

ExChange Conference March 2017
What Counts as 'Well-being'? Understanding Social Care Outcomes

Speaker abstracts

Cathryn Thomas, Programme and Improvement Lead Social Services Improvement Agency Wales

Moving towards and building on outcome focussed social care

Driving the improvement agenda for the social care sector is undertaken by increasing numbers of organisations and individuals. This is particularly true when it comes to thinking about outcomes focussed practice and service delivery. The Social Services Improvement Agency has had support for outcomes focussed practice as one of its key work programmes for the past 3 years and the work will continue as we move to Social Care Wales from April 1st.

Learning exchanges such as these, offer us the chance to refine and further develop our understanding of what we mean by outcomes something which currently has many interpretations. The agenda for Social Care Wales (leading on improvement across the sector) will have outcomes and their impact at the heart of all its key priority work areas, but can only deliver if we work together with all our key partners and stakeholders against an agreed set of principles.

Maria Selby, Team manager of Cwrt Sart children's Team in Neath Port Talbot

Outcome focussed intervention

Cwrt Sart Team originally piloted Outcome intervention and now the model has been rolled out to all the teams in NPT Children's services. Outcomes intervention focusses on a shift from a process which is supported by conversations with the service users, to empowering conversations supported by process. It is focussed on resolving service users' dilemmas, collaborating in sustainable outcomes. The practitioner works on skills to empower families to come up with their own outcomes that are achievable and sustainable. The core skills in getting honest responses from families is to ask open minded questions, affirm, Listen reflectively and summarise. Outcomes has a scoring system to describe the problematic behaviour 10 being the best it can be 0 is the situation at its worst. Outcomes also focusses on the families' strengths, priority risks and good enough outcomes. The framework fits with the Social Services and wellbeing Act 2014 as well as Neath Port Talbot's vision: Safer, Brighter Futures, Better Outcomes for Children and Young People.



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Dr Alisha Davies, Head of Research and Development, Public Health Wales

Adverse Childhood Experiences (ACEs) in Wales: early intervention and prevention

Globally, an increasing body of evidence is identifying the detrimental effects that Adverse Childhood Experiences (ACEs) can have on health across the life course. ACEs include suffering maltreatment in childhood and growing up in dysfunctional family environments. This study aimed to measure the prevalence of ACEs and their association with adult health in Wales, in order to inform prevention and early intervention in policy and practice.

A face-to-face cross-sectional survey of adults (aged 18-69 years) was undertaken in Wales in 2015. A sample size of 2028 individuals (50.2% females; 49.8% males) was achieved and respondents were asked a validated ACE questionnaire and questions about current health-related behaviours, health outcomes and health care use using Computer Assisted Personal Interviewing. Prevalence of ACEs and their impact on population health and well-being across the life course were calculated.

For every 100 adults in Wales, 47 suffered at least one ACE during their childhood and 14 suffered 4 or more. After correcting for socio-demographics, ACE counts predicted health-harming behaviours, low mental well-being, increased health care use and earlier development of chronic disease. Research evidence on ACEs in Wales is shaping a shared agenda to promote partnership working to prevention at a local level. Prevention of ACEs and support for those exposed to ACEs to develop resilience is essential to improving the health of adults in future generations. The Social Services and Well-being (Wales) Act 2014 provides the legitimacy for collective targeted activity towards the primary prevention of ACEs.

Dr Rachel Dodge

What is wellbeing and can we enhance it?

Wellbeing is an emerging science. However, there are a number of differing views regarding how to define it as a concept, whether it is able to be measured and the potential for enhancing it at an individual level. This workshop will introduce delegates to a relatively new definition of wellbeing and will outline research that aimed to investigate the effectiveness of a pastoral intervention programme designed to enhance the wellbeing of Further Education (FE) students. The mixed methods evaluation study selected a sample of (N = 244) FE students who undertook a ten-week pastoral intervention programme delivered by their tutors that aimed to highlight the strategies they could employ to increase their personal resource bank. The newly designed Wellbeing in Further Education Students Survey (WFESS) was used to measure the students' perception of how resourced and challenged they felt in ten life areas, alongside the impact of challenges they faced and the level of strategies they used to deal with the challenges. This measure was taken before and after the intervention. Results from the research highlighted a significant increase in the perception of feeling resourced following the intervention. This workshop will allow practitioners to discuss possible adaptations of this research to specific social care contexts.



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Professor Donald Forrester, Professor of Child and Family Social Work and CASCADE director, Cardiff University

Negotiating Outcomes: Social Work Practice as Purposeful Dialogue

Social work has struggled with developing credible outcome measures. This has contributed to some of the key problems we currently encounter in policy, practice and research. In this presentation Professor Forrester argues that it may be helpful to understand outcomes as produced through purposeful dialogue, and that the process of negotiation may be as important as the "outcomes". The talk is illustrated with examples of how social workers approach negotiations with parents in child protection work from recent research.

Dr Emma Miller, University of Strathclyde

Making meaning and measuring: Can personal outcomes help us do both?

A recent review of outcomes focused practice in several countries, including Scotland and Wales, found consistent evidence of benefits to people who use services, staff and organisations. The good conversations associated with personal outcomes can help with identity, recovery and quality of life. However, common barriers remain to making the outcomes important to people really matter in wider systems. Evidence suggests that the issue requiring most effort is the measurement of outcomes. This presentation will consider to what extent measurement of outcomes is possible and how we ensure that the making of meaning is not lost in the pursuit of numbers.



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