

**A series  
of research  
projects about  
health and  
social care for  
older people.**



## **Carer's Assessment and Outcomes Focused Approaches to Working with Carers**

How do different approaches to working  
with carers affect outcomes?

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## Overview

This is a joint research project between Midlothian Council and VOCAL Midlothian Carers Centre, which aims to explore how different approaches to assessment and working with carers affect the outcomes achieved. The research findings are also relevant to assessment and outcomes focused approaches more generally.

## Findings

- A focus on the conversation as opposed to the tool, was found to be more valuable for carers. This conversation itself achieves outcomes.
- Outcomes focused conversations require considerable skill and ongoing training and development can support this.
- Workers and carers stressed the importance of having an action plan and review.
- A need for more information on the purpose and potential benefit of the carer's assessment, in addition to better information sharing about local resources and services was identified.
- It is important for organisations to align culture, systems and processes to actively support an outcomes focused approach.
- Organisations can also support the uptake and quality of carers' assessments by working together.

**"I don't like forms, you can't ask forms questions"**

**"There was no information about "you can have a Carer's Assessment and this is what will happen"**

**"The conversation is the tool"**

