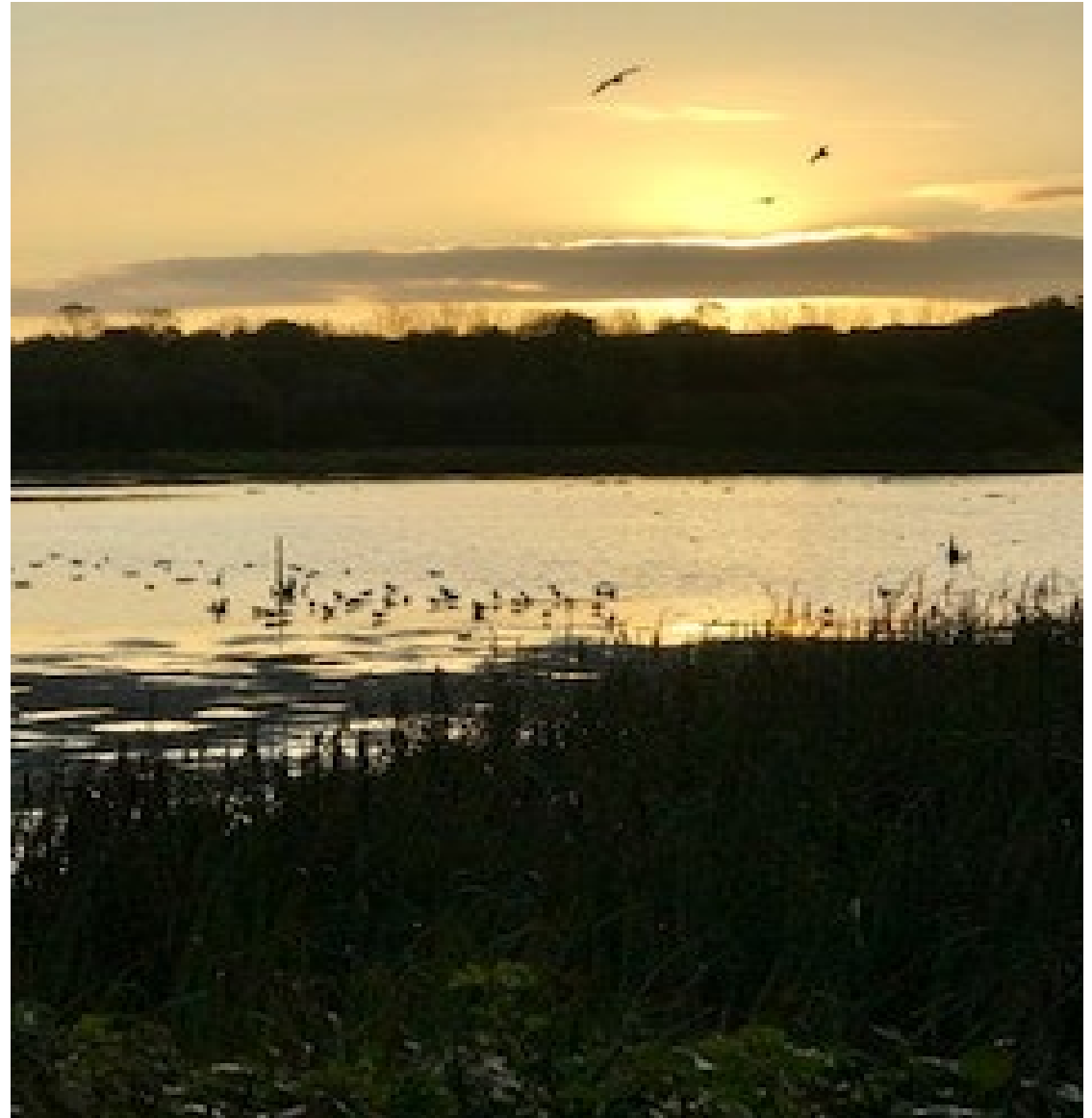


Emma Miller

Co-ordinating group member,
Personal Outcomes Network

Reflections on personal outcomes

Emma Miller





*...sometimes the river
is too wide to cross
and sometimes you
need a lily pad to get
you over...*

Hannah, 17, experience of secure
care, Talking Hope project

Talking Hope for Hannah

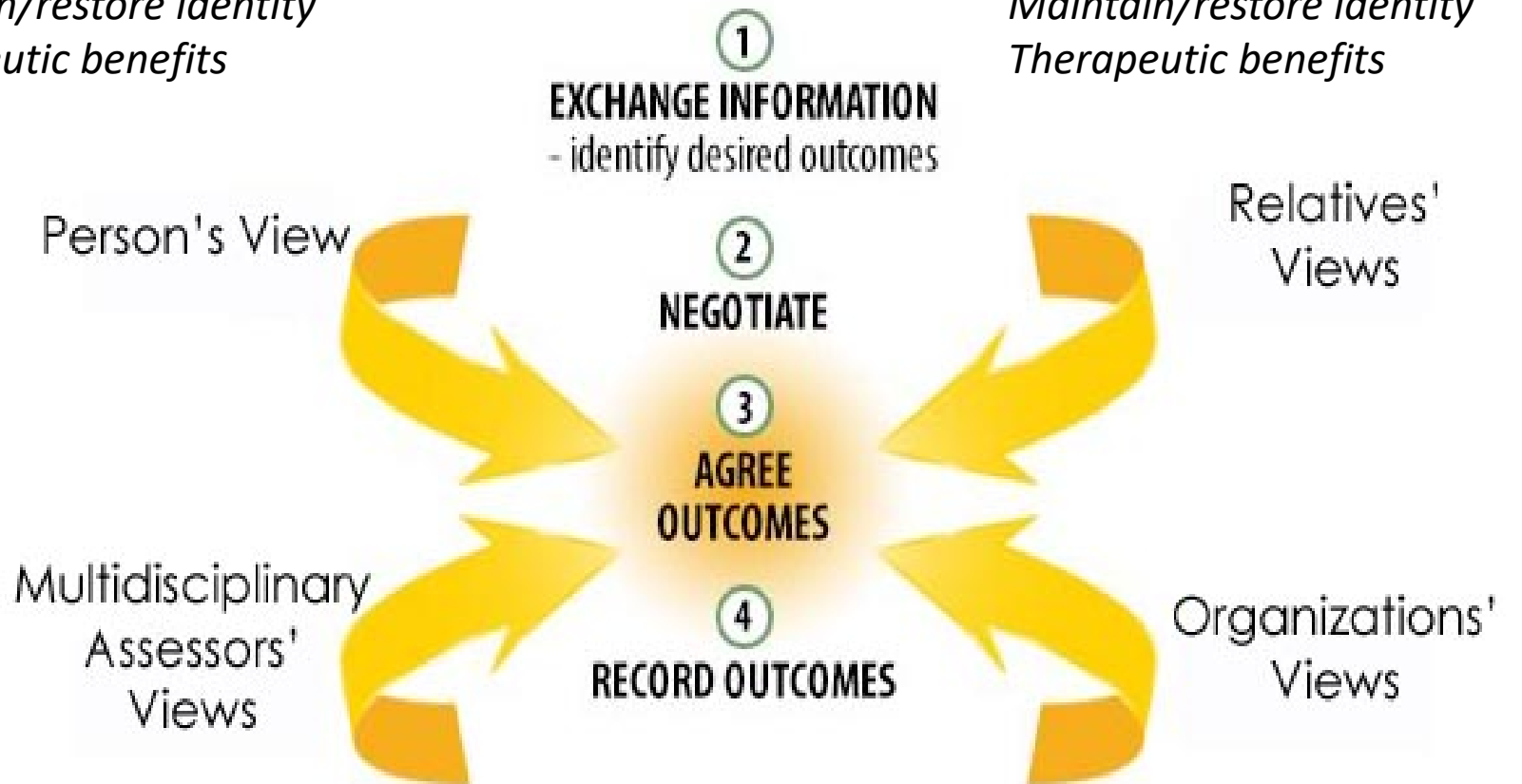
- *My family are the centre of my life.*
- *It takes time for me to get used to change. I need to know what the plan is and I need time.*
- *I don't like people judging me. What they put in your records, that can get your judged. Put the good stuff in there too.*
- *I was in care a long time. I don't have pals any more. I would like to have a pal.*



Exchange
model of
Assessment
(originally
Smale et al)

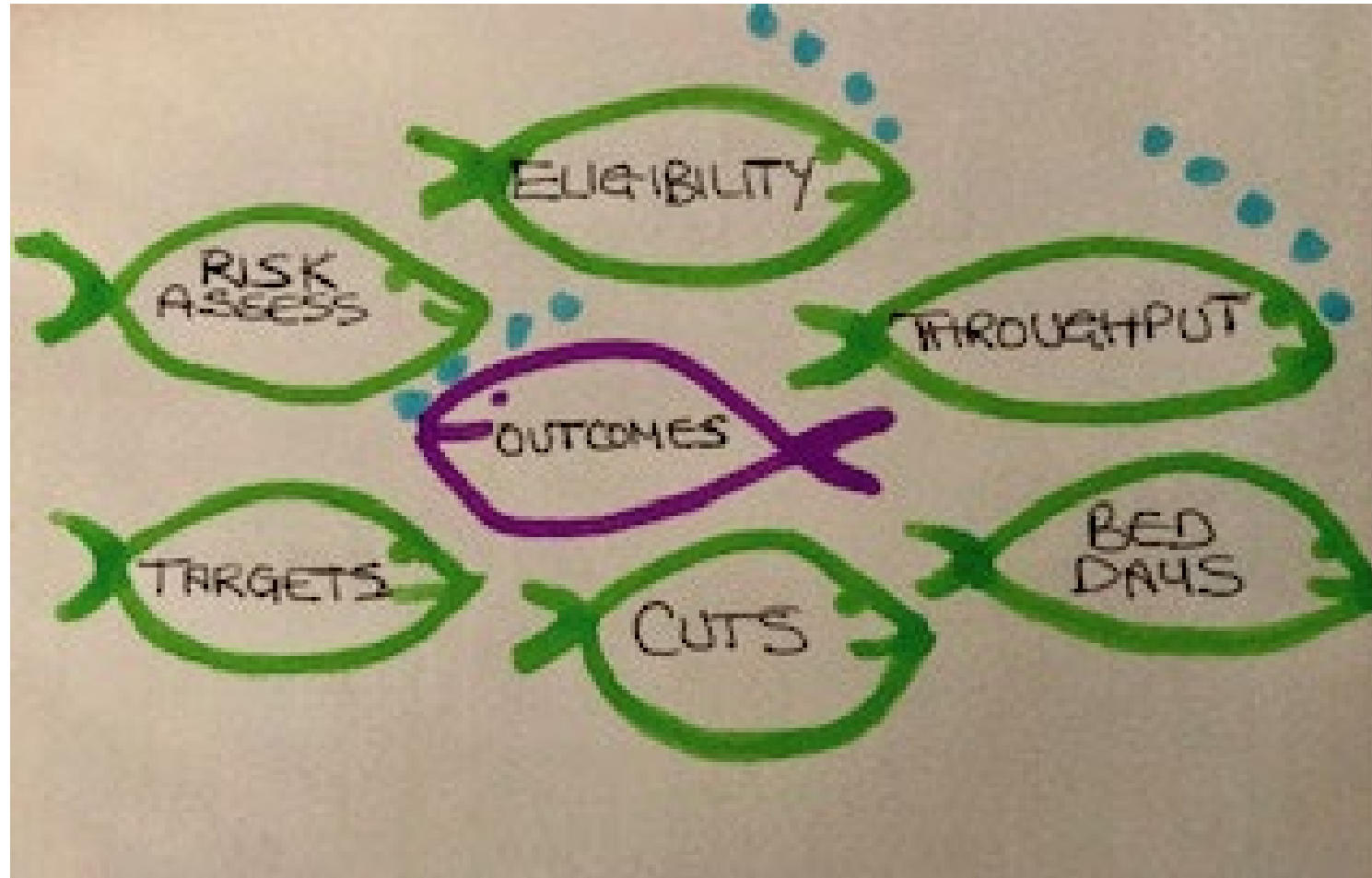
Listened to
Build on strengths
Maintain/restore identity
Therapeutic benefits

Listened to
Role acknowledged and valued
Maintain/restore identity
Therapeutic benefits



Role validation
From fixer to facilitator
Shared purpose (with person and family too)

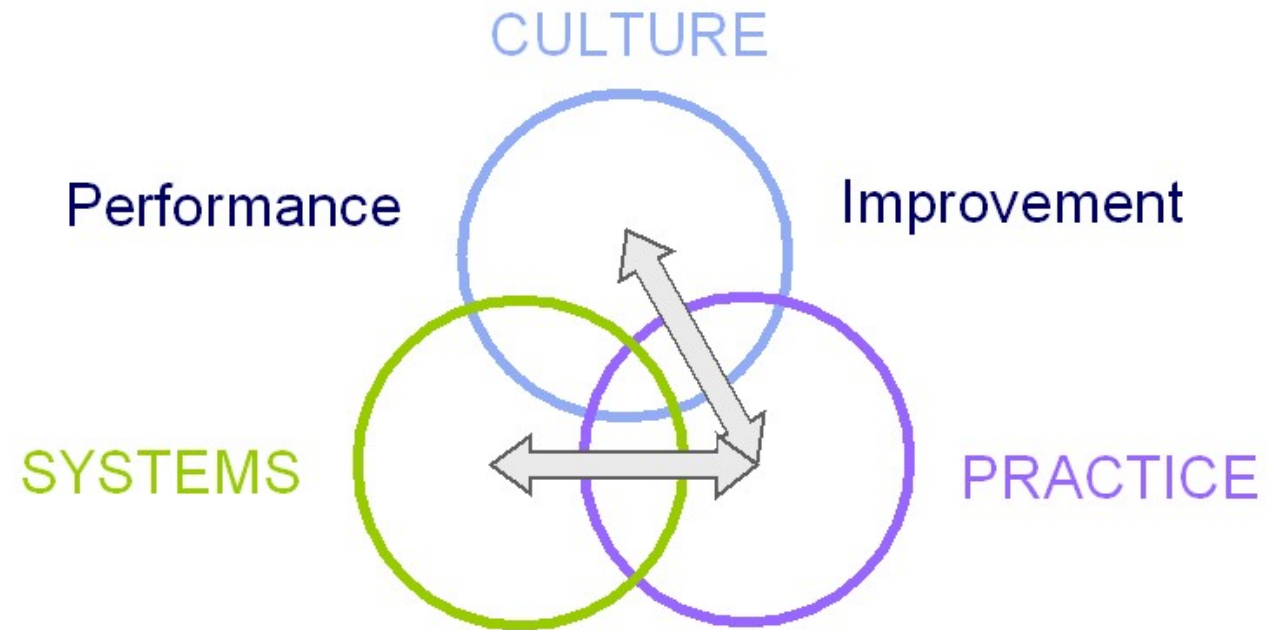
Better outcomes for everyone
More effective use of resources
Shared responsibility



In certain conditions, culture and systems influence practice in unhelpful ways too. The lilypad gets lost

An organisational approach

- Supervision and support to staff
- Modelling an outcomes approach
 - Facilitating not fixing
 - Recognising strengths
 - Listening



PERSONAL OUTCOMES NETWORK



Personal outcomes network



I feel part of a family

*I feel more able to challenge things I hear
in my organisation*

*I hadn't thought about enabling risk in
that way before – I'm going to research it*

*We've put something into practice from
every meeting I've attended*



Resources

- **Personal outcomes collaboration website**
- <http://personaloutcomescollaboration.org/>
- **Personal outcomes network**
- **Contact** e.miller@strath.ac.uk
- **Twitter** [@personaloutcom1](https://twitter.com/personaloutcom1)