

AGEING WELL



Getting from  
hours to outcomes

## Learning Materials





## Learning outcomes

Through using these learning materials, you and your team should achieve the following outcomes:

- 1. Understanding that outcomes based commissioning enables greater creativity in support planning**
- 2. Recognising that outcomes based commissioning will lead to better outcomes for older people than time and task based commissioning.**



## Instructions

- Divide the group into two smaller groups of equal numbers.
- Give each group 45 minutes to complete the tasks below.
- Materials required: Betsy's character (page 3 + 4) and 'getting from hours to outcomes' questions (page 5)

### Group 1

1. Read Betsy's character
2. Allocate roles - 1 x character, 1 x commissioner/social worker, 1 x support provider
3. Betsy has a budget of 7 hours home support per week at £15 ph = £105 per week
4. Design Betsy's support to meet her outcomes and answer the 'getting from hours to outcomes' questions on page 5

### Group 2

1. Read Betsy's character
  2. Allocate roles - 1 x character, 1 x commissioner/social worker, 1 x support provider
  3. Betsy has a £5,460 budget to spend over the year
  4. Design Betsy's support to meet her outcomes and answer the 'getting from hours to outcomes' questions on page 5
- After 45 minutes, bring the two groups back together.
  - Spend 30 minutes discussing each of their approaches, differences in how they designed the support and reflecting on the barriers and opportunities they saw in each.

## Character: Betsy

**Name:** Betsy

**Age:** 85

**Who do they live with?**  
Newton Mearns, lives alone

### **Who are their family and friends?**

A single niece who lives in south of England, two sisters who have passed away. Lost contact with friends, retired early as a result of deteriorating health and mobility.

### **Why are they in need of care and support now?**

Previous hip replacements as a result of osteoarthritis however mobility now very poor, history of falls, has severe pain most of the time - osteoarthritis affects all joints. Struggling to walk any distance, bend, raise arms above shoulders, very fatigued, struggles with many daily living activities - washing, showering, dressing, undressing, making meals, housework, garden, accessing items she needs, low mood as a result of being lonely, inability to get out in the local community every day to do the things she enjoyed.

### **What do they do during the day now?**

Struggles to get washed, dressed, make meals, takes a lot of time which is exhausting her, will go online to do some shopping, crosswords in German, jigsaw puzzles to try to keep brain active.

### **What would they like to be doing during the day?**

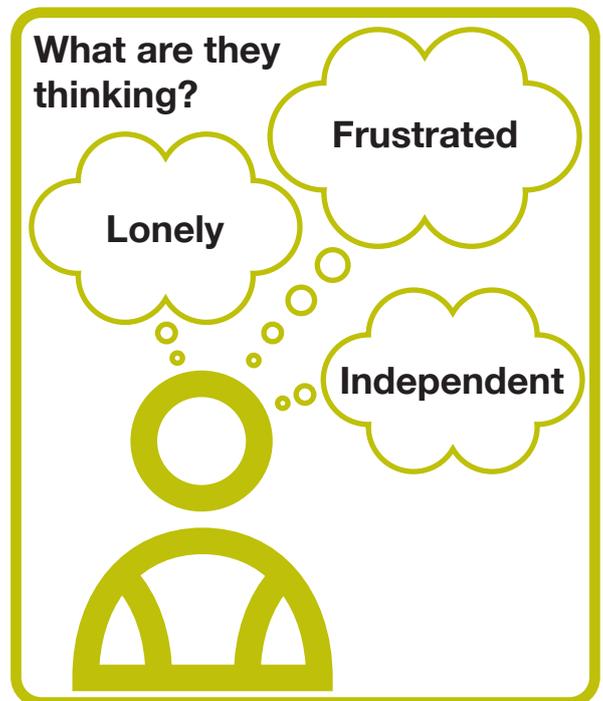
Would like to go out shopping, have a coffee, go to the coast, theatre, out for a meal, bake again, visit her niece.

### **What are their most important memories?**

Parents + family + friends, time at university, teaching career - seeing pupils doing well, holidays abroad.

### **What are their skills and talents?**

Articulate, good financial and management skills, speaks German and Spanish, baking, knitting, good organiser, independent, sense of humour.



**Other important things to know about this person?**

Goes to bed early as a result of fatigue/pain which can also affect her concentration - so flexibility in visit times when she is having a bad day, good at problem solving, has purchased items to maintain her independence.

**How are they approaching the changes in their life?**

Initially has struggled with approaching professionals for help because of independent spirit, low mood, now keen to talk about what might help her day to day life improve, meet new people

**What information and help do they need in finding out about care and support for older people in East Renfrewshire?**

Right to assessment to identify individual outcomes, audio adaptations to assist, assistive technology, SDS options, income maximisation, activity groups within local community

**What are their feelings about the changes in their life?**

- Frustration
- Loss of confidence
- Low mood
- Feels useless
- Anxious about future

