

GOOD LIFE OUTCOMES PLANS - GUIDANCE FOR STAFF

Everyone who receives support from ARK should have a **GOOD LIFE OUTCOMES PLAN** in place. These are used to document outcomes that people want to achieve in their life; outcomes that will enable them to have a good life. They are also used to document any additional support needs and how support will be scheduled.

The outcomes headings ARK has chosen are based on the Talking Points personal outcomes approach (Joint Improvement Team, 2012). They are designed to be very broad so that they do not limit choice. While there is no requirement for individuals or support staff to create other outcomes, these can still be defined if the individual wishes to and then aligned to one of the outcomes headings.

It is important to remember that the outcome is *the difference it makes to the person*. The outcome is not the task to be completed. For example: 'I want support to go to the hairdresser' is not an outcome. '*I feel good about myself* when I have my hair done' might be closer to understanding the outcome from the tasks involved in getting support to go to the hairdresser. This would then fit naturally within the outcome of 'feeling good about my life'.

The same task may have a different outcome for someone else. For example: 'I want support to go to the hairdresser' might be because the same hairdresser has cut the supported person's hair for years, they know lots of the same people, they know lots of the hairdresser's other clients and they like to go and have a chat with them in a friendly atmosphere. Perhaps here the outcome is 'being connected to family and friends'.

ARK staff will work with the person being supported and, if applicable, their family, friends and/or carers to create these plans. Details of those who have contributed to the plan should be recorded on the front page.

The examples listed within each outcome area (in the top box) are there to help illustrate the type of things to consider in each section. They are not exhaustive and others can be considered.

Within each outcome area where support is to be provided the following should be recorded:

- What the individual wants to achieve. ARK staff will work alongside each person to help them work out what they want to happen in their life.
- The support that they need with this. ARK staff will help each person to define the support they need and want from their workers.

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- Any updates/comments/progress related to the outcomes can be recorded in the updates section.

If no support is required in a specific outcome area, there should be no information in that section other than a statement that the person is not supported by ARK with this outcome.

Risk & Vulnerability Assessments that are already in place, or that have been specifically created, that are linked to achieving an outcome should be attached to the plan.

The **ADDITIONAL SUPPORT NEEDS** section should be used to record additional support that is not included in the outcomes section e.g. complex medical procedures