

Personal outcomes



Gofal Cymdeithasol **Cymru**
Social Care **Wales**

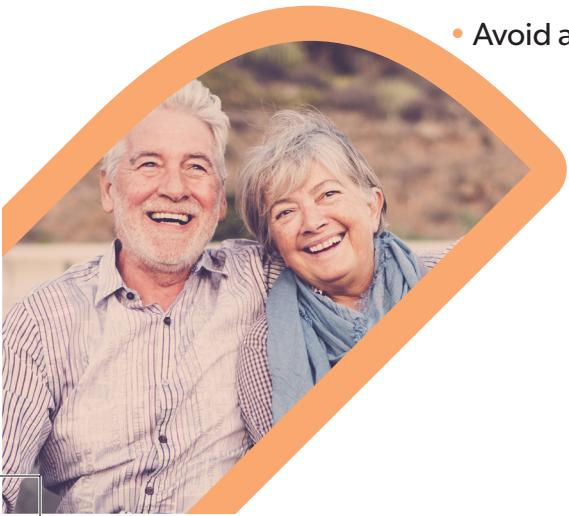
What do we mean by personal outcomes and having 'what matters conversations'?

- People are experts in their own lives. They are best placed to tell you what's important to them and what gives them a sense of well-being. But they often need help to do this
- People who need care and support want to do the things that matter most to them, in their own way. This is what we call personal outcomes
- Personal outcomes means acknowledging people's strengths and working with the person to agree a plan to help them do the things that matter most to them
- Others can contribute to this plan, too, including the person's family, their carers, community members and workers
- Personal outcomes involves having meaningful conversations with people, so it's important you communicate effectively.



By responding to what matters most to people, we can significantly improve their health and well-being

- Let people know you are listening and that you understand
- Ask exploratory questions: What concerns you most? What do you notice when things are a bit better? Tell me a bit about what's happening? What could be happening to make you less anxious?
- What are the strengths, skills or motivating factors you notice?
 - Explore concerns and aspirations
 - Expect natural defensiveness
 - Avoid arguments and confrontation
 - Think about: What needs to happen? Where are we now? Where do we want to be?
 - Avoid using dismissive terms, such as: "I know best", "I am the decision maker" or "You are wrong".



Open conversations with families are crucial and should include reflective statements where possible:

Ask them what's been happening:

Listen to them. They can let you know how they feel and you can start to understand each other better. Tell them you know they:

- *have a lot on their plate*
- *are under a lot of stress*
- *have real worries and concerns*
- *you care and want to help.*

Ask what concerns them most:

Understanding their concerns will help you see things from their perspective. Acknowledge that:

- *they or their family feel they can manage some things, but others can be difficult.*

Ask them what they notice on days when things are not so bad:

Help them describe and become aware of the things that go well, so they can build on these strengths. Make them aware of the positives, such as:

- *things aren't so bad when I talk to family members on the phone*
- *when I get things done myself, I feel good about it.*

Ask them what things would look like if they were better:

Listen and reflect so you're clear about what they want and what needs to change. Don't push too hard or make suggestions.

Tell them if you think:

- *they have a clear picture of how to improve things*
- *they know how they'd like things to be and are working towards it.*

Personal outcomes can vary from person to person:

“I want friends and a more suitable place to live, but this has to include Cassie, my cat, my world”

“I want to cook fresh meals for myself and not rely on processed food”

“I want to bond with my baby son and feel like a real mum”

“I want my child to be safe, even though it is not in my care”

How social care workers feel when they work with personal outcomes in mind:

“It’s about listening to families. I would say most families we work with know the best way we can support them. Sometimes they find it difficult to tell us, as they feel perhaps that they’re failing. It’s about having positive communication. Making sure families are engaged, and feel confident and comfortable”.

What people receiving care feel about this way of working:

“I didn’t feel as though I was in control of my home anymore, or in control of me. I don’t like the word ‘dictating’ but in a sense that’s what I’m doing, I’m saying ‘This is what I want, this is what will make a difference to my life’.