



# B4

## Measuring the delivery of outcomes in extra care housing

There are currently a number of nationally set outcomes relevant to the development of scheme specific outcomes. These include the following:

- The Care Quality Commission in the past has published guidance about the outcomes they would seek to be delivered from registered care providers which fall into three main groupings<sup>85</sup>:
  - Make sure that people who use services, or those acting on their behalf, are involved in making decisions about their care, treatment and support.
  - Make sure that people who use services get effective, safe and appropriate care, treatment and support that meets their individual needs.
  - Make sure that people who use the service, workers and others who visit are as safe as they can be and that risks are managed.
- The Tenant Services Authority<sup>86</sup> have published standards for social housing in England covering six areas<sup>87</sup>:
  - Tenant involvement and empowerment.
  - Home standard.
  - Tenancy standard.
  - Neighbourhood and community standard.
  - Value for money standard.
  - Governance and financial viability standard.
- The National Supporting People Framework looked at<sup>88</sup>:
  - Achieve economic wellbeing.
  - Enjoy and achieve.
  - Be healthy.
  - Stay safe.
  - Make a positive contribution.

Providers and commissioners need to be able to measure the success of their extra care housing schemes against the delivery of a set of agreed outcomes. These should be developed and agreed in the early stages of development and will probably refer to these and other national outcomes.

The table following suggests possible measures and methodology for the delivery of an illustrative care service outcome:

<sup>85</sup> Care Quality Commission (2010). *Guidance about compliance: summary of regulations, outcomes and judgement framework*.

<sup>86</sup> The Tenant Services Authority will be subsumed into the Homes and Communities Agency from 1 April 2012.

<sup>87</sup> Tenant Services Authority (2010). *Regulatory Framework for social housing in England from April 2010*.

<sup>88</sup> Department for Communities and Local Government and Centre for Housing Research (2007). *Outcomes Framework for Supporting People – Framework and Guidance for Long Term Services*.

**Service outcome: A service that can contribute to the initial reduction of the levels of care and/or support needed by the resident before entering the scheme**

INDIVIDUAL OUTCOME	MEASURES	METHODOLOGY
a) Improvement in being able to undertake daily living function	Percentage of residents who perceive that their ability to undertake a daily living function has improve since entering the scheme, eg, cooking, caring for their own home <b>and</b> Percentage reduction in the number of hours/visits attending to residents daily living outcomes.	Self-assessment/assisted assessment via discussion. Service provider records, residents files
b) Improvement in undertaking the ability to self care	Percentage of residents who perceive that their ability to undertake self care has improved since entering the scheme, eg, personal washing, toileting, self medicating, etc. Percentage reduction in the number of hours/visits attending to the personal care outcomes.	Self-assessment/assisted assessment via discussion. Service provider records, residents files
c) Improvement in mobility function	Percentage of residents who perceive that their mobility has improve since entering the scheme, eg, mobility around their own home, within the scheme, outside the scheme, etc. Percentage reduction in the number of hours/visits attending to mobility.	Self-assessment/assisted assessment via discussion. Service provider records, residents files
d) Improvement in confidence and independence in own home	Percentage of residents who perceive that their confidence has improve since entering the scheme, eg, to undertake tasks with less support, self medication, reduced isolation, interaction with other residents, etc. Percentage reduction in the number of hours/visits attending to residents confidence and independence outcomes.	Self-assessment/assisted assessment via discussion. Service provider records, residents files
e) Improvement in health or the capacity to sustain health – both mental health and physical health	Percentage of residents who perceive that they have seen an improvement in their overall health since entering the scheme, eg, less tired, ability to concentrate, make decisions, etc. Percentage reduction in the number of hours/visits attending to overall health outcomes.	Self-assessment/assisted assessment via discussion. Service provider records, residents files