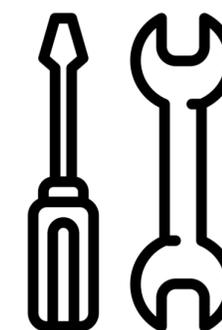


# Evaluation Toolkit



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New Health and Social Care Standards Project

2018/19



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# Introduction

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This toolkit brings together a selection of resources that may be useful when evaluating the services you deliver under the new Health and Social Care Standards. Its development follows on from partnership work we have been doing in East Renfrewshire and Perth in Kinross, aiming to build an evidence base that bridges the standards with practice in care at home settings for older people.

This version of the toolkit is designed to be tested and adapted for your organisation or services. Some of the tools have already been adapted from their original source, however, the source has been cited. The toolkit also contains activities that we have undertaken in previous partnership meetings as well as links to our learning from these sessions.

## **Important feedback**

If you do use any of the resources or adapt them to your own needs, please share them with us by emailing: [new.care.feedback@iriss.org.uk](mailto:new.care.feedback@iriss.org.uk). We would welcome photographs, quotes or how you used or modified the tools in different contexts. It's vital for us to know how you have been using them, in order to share our learning with the rest of the sector in March 2019.

# Reproduction note

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We recommend that you print or reproduce any of the worksheets in **A3**. This will give you more space to write and plan.

Please always cite the original source in your reproduction.

# Outcome planning

2.

## Source:

Evaluation Support Scotland

<http://www.evaluationsupportscotland.org.uk/resources/226/>



Helpful for seeing the whole picture when planning interventions, changes or outcomes. It can be used with your staff or service users.

## How to use the tool:

This tool can help you to plan out an outcome or change you want to make within your service. It asks you to set out this outcome/change at the start and then helps you to document; how you know that change is happening, who can help you make that change, and where the change needs to happen.

The worksheet is adapted from the original Evaluation Planning Tool, designed by Evaluation Support Scotland, but has been changed to a circular formation so you can easily see how the different steps link back to your initial goal. A key, describing the different sections can be found on the back of the worksheet, as well as space for jotting down any action points.

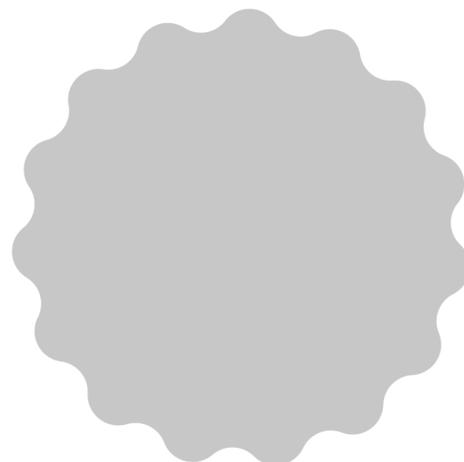
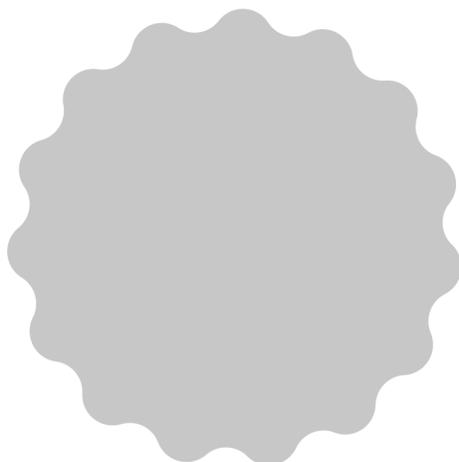
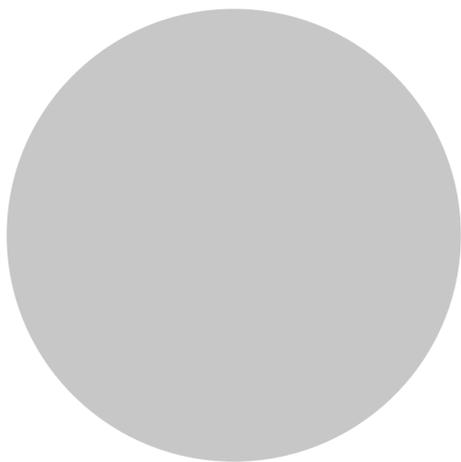
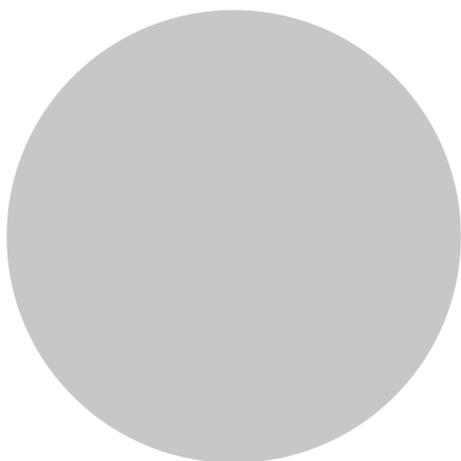
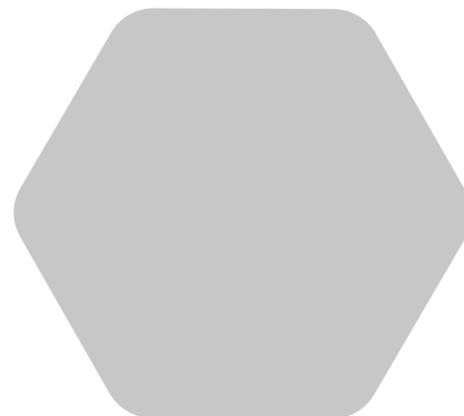
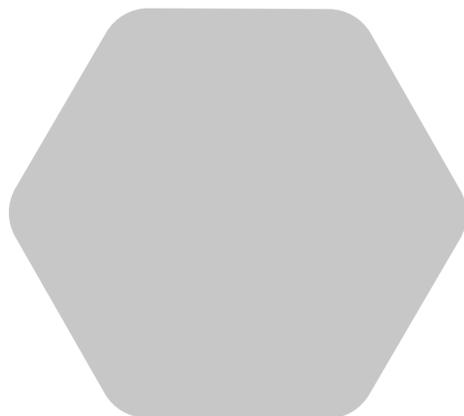
Outcome

Indicators

Who

Collection

Where & When



Key:

**Outcome:** the change or difference you want to make

**Indicators:** how you know the outcome is happening

**Collection:** how to collect information about the indicator

**Who:** will do this

**Where & when:** will the information be collected

Action points

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# Evaluation wheel

3.

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## Source:

Evaluation Support Scotland

<http://www.evaluationsupportscotland.org.uk/resources/411/>



This tool can be used to reflect on peoples experiences of services, or their own development within a personal or professional context.

## How to use the tool:

This tool should be used a number of times throughout an evaluation period, to see if anything changes.

We recommend that the tool is used at the very beginning of the process, in the middle and at the end.

It is best used on a one to one basis, allowing for a more in-depth discussion around specific topics.

The wheel is numbered 1-7, 1=poor and 7 = excellent. You can label each segment of the wheel with a different topic or aspect of the service.

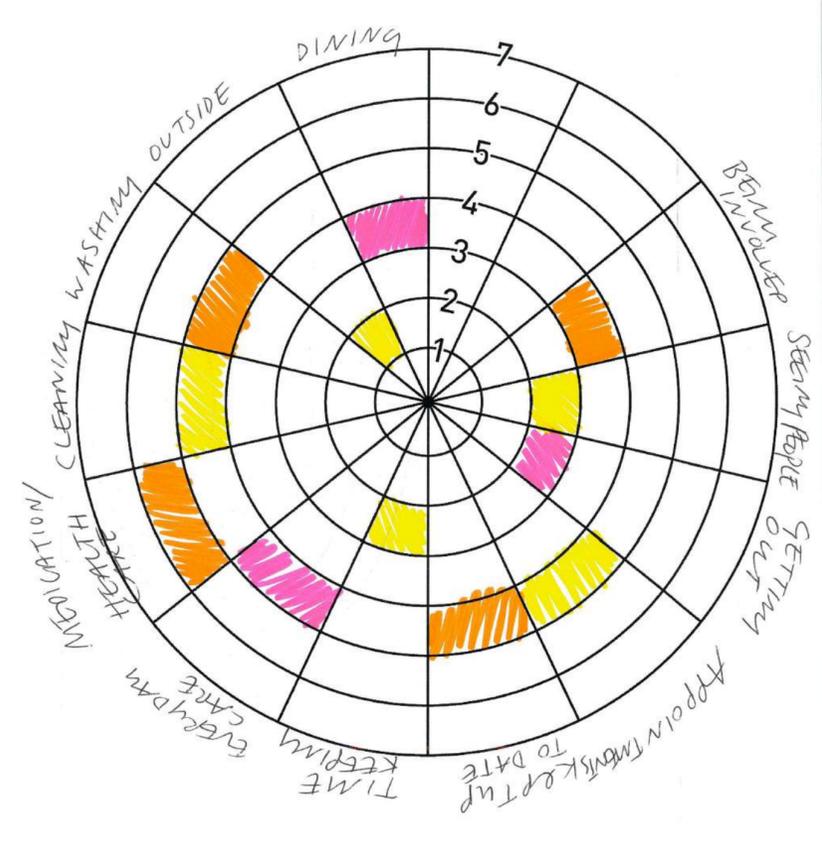
Ask the person being interviewed to rate the topic from 1-7, shading in the circle where their score lands. You can then choose to discuss their reasoning for this score, and compare it to any other evaluations they may have undertaken. It's a good way of seeing change in a visual form, and to see if any of the subjects are affecting one another.

## Discussion questions

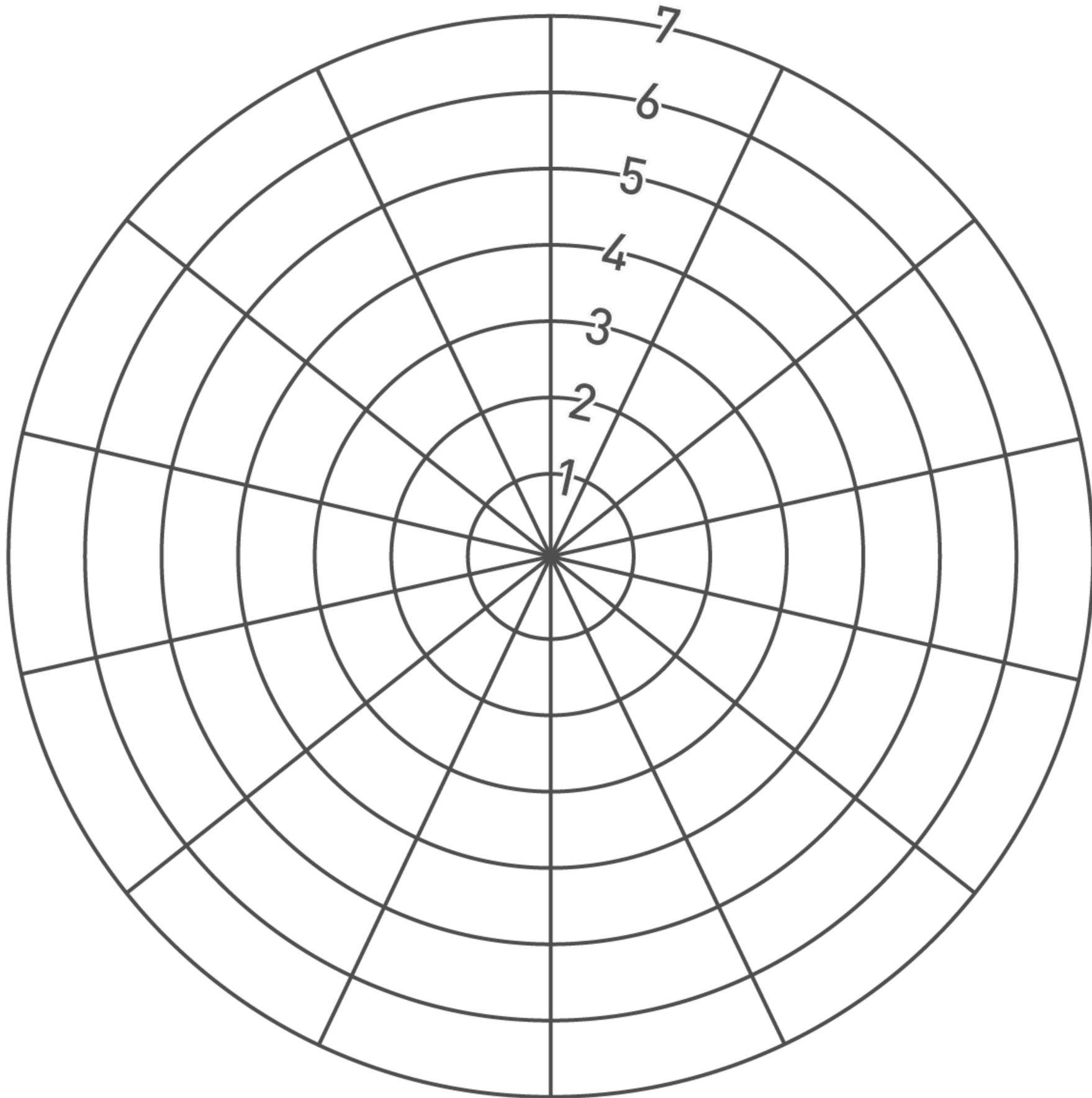
Use reflective questions to prompt people to evaluate their scores. Be mindful of using leading or instructional language. You may also want to note down any actions that are prompted by the discussion.

## Examples:

- What has changed between then and now to change your score?
- What could we do together to change that score?
- What could you do to change that score?
- What support do you need in this area?



Evaluation wheel example for care at home service user.



1 = poor  
7 = excellent

# Journey mapping

4.

Source:

Pilotlight by Iriss

<https://pilotlight.iriss.org.uk/co-design/tools/journey-mapping>



Helpful for seeing the whole picture of someones journey through a service.

How to use the tool:

Journey mapping gathers in-depth information about specific points of a journey through a service or an experience. Write the name of the person whose journey you are capturing under the first icon. Using the horizontal timeline as a guide, document important milestones in that person's journey along that line, adding different characters in the journey underneath. Remember to name your characters! A handy example can be found here:

[https://pilotlight.iriss.org.uk/sites/pilotlight.iriss.org.uk/files/tools/User\\_Journey\\_template\\_example.pdf](https://pilotlight.iriss.org.uk/sites/pilotlight.iriss.org.uk/files/tools/User_Journey_template_example.pdf)

Consider the entire service or experience:

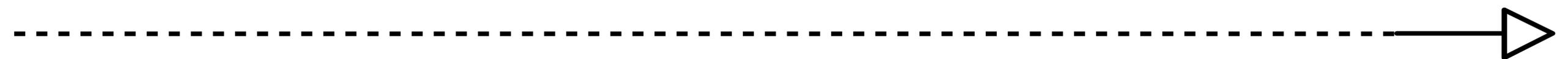
1. Who is involved? Who should be involved?
2. What are the entry and exit points for someone using the service or experience?
3. What are the actions or steps that each person involved takes?
4. When do they take them?
5. Where are the gaps?

Plot all of the steps in between the entry and exit points. It can be useful to ask different stakeholders to complete the same journey and then compare these afterwards – do the service providers and users view the service steps differently?

Who is involved?



Timeline



# Milestones map

5.

Source:

Co-production Project Planner by Iriss

<https://www.iriss.org.uk/resources/tools/co-production-project-planner>



Helpful for seeing the key milestones of someones care journey.

How to use the tool:

Identify four or five critical milestones from their care journey. A 'milestone' is a significant stage or event can be anything from a diagnosis or accident to moving into a particular care environment or starting a new care plan.

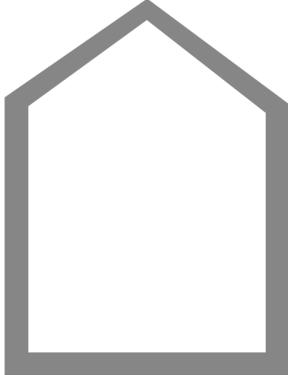
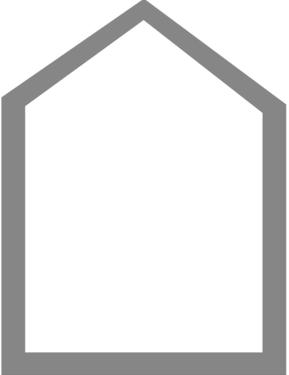
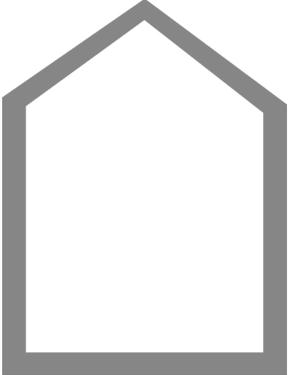
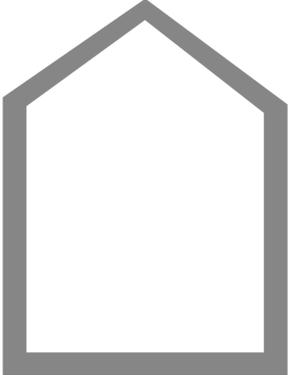
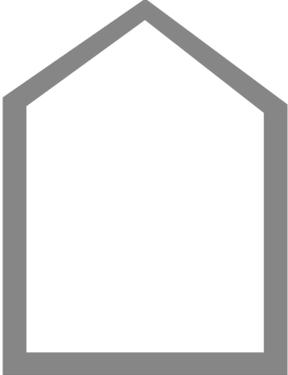
Write these events on your milestones, cut them out and stick them along the journey timeline. You can add in details, using the speech bubbles, to indicate how that person felt about those experiences or any other events that led up to it. You can also add notes to mention any factors that may have affected that event happening or anything that was done in response to it.



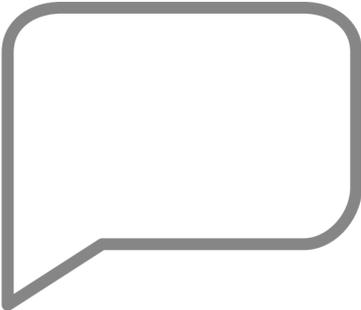
Timeline



Milestones



How did you feel?



# Looking at language

6.

Source:

New Care Standards Partnership meetings

Iriss

<https://blogs.iriss.org.uk/scot-health-and-social-care-standards/partnership-meeting-no-4/>



Helpful to see if everyone is on the same page about what each of the principles means, and what language you can use to describe them when evaluating your services.

How to use the tool:

This tool was developed during our partnership meetings in Perth and Kinross and East Renfrewshire. Starting with the principles, we used this simple brain storming tool to explore what each of the words meant, and what sort of language we could use to describe them. We found that by collectively discussing and documenting what we thought each of these words meant, and how we could communicate their meaning to others, we could see if we were all on the same page.

Starting with the principles in the middle, connect your thoughts to the centre using a line. On the following page there is an example taken from the partnership meetings, and some prompt questions to get you started.

# Prompt questions

- What do they sound like?
- What do they feel like?
- What do they look like?
- What language would you use to describe them in everyday life?

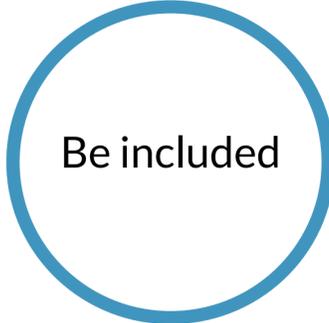
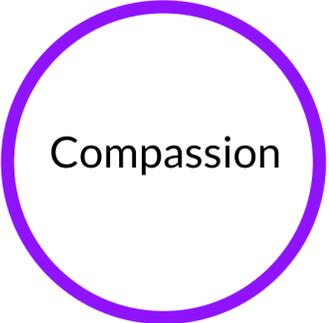


For further examples, please visit:

<https://blogs.iriss.org.uk/scot-health-and-social-care-standards/>

# Principles

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# Emotional touch-points

7.

Source:

Evaluation support Scotland

<http://www.evaluationsupportscotland.org.uk/resources/399/>



Good for identifying people's experiences of services and for prompting feedback or collecting stories.

How to use the tool:

This tool can help you to identify key points in a service users journey. Similar to a journey map, it helps you to document the different steps of that journey, but aims to encourage more of a holistic, emotive response. Using the icons provided, work together to document the different stages of the person's journey. For example, this could start with the referral to your services and then the subsequent interactions or steps until the present day.

When you have finished this, go to the start and talk through each of the touch points, asking whether that moment was positive or negative and what made them feel this way. This is also a valuable exercise if you would like to collect sound bites or stories.



Timeline



Meeting



Meeting



Group meeting



Group meeting



Support worker



Support worker



Meeting



Meeting



Group meeting



Group meeting



Support worker



Support worker



Travel



Travel



Care plan



Care plan



Being consulted



Being consulted



Travel



Travel



Care plan



Care plan



Being consulted

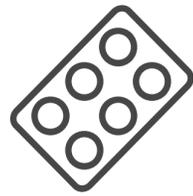


Being consulted

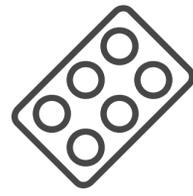


Cut out and stick the images, or make up your own!

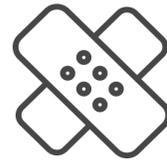




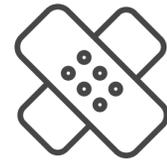
Treatment



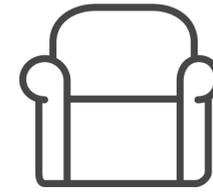
Treatment



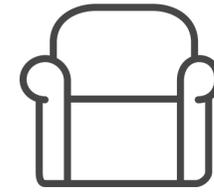
Care



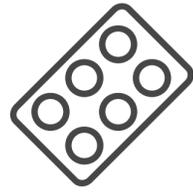
Care



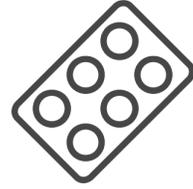
Rest



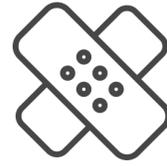
Rest



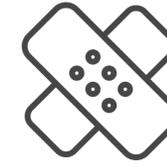
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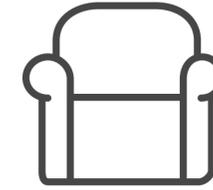
Treatment



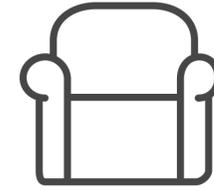
Care



Care



Rest



Rest



Break



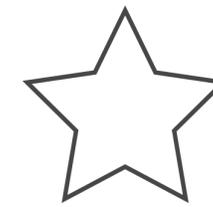
Break



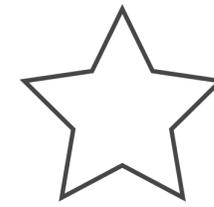
Friends and family



Friends and family



Event



Event



Break



Break



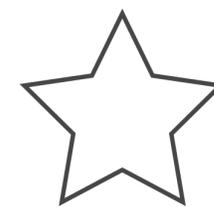
Friends and family



Friends and family



Event



Event



Cut out and stick the images, or make up your own!



# Appreciative questions

8.

Source:

Evaluation support Scotland

<http://www.evaluationsupportscotland.org.uk/resources/397/>



Good for getting direct feedback about what works for people.

How to use the tool:

This tool can be used as a prompt for getting direct feedback from people about what is working in a service, and how they think you could improve it. The tool focuses on two main questions, and four questions that can be used as further prompts to ascertain how people feel that they are being treated.

You have been provided with two worksheets that have the main focus question on them, but please use the prompt questions to elaborate on these questions. Similar to the previous language worksheet, you can connect your thoughts to the question, using a line.

1.

What worked well for you?

What made that possible?

What was it about you that made it happen?

**Prompt questions**

Who else was involved and what did they do to make it such a success

Who else was involved and what did they do to make it such a success

2.

What could we do together to make your experience even better?

1.

What worked  
well for you?

2.

What could we  
do together to make  
your experience  
even better?

# Moment mapping

9.

Source:

Evaluation support Scotland

<http://www.evaluationsupportscotland.org.uk/resources/355/>



Use this tool to record comments from services users in non-formal circumstance.

## How to use the tool:

This tool can be used to record comments from service users, in their own words.

Using the worksheet provided, use the prompts to explore in what context the comment was said, and who was involved. By breaking down the source and reason for the comment, it may allow you to see patterns of behaviour or affects of the environment or circumstance.

# Moment map

Where?

When?

Who?



What did you see?



What did you hear?

# Choosing pictures

Source:

Evaluation support Scotland

<http://www.evaluationsupportscotland.org.uk/resources/356/>



A great tool to use to encourage a more emotional response to questions, or good for service users with different communication needs.

## How to use the tool:

This tool can be used on a one-to-one or group basis. You will require a selection of images or photographs that you feel will be relevant to the situation that you are talking about. These photos should contain some sort of action or occasion relevant to the circumstance. Using a prompt question (see the following examples) ask people to choose an image that best represents a particular emotion, scenario or event. Using the image, ask the person to talk you through why they chose it, and what parts of the image are communicating what they wanted to say. In a group setting, people may have different responses to different images, but encourage people to have different opinions and to discuss these openly with each other. The following page contains a selection of prompt questions, but feel free to add your own.



Choose a picture that represents your current environment.



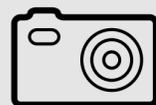
Choose a picture that represents your current feelings about a situation.



Choose a picture that best represents how you are feeling today.



Choose a picture that best represents how you feel about yourself today.



Choose a picture that best represents how you feel about the support you are getting at the moment.



Choose a picture that best represents your relationship with a particular person.



# Feedback



It is essential that we know how you have used the tools or adapted them.

Please feed back to us by emailing:

[new.care.feedback@iriss.org.uk](mailto:new.care.feedback@iriss.org.uk)

For more information or updates on the project, please visit:

<https://blogs.iriss.org.uk/scot-health-and-social-care-standards/>