University of South Wales
Prifysgol De Cymru

Measuring Outcomes from Active Support

Prof Kathy Lowe Directorate of Learning Disability Services

GIG CYMRU NHS WALES
Bwrdd Iechyd Prifysgol Abertawe Bro Morgannwg University Health Board

Why Measure Outcomes?

- Feedback to staff
- Feedback to service users
- Evidence for commissioners
- Assessment of service effectiveness
  - Internal audits
  - External audits
- Highlight areas for future development

Active Support Model paperwork

- Daily Participation Plans X
  - for planning not monitoring
- Opportunity Plans ✓
  - for planning and recording service user progress
- Participation Records & Summaries ✓
  - for planning and recording range of service user activity and progress over time

Other possible measures

- Skills assessments
- Challenging behaviour incidents & responses
- Use of the community
- Social and leisure contacts
- Health gains
- Staff sickness/absence/turnover
- Service user and staff views

OPPORTUNITY PLAN for Joe Bloggs Week beginning: Sept 15th

Goals set	How often	Mon	Tues	Wed	Thur	Fri	Sat	Sun	Outcome
1.Stack dishwasher (I)	1xday	✓	✓	✓	✓	✓	✓	✓	1
2. Finish winding up flex on vacuum cleaner (S)	2xday	✓	✓ ✓	✓	✓	✓	✓	✓	
3. Insert CD and press button, (I)	1xday	✓		✓	✓	✓	✓	✓	
4. Answer front door (A)	1xday	✓	✓	✓	✓	✓	✓	✓	
5. Iron a T-shirt (H/H)	1xday	✓	✓	✓	✓	✓	✓	✓	1
6. Close bedroom curtains (unaided)	Every night	✓	✓	✓	✓	✓	✓	✓	1
7. Use front door key unaided	1xday	✓	✓	✓	✓	✓	✓	✓	1
8. Put washing in machine (A)	Twice a week	✓			✓				1

Staff who selected goals:	Outcome
Jane, Fred, Jack	Total = **5 (63%)**

Example data from Opportunity Plans

	Individual service user	Across one setting	Across the service
Number of Ops set in June	24	93	2,135
% achieved in June	15 (63%)	47 (51%)	1304 (61%)
Number of Ops set in July	21	70	1,653
% achieved in July	18 (86%)	65 (93%)	1562 (94%)

How OP data can be used

- Demonstrates the emphasis on service user development
- To what extent OPs are implemented
- How well OPs are designed (% achieved)
- Could also code the skill areas OPs are set in
- Guides work around individuals
- Demonstrates effectiveness of the service
  - By individual
  - By setting
  - Across the whole service
- Provides tangible feedback to staff and service users

Example Participation Record

Name: William Jones Date: 16/6/07

SELF - CARE	Sun	Mon	Tues	Wed	Thu	Fri	Sat	Total
Washed self	✓	✓	✓	✓	✓	✓	✓	7
Used shower to rinse hair								
Dried self	✓	✓	✓	✓	✓	✓	✓	7
Cleaned teeth	✓	✓	✓✓	✓✓	✓✓	✓✓	✓✓	12
Applied deodorant						✓	✓	2
Shaved		✓		✓		✓	✓	4
							Total	32

MEALS	Sun	Mon	Tues	Wed	Thu	Fri	Sat	Total
Prepared breakfast	✓	✓	✓	✓	✓	✓	✓	7
Prepared lunch	✓		✓			✓		3
Prepared dinner	✓			✓	✓			3
Prepared snack		✓			✓	✓	✓	4
Made cup of tea/ coffee	✓✓✓✓	✓✓✓✓	✓✓✓	✓✓✓✓	✓✓✓✓	✓✓✓	✓✓✓✓	26
Laid table	✓	✓	✓				✓	4
							Total	47

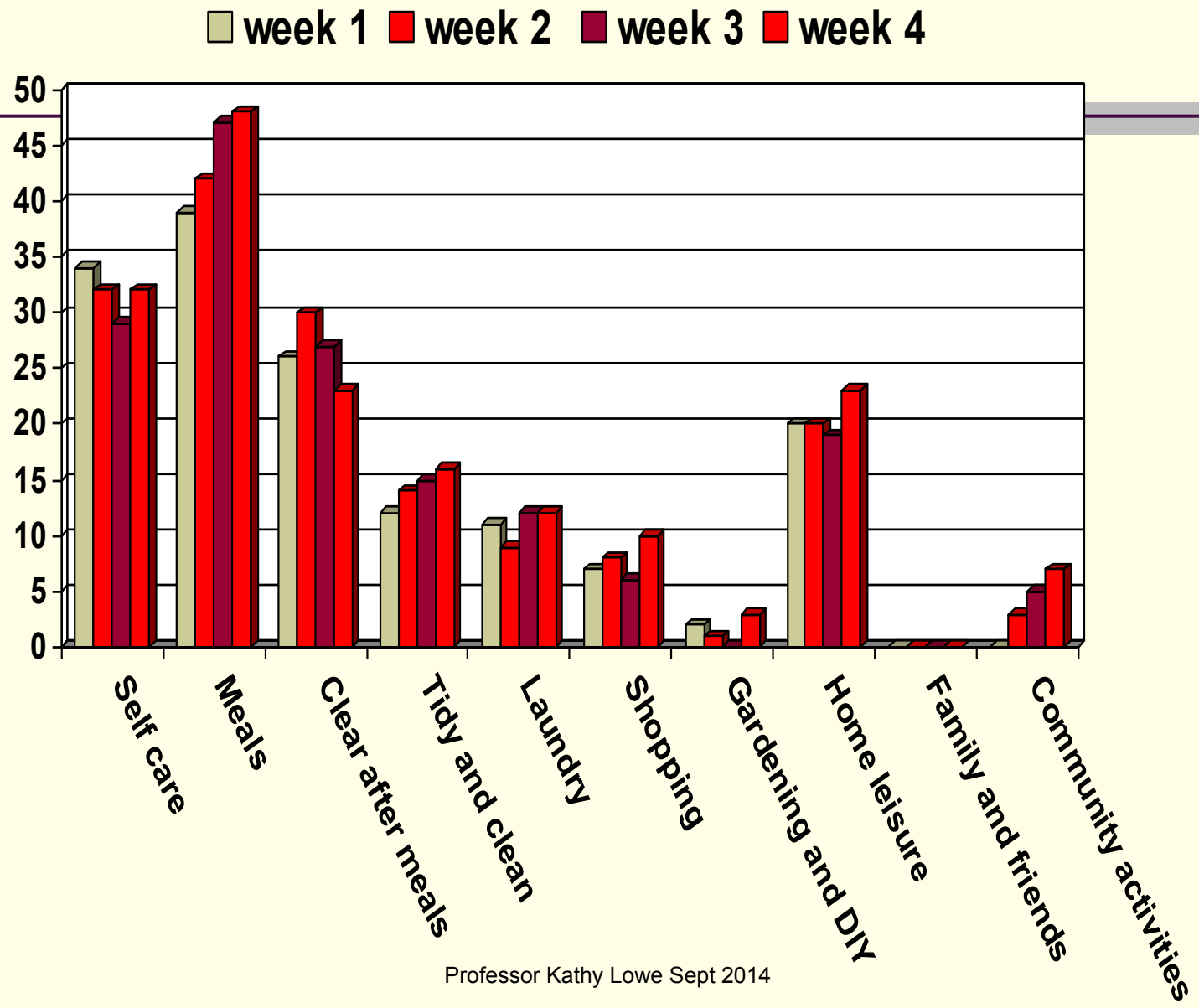
CLEARING UP after meals	Sun	Mon	Tues	Wed	Thu	Fri	Sat	Total
Put dishes /cutlery away	✓	✓	✓		✓	✓	✓	6
Washed up/dishwasher	✓		✓	✓✓	✓			5
Dried up/ emptied dishwasher		✓				✓✓	✓✓	5
Cleaned dining room		✓				✓✓	✓✓	5
							Total	23

Example Participation Summary

Name: William Jones

DATE	Self care	Meals	Clear after meals	Tidy and clean	Laundry	Shopping	Gardening and DIY	Home leisure	Family and friends	Community activities	TOTAL
26/05/07	34	39	26	12	11	7	2	20	0	0	151
02/06/07	32	42	30	14	9	8	1	20	0	3	159
06/06/07	29	47	27	15	12	6	0	19	0	5	160
16/06/07	32	48	23	16	12	10	3	23	0	7	174

William Jones



Participation summaries

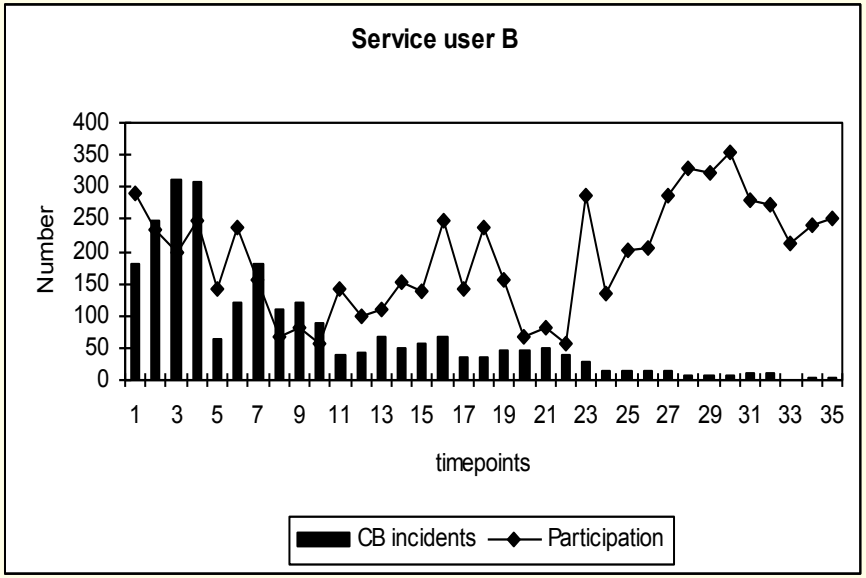
- Used for internal discussion of individual service users' progress, range of activity and guiding direction of staff effort
- Gives tangible information for positive and constructive feedback to staff
- Also for demonstrating levels of service user participation in daily life
  - By individual
  - By setting
  - Across the whole service

Health gains

- Activity and participation known to be good for health
- More useful on individual basis – illustrating service impact
- Examples from recent published study on Active Support as Primary Prevention for challenging behaviour

Example 1

Changes in participation related to health



- Decreases in participation around mths 9 & 20
- Serious health issues identified
- Major health issues remedied
- Dramatic increase in participation
- Dramatic decreases in challenging behaviour

Example 2

Changes in health related to participation

Before Active Support	After Active Support
•Dangerous, 2:1 staff	•Insignificant challenging behaviour
•Poor quality of life	•Improved quality of life
•Restricted life/locked environment	•Access to all home areas
•Participation = Minibus trips only, remaining in vehicle	•Participation = range of community activities
•Weight over 30 stones	•Weight decrease by 16 stones!

Jones E, Lowe K, Brown S. Albert L, Saunders C, Haake N & Leigh H (2013) Active Support as a primary prevention strategy for challenging behaviour. International Journal of Positive Behavioural Support, 3 (1), 16-30.

Summary

- Increasing emphasis on outcome measurement – from commissioners and in national guidance – likely to increase further
- Could develop complicated systems for outcomes measurement
- But ASM has outcome measured built in
  - simple forms
  - minimal paperwork
- NB. Staff accounts of service user progress are far more powerful with data