

# PROP: Practitioner Research - Older People

Carer's Assessment and Outcomes Focussed Approaches to working with Carers  
Midlothian Adult Community Care Team & VOCAL Midlothian

"I don't like forms, I like them to talk to me, because you can't ask forms things"

"The conversation is the tool"

What's next?  
PROP Knowledge Exchange Event  
— Your ideas???



"You know what you need, you don't know if it's out there"

"It's helped me to say 'I'm entitled to this time, it's mine'"

"You can have a Carer's Assessment and this is what will happen"

"Managers aren't always looking for information on that piece of work"

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Who are we talking?  
You!  
Social Work Practitioners  
Carer's Strategic Planning Group  
Carers Action Midlothian

What did we find? - VOCAL

- Process outcomes
- Clear action plan and review
- Shared baselines
  - consistency and detail
  - problem focused vs asset focused
- Relationship with worker and nature of support
- Local resources and opportunities

What did we find? - Joint

- Consistent message about the carer's assessment
- Information and knowledge sharing
- Continued joint working
- Unanswered Questions
  - Continuity of worker - described as important, but inconclusive.

What did we find? - Social Work

- Shift the focus onto the carer.
- Information about the assessment and potential benefit.
- Action plan & review
- Conversation vs. tool
- Individualisation
- Focus on outcomes at all levels of the organisation

What was our aim?

- Improve understanding of how approaches to working with carers affect the outcomes achieved.
- Objectives
  1. Explore the experience of carers and practitioners of Carer's Assessment and Outcomes Focussed Approaches
  2. Explore how practice approaches are identified and reviewed and how these drive impact etc.
  3. Provide evidence for both organisations which could enhance the outcomes achieved with carers.

What did we do?

- Data originally from a 12 month period
- Four semi-structured focus groups
  - 2 carers who had accessed a social work carer's assessment (3 in 1919)
  - 2 carers who had accessed VOCAL's assessment
- Facilitated support
  - 2 social work practitioners (SOFES) (SOFES COVA)
  - 1 VOCAL carer support worker
- 18 documents analysed
  - 12 task lists and guidance notes from both organisations
  - 6 completed tools from each organisation
- Subject matter of analysis: 1 of each professional type's approach VOCAL workers

What did they say?  
How did they feel about it?  
What were their views about health and social care?  
What were their views about the support they received?  
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## What is PROP and Practitioner Research?

Eight research projects about health and social care for older people

Starting point - carer's assessment in Midlothian and outcomes focussed approaches.

Joint project - opportunity to build on the working relationship between the two organisations.

Relevant to all carers (not just older people) and to assessment methods more generally.

## what was our aim?

Improve understanding of how approaches to working with carers affect the outcomes achieved.

Objectives:

1. Explore the experience of carers and practitioners of Carers Assessments (self-assessment vs. practitioner-facilitated assessment) and VOCAL's Outcomes Approach.
2. Examine how personal outcomes are identified and reviewed within these three approaches.
3. Provide evidence for both organisations which could improve the outcomes achieved with carers.

## what did we do?

Data originally from a 12 month period

Four semi-structured focus groups:

- 4 carers who had accessed a social work carer's assessment (1 SA/ 3 PFA)
- 4 carers who had accessed VOCAL's outcomes focussed support
- 6 social work practitioners (2OTs/2 SWs/2 CCAs)
- 2 VOCAL carer support workers

26 documents analysed:

- Blank tools and guidance notes from each organisation
- 12 completed tools from each organisation (equal no.s of PFA/SA; 2 of each professional type; 3 different VOCAL workers)

## what did we find? - Social Work

Shift the focus onto the carer.

Information about the assessment and potential benefit.

Action plan & review

Conversation vs. tool.

Individualisation

Focus on outcomes at all levels of the organisation

## what did we find? - VOCAL

Process outcomes

Clear action plan and review

Shared baselines

- consistency and detail
- problem focused vs asset focused

Relationship with worker and nature of support

Local resources and opportunities

## What did we find? - Joint

Consistent message about the carer's assessment

Information and knowledge sharing

Continued joint working

## Unanswered Questions

Continuity of worker - described as important, but inconclusive.



Who are we telling?

You!

Social Work Practitioners

Carer's Strategic Planning Group

Carers Action Midlothian

*what's next?*

PROP Knowledge Exchange Event

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What did we find? - VOCAL

- Process outcomes
- Clear action plan and review
- Shared baselines
  - consistency and detail
  - problem focused vs asset focused
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What did we find? - Joint

- Consistent message about the carer's assessment
- Information and knowledge sharing
- Continued joint working

Unanswered Questions

- Continuity of worker - described as important, but inconclusive.

What did we find? - Social Work

- Shift the focus onto the carer.
- Information about the assessment and potential benefit.
- Action plan & review
- Conversation vs. tool
- Individualisation
- Focus on outcomes at all levels of the organisation

What did we do?

- Data originally from a 12 month period
- Four work-related focus groups
  - 4 carers who had accessed a social work carer's assessment (3 L1, 1 L2)
  - 4 carers who had accessed VOCAL's assessment
- Facilitated support
  - 2 social work practitioners (SOFES SHEL COMA)
  - 1 VOCAL carer support worker
- 18 documents analysed
  - 12 task lists and guidance notes from cash or groupwork
  - 6 completed tools from each organisation
- Subject matter of analysis: 1 of each professional type's approach VOCAL workers

What was our aim?

- Improve understanding of how approaches to working with carers affect the outcomes achieved.
- Outcomes
  - 1. Explore the experience of carers and practitioners of Carer's Assessments and approaches to practice with Social Work practitioners and VOCAL's Assessment Approach
  - 2. Explore how practice approaches are identified and reviewed and how these drive reported outcomes
  - 3. Provide evidence for both organisations which could enhance the outcomes achieved with carers

What is this and how did we do it?  
 Prop research papers about health and social care  
 Using ethics, carer's experiences in practice and community research approaches  
 This project supported us to find out our experiences  
 Interviewed carers who had accessed social work and VOCAL carer support groups

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