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Developing an outcomes based service specification for care services

This is an example of an approach to providing an outcome based specification for extra care services, and how service level outcomes are linked to the outcomes sought for individuals receiving the services.

SERVICE LEVEL OUTCOMES: A SERVICE THAT CAN ...		
1) Contribute to the initial reduction of the levels of care and/or support previously received by the resident before entering the scheme	2) Support the on-going care and support needs of its residents and reduce the likelihood of admission to long term care	3) Contribute to the prevention of hospital admission or re-admission and enable early discharge
... THROUGH DELIVERING THESE OUTCOMES FOR INDIVIDUALS		
a) Improvement in daily living functions	a) Ongoing improvement, maintenance or minimised deterioration in ability to undertake daily living functions	a) Prevention of ill health
b) Improvement in undertaking the ability to self care	b) Ongoing improvement, maintenance or minimised deterioration in ability to self care	b) Ongoing improvement, maintenance or minimised deterioration in health – both physical and mental health
c) Improvement in mobility function	c) Ongoing improvement, maintenance or minimised deterioration in mobility function	c) Prevention of hospital admissions and readmissions
d) Improvement in confidence and independence in own home	d) Ongoing improvement, maintenance or minimised deterioration in confidence and independence in own home	d) Reduced stay in hospital
e) Improvement in health or the capacity to sustain health – both mental health and physical health	e) Ongoing improvement, maintenance or minimised deterioration in health – both physical and mental health	e) Ability to return to a suitable home environment following hospital discharge
	f) Continued involvement and support for family and spouse carers	
	g) Reduced anxiety about ill-health by individuals and their families	
	h) Ability to remain in own home for as long as possible	

91 Housing LIN (2010). Technical Brief 4: Extra Care Housing: Designing, assessing and delivering sustainable homes.