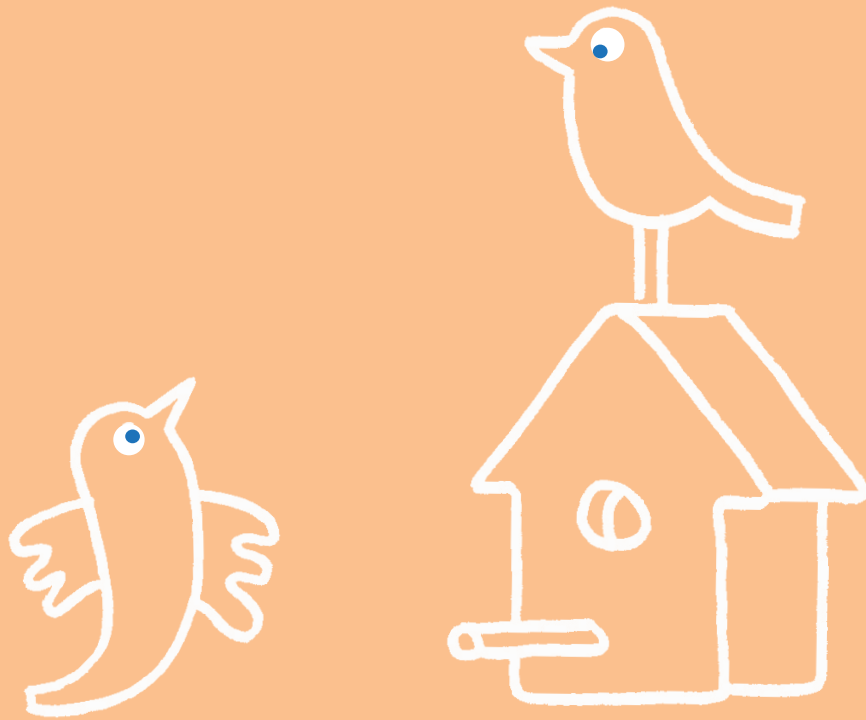


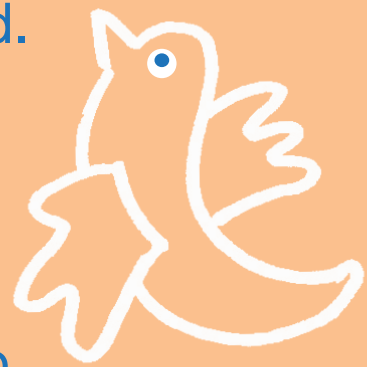
OUTCOMES in a care home setting





Delivering outcomes-focused support is a national priority for Scotland.

Outcomes are the impact support has on a person's life.



Outcomes-focused care aims to help people achieve their goals by focusing on what really matters to them.

Older people with high support needs are interested and capable of controlling their own lives, but the success of this approach relies on building meaningful relationships between staff, residents and families.

It's essential to
understand what outcomes
are meaningful to people.

The following is a list of some of
the outcomes that have been found to be
important to people with dementia.

QUALITY OF LIFE OUTCOMES

Access to social contact and company

Having a sense of social integration

Access to meaningful activity and stimulation

Maximising a sense of autonomy



Feeling safe and secure

Feeling financially secure



Being personally clean and comfortable

Living in a clean and comfortable environment

SERVICE OUTCOMES

Having a say in services

Feeling valued and respected

Being treated as an individual

Being able to relate to other service users



These outcomes might be
expressed in different ways
for different people.



Jimmy and Tam like to stay up to watch the football.

Tonight they decide to arrange to have pizzas delivered at midnight.

Tam doesn't speak much anymore, but he's over the moon he can watch his favourite team with his favourite food.





NOTICE

What might be the outcomes for Jimmy and Tam in this scenario?



Think

How can people make choices about their own schedules?

How can relationships between male residents be supported?

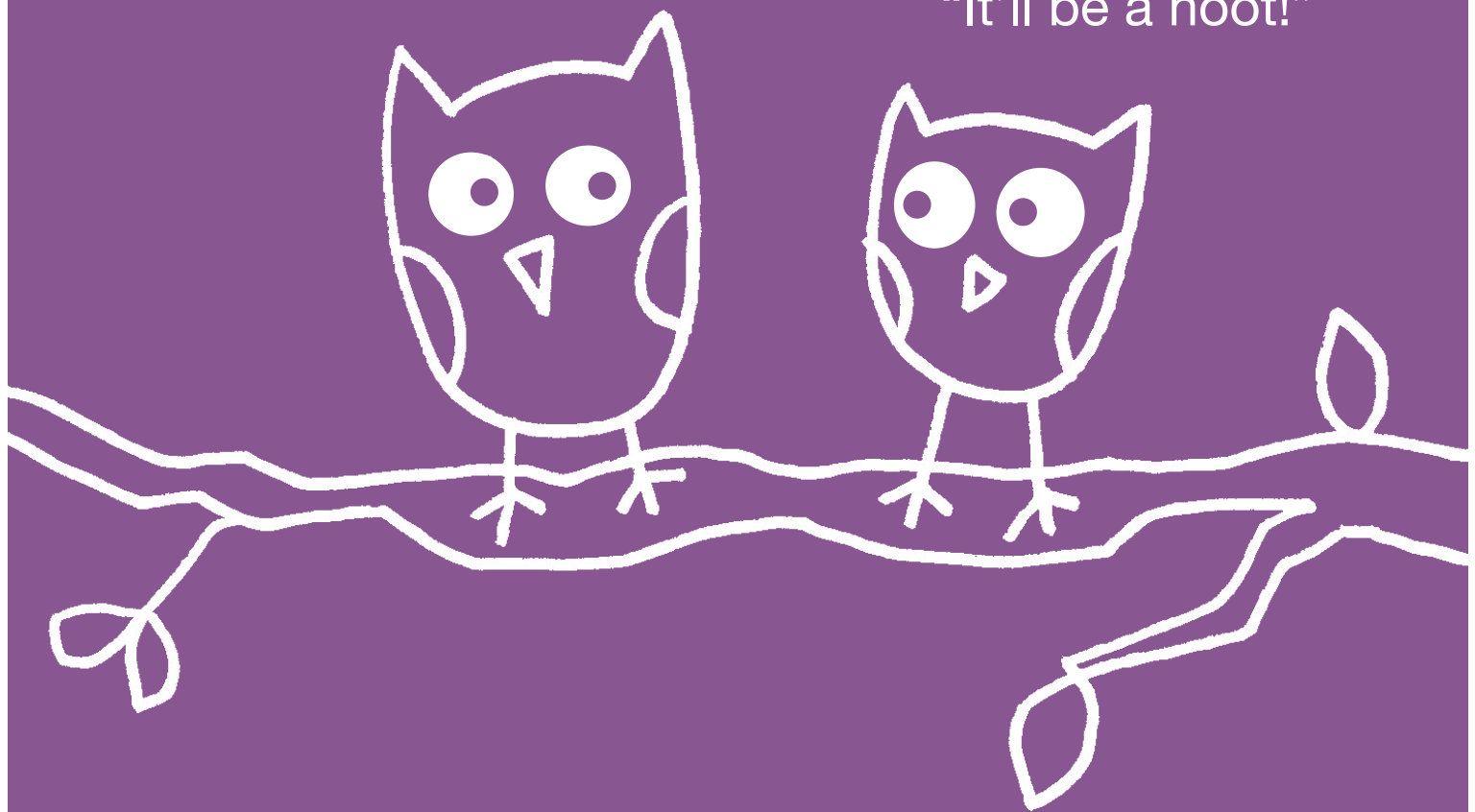


DO

search promoting quality of life at:
jrf.org.uk

“I’m really looking forward to tonight.”

“It’ll be a hoot!”



At the care home’s cocktail night, Mrs Adams wears her favourite dress and spends time with her friends from outside the home.

For a night owl like her, it’s nice to have something to do in the evenings.



NOTICE

What might be the outcomes for Mrs Adams in this scenario?



Think

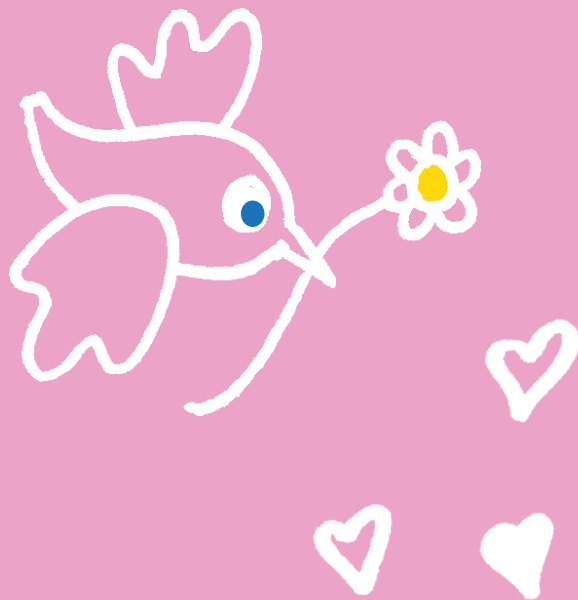
What is your care home like at night?

What opportunities do people have to socialise with the community outside the home?



DO

search cocktails at:
nesta.org.uk



John comes to the care home to visit his wife Siobhan every day.

He spends time with her, holds her hands and rubs moisturiser into them.

To recognise all that he does for her, the home has made him an honorary staff badge.





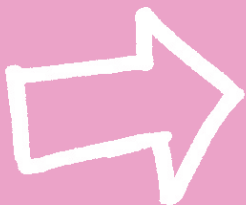
NOTICE

What might be the outcomes for John and Siobhan in this scenario?



Think

What can care homes do to support family and friends to continue to have a role in the care of their loved ones?



DO

search outcomes focused carers
assessment at:
jitscotland.org.uk

Although he can't
get up and about
as much as he used to,
William uses his iPad to
play music and watch videos
of his favourite singers.





NOTICE

What might be the outcomes for William in this scenario?



Think

How can music help people to enjoy a good quality of life in a care home setting?

How can technology support outcomes?

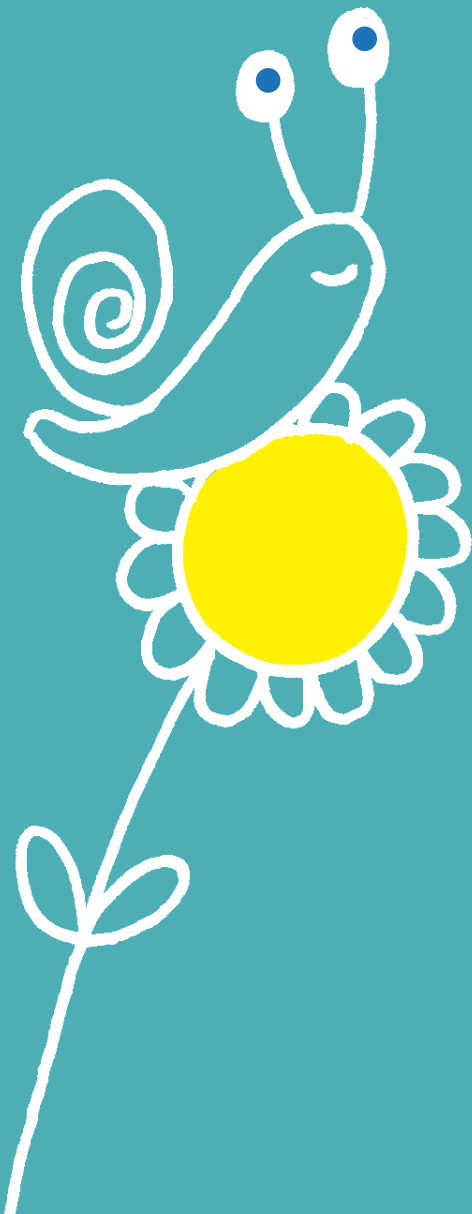
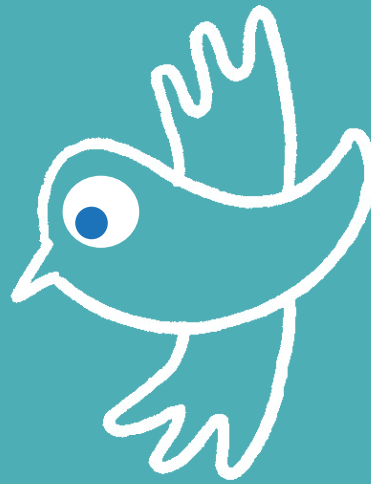


DO

playlistforlife.org.uk

“Parlez-vous
français?”

“Oui!”



Hosting the French club,
Mrs Raguchandran
and some of her
friends at the home
show that it's
never too late to learn
something new.

Voilà!



NOTICE

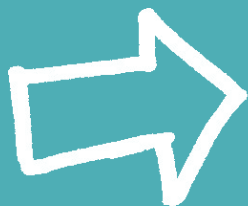
What might be the outcomes for Mrs Raguchandran and the other residents in this scenario?



Think

Do the people living in your home have the opportunity to learn new things?

How can residents with higher support needs be part of learning?

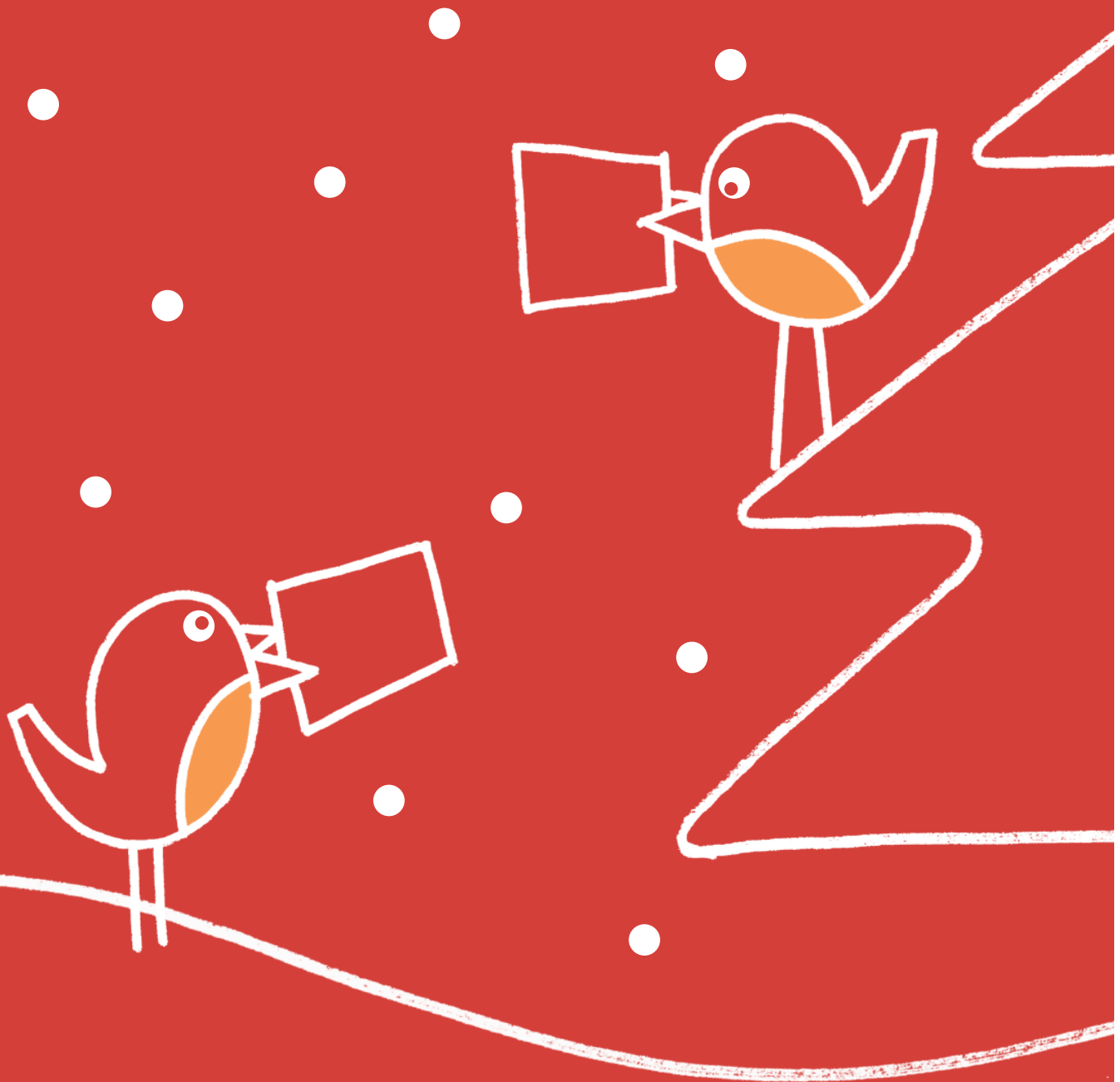


DO

Search living well in care homes at:
cot.co.uk

It's Christmas Day.

Even though Lisa has the day off,
she makes a flying visit to swap
gifts with her close friend Barbara,
who's a resident in the home.





NOTICE

What might be the outcomes for Lisa and Barbara in this scenario?



Think

Why are close relationships important in a care home setting?

Why might certain residents feel close to certain staff members?



DO

Search caring conversations at:
knowledge.scot.nhs.uk

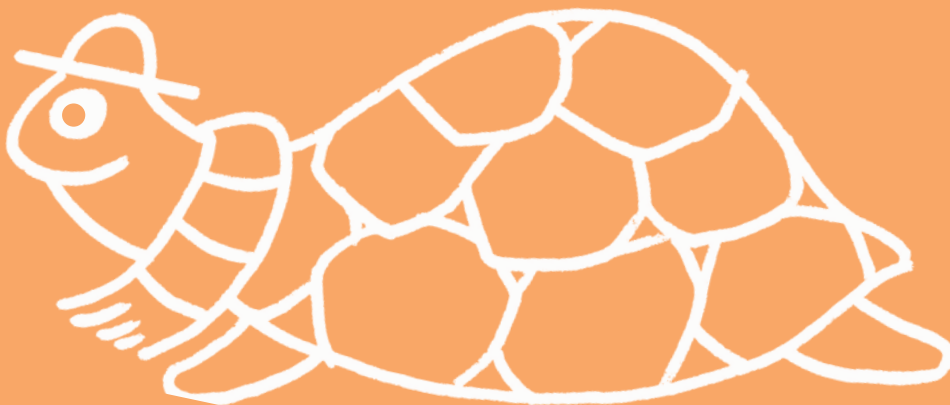


Tommy loves life's simple pleasures.

So the staff take as many opportunities as possible to help him get outside to enjoy the changing seasons.



"I like to pop out most days."





NOTICE

What might be the outcomes for Tommy in this scenario?



Think

What simple things are important to you?

How can we find out more about the little things that matter to people?

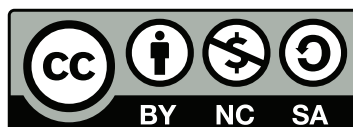


myhomelife.uws.ac.uk/scotland

This resource was written
by Rhiann McLean,
designed by Andy Archer
and inspired by
older people in Scotland.

This was produced as part of the
joint IRISS and Scottish Care project,
Fit for the Future.

ff.iriss.org.uk



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These cards show
what life in an outcomes
focused care home might look like.

We have highlighted the
importance of simple things which
really matter to people.

You might use this resource
as an inspiration for what could be,
as a challenge for what should be,
or as a way to help start the process of
change in your care home.

