

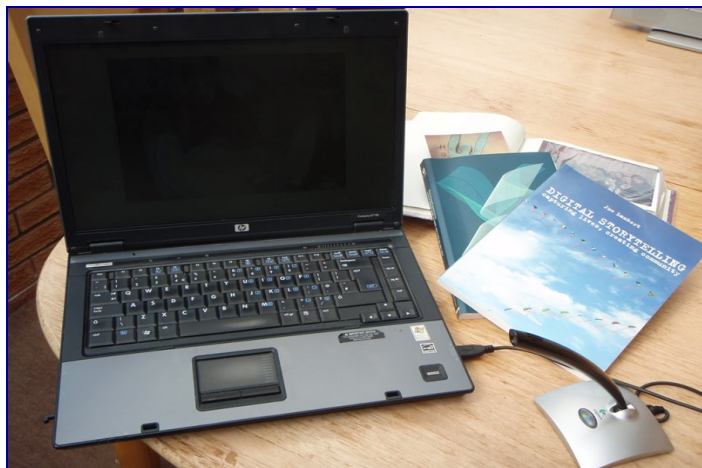
Digital Storytelling in Health and Social Care

The Digital Story in Health and Social Care project is being taken forward by the Joint Improvement Team.

These stories were compiled by Karen Barrie, with interviewing support from Emma Miller.

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Back to the Future? The UDSET Digital Story Collection

Digital stories are short presentations between 2 and 5 minutes long. They are told in the storyteller's own words and voice, and meaning is added through the careful choice of still images and music.

The *UDSET Digital Story Collection* has been created to help support implementation of the User Defined Service Evaluation Toolkit (UDSET) and, more generally, the move towards an outcomes-focussed approach to assessment and review.

The featured stories are told by health and social care professionals, service users and carers. This leaflet provides a synopsis of each story.

Collecting the stories was a privilege and a pleasure.

Sincere thanks to everyone who took part.

SERVICE USER REVIEW

Storyteller: Brian [Social Worker] Title: Positive Reflections

Brian outlines his involvement in the UDSET pilot, carrying out outcomes-focussed reviews with people now living in care homes. He describes the benefits of taking a *conversational approach*, both for service providers and the people who use the care services and shares his surprise and delight in discovering that the approach itself can actually help people to engage in **Positive Reflections**.

SERVICE USER ASSESSMENT

Storyteller: Aileen [O.T.] Title: Outside the Box

Aileen shares some of the differences she encountered when moving from health to work in social work. She illustrates the importance of an outcomes focussed approach by recounting its application in one particularly sensitive case, which necessitated thinking **Outside the Box**. Aileen also highlights the role of the outcomes agenda in securing management support to take the appropriate course of action.

Storyteller: Frances [Social Worker] Title: Working Together

Frances describes how maintaining an outcomes focus enabled one man with very complex needs and behavioural difficulties to remain at home and to rebuild shattered relationships with his family. Her story also highlights the importance of everyone involved – the various health and social care professionals and the family – **Working Together**.

Does Thorough Assessment Mean Big Support Packages?

Morag's story very much refutes this claim, and also highlights the role of society in general in helping people to achieve the things that matter to them. Although not stated explicitly, the solutions identified by both Frances and Aileen also indicate that focussing on outcomes need not result in extra demands for services and support.

The Role of the Carer's Assessment

The number of carers' assessments being conducted is still very low in many partnership areas, with service providers and carers alike sceptical about its purpose and value. Nicola, Christeen and Tony's stories all reveal that the carer's assessment can prove life changing. While Christeen attributes this to skilled questioning on the part of the assessor and Nicola to the act of listening, Tony identifies a value in the actual assessment document itself.

Partnership Working

Morag and Frances both highlight the importance of working in partnership; Frances identifying the importance of working with families as well as each other, while Morag points to examples of working with and learning from other professions.

Effective Communication

Brian and Christeen's stories highlight the advantages of taking a conversational approach, from both provider and user perspectives.

Nicola and Lorraine's stories similarly demonstrate the impact that simply being listened to can have.

James' account identifies just some of the many communication issues faced by someone with dementia, while stressing the importance of taking an individual approach.

USING THESE STORIES

The featured stories are not necessarily representative. Rather, they offer just a few examples of real lived experiences that may help other service providers and decision makers working in health, social care and the voluntary sector to gain a better understanding of the meaning behind the 'outcomes agenda'.

The stories also illustrate the differences that the outcomes-focussed approach can make to the lives of the people who use community care services and the specific aspects of the approach that service users, carers and providers have found the most valuable.

The themes identified below are simply suggestions. The stories are provided for your own use and can be used in whatever combination you consider appropriate to your needs. All we ask is that each story, when used, is shown in its entirety, thus ensuring that each storyteller's observations are not taken out of context.

Themes

Understanding the Outcomes Agenda

Aileen and Frances illustrate what can be achieved by focussing on outcomes, the former during a very short, time-critical window following assessment, the latter maintaining this focus through a period of sustained engagement.

For anyone uncertain about the meaning of the UDSET outcomes to service users, Effie's story reinforces their importance.

Further, Brian's story suggests that the outcomes approach is broadening our understanding of the care experience.

CARER'S ASSESSMENT

CARE MANAGEMENT

Storyteller: Morag [District Nurse] Title: Some Simple Tweaks
Although created outside of the UDSET pilot, Morag's story is included here as it contains many important messages about the assessment process. Specifically, she offers excellent examples of partnership working and learning from other professions in the course of telling a story which reveals that thorough assessment doesn't have to result in huge care packages, but often just requires **Some Simple Tweaks** to what's already in place.

SERVICE USER EXPERIENCES OF CARE

Storyteller: Effie Title: Effie's Story
Effie's Story was one of five stories created with the Richmond Fellowship Scotland as part of its *'living at home with dementia'* service user and carer consultation exercise. The Fellowship identified strongly with the outcomes identified in the UDSET and the stories created serve to reinforce the importance of different outcomes in the context of several service users' lives.

Effie's Story highlights the importance of living life as and where she would choose, namely in the house that she moved to with her husband shortly before his sudden death. Effie highlights the importance of feeling safe and having regular social contact and, despite having dementia, demonstrates excellent recall in describing the activities that she takes part in each day to help combat loneliness and give meaning and structure to her life.

Note: A number of other digital stories situating the UDSET outcomes within the context of the everyday lives of service users (and also carers) have been created as part of other collections and can be made available upon request.

COMMUNICATION WITH SERVICE USERS

