

OUTCOMES - GUIDANCE FOR STAFF

Everyone who receives support from ARK should have Identified outcomes. These will be cross referenced to the Good Life Support Plan / R&V(s) containing the detail on how to best support the outcome.

The outcomes headings ARK has chosen are based on the Talking Points personal outcomes approach (Joint Improvement Team, 2012). They are designed to be very broad so that they do not limit choice. While there is no requirement for individuals or support staff to create other outcomes, these can still be defined if the individual wishes to and then aligned to one of the outcomes headings.

Funded Outcome Areas;

- Feeling safe and secure
- Keeping well and staying health
- Doing as much as possible for myself
- Having interesting things to do
- Being connected with family and friends
- Feeling good about my life

It is important to remember that the outcome is *the difference it makes to the person*. The outcome is not the task to be completed. For example: 'I want support to go to the hairdresser' is not an outcome. '*I feel good about myself* when I have my hair done' might be closer to understanding the outcome from the tasks involved in getting support to go to the hairdresser. This would then fit naturally within the outcome of 'feeling good about my life'.

The same task may have a different outcome for someone else. For example: 'I want support to go to the hairdresser' might be because the same hairdresser has cut the supported person's hair for years, they know lots of the same people, they know lots of the hairdresser's other clients and they like to go and have a chat with them in a friendly atmosphere. Perhaps here the outcome is 'being connected to family and friends'.

ARK staff will work with the person being supported and, if applicable, their family, friends and/or carers to identify these outcomes. Details of contributors will be held in the appropriate case forms

Identified Outcomes will be passed to the CSM who will update the Daily Planner.