Key components of outcome-focused assessment and care planning

Stages of Care Management

1 Publishing information → 2 Determining level of assessment → 3 Assessment → 4 Care planning → 5 Implementation → 6 Monitoring → 7 Review

Service planning ←

Outcome related tasks

1 Publishing information:
… about eligibility; INTENDED OUTCOMES and standards to expect from services

2 Determining level of assessment

Screening

...involves initial inquiries as to the type of OUTCOMES SOUGHT as well as problems presented

3 Exploring (at the appropriate level) outcomes to be aimed for

- Exchange information (user/carer/assessor) with a view to clarifying DESIRED OUTCOMES, and needs
- Negotiate any differences in perspective and AGREE OUTCOMES TO AIM FOR
- Identify the user's and carer's preferred ways of achieving outcomes and processes of service delivery (with outcomes in mind)
- Agree/record conclusions

4 Planning how best to achieve outcomes identified

- Check eligibility for services
- Consider all options available in relation to AGREED OUTCOMES, priorities, preferences and assessed needs (what will work for this individual?)
- Record agreed outcomes to aim for, priorities, preferences, needs & services

5 Working together to achieve outcomes

- COMMUNICATE INTENDED OUTCOMES to all involved in care plan
- Ensure individual preferences are implemented where possible
- Co-ordinate inter-agency effort towards these ends

6 Ongoing monitoring of the *impacts/effects* of help provided

Checking out with users, carers and providers that services are achieving:

- the desired/ agreed effects
- a good fit with the user's and carer's lives and routines

Fine-tune care package as needed

7 Specific review of *impacts/effects* of help provided:

Gather information on:

- outcomes achieved/not achieved and reasons (views of user, carer and agency)
- changed needs

Record conclusions /action agreed

Feed relevant information into service planning

Adjust care plan or reassess as needed

Guiding Principles

- Outcomes information is integral to good practice
- The user's and carer's perspectives are central
- Valuing different expertise (user/carer/assessor)
- Desired outcomes are the starting point
- Distinguishing different perspectives of outcomes
- Forms are 'tools' not ends in themselves
- Clear and consistent recording is important