Showcasing Scotland's outcome approach in action

In our showcase sessions, 14 projects and organisations will share work they have been doing to bring an outcome approach to life.
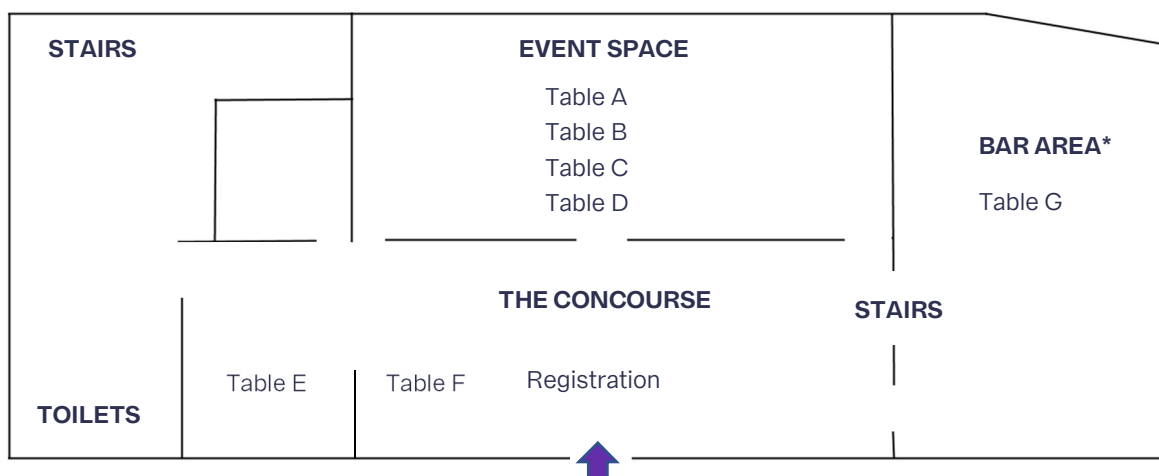
Each project and organisation is using an approach to working with outcomes developed by Matter of Focus, which is based on our expertise in Contribution Analysis, evidence to action, personal outcomes and action research. They are also working in OutNav, the software we have developed to underpin our approach.

OutNav is a secure, digital platform that holds the multiple processes of planning, understanding, tracking and evaluating. For an overview, please see: www.matter-of-focus.com/outnav-the-pitch/

As you would expect, each organisation has taken a unique approach to embedding meaningful outcome evaluation in their work as reflected in our showcase today.

You will have the opportunity to attend four 15-minute presentations: two in Session 1 and two in Session 2. Please take a moment to read through the descriptions to help you decide in advance which presentations to attend – the turnarounds will be quite quick!

Venue layout

Please be aware that the bar area can only be accessed via a small flight of stairs and as a result the location of tables may be subject to last minute change.

Matter of Focus
Evidence. Action. Change.

Session 1, 11.20 – 11.55 am

Please choose two 15-minute presentations to attend from the following:

Session 2, 12.00 – 12.35 pm

Please choose two 15-minute presentations to attend from the following:

Matter of Focus

Embedding evaluation from the start of a new organisation

Health Technology Wales

| Session 1, Table A | Presenter: Susan Myles, Director, Health Technology Wales |

Health Technology Wales was established by the Welsh Government in 2017 to support a strategic, national approach to the identification, appraisal and adoption of non-medicine health technologies into Welsh health and care settings. We wanted to evaluate our work from the start as this was a new organisation with a role that had not previously existed in Wales. We commissioned an evaluation partner in the first few months of operation and Matter of Focus won that commission.

We initially used the approach to capture Health Technology Wales' work streams: (1) evidence appraisal, (2) supporting evidence adoption, (3) awareness raising/communications and (4) supporting innovation in life sciences. In our next iterations, we are working to further improve these maps by refining our outcomes into one 'master map' that is aligned with our organisation's overarching visions.

In this showcase we will share the journey we have been on to get to grips with all the different work we do and the ways we can evaluate our impact in a logical way. The framework has helped prompt team awareness of the importance of recorded evaluation sources. It has also been helpful to note where we are not engaging as effectively with stakeholders as we could, highlighting gaps in our own data collection and prompting how we can capture these gaps.

Contact for further information:
healthtechnology@wales.nhs.uk
www.healthtechnology.wales
Twitter: @HealthTechWales
LinkedIn: www.linkedin.com/healthtechnologywales

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Building a new partnership: bold About Dementia

**Queen Margaret University and the University of Edinburgh (bold)
and Age Scotland (About Dementia) funded by Life Changes Trust**

Session 1, Table B   Presenter: Karen Barrie, bold Project Director

Bold About Dementia is a five-year programme of work funded by the Life Changes Trust working to make Scotland a place where people affected by dementia can flourish. The programme is being delivered by two sister projects.

Bold (bringing out leaders in dementia) seeks to dispel the many misconceptions about persons living with dementia. Bold is bringing different types of leader together on an equal footing and providing free leadership development opportunities across Scotland.

About Dementia is creating a space where people affected by dementia can come together with diverse organisations and community groups to take action to address barriers and create opportunities for people with dementia to flourish.

Matter of Focus is the evaluation partner for the bold About Dementia project. We are using the approach and software OutNav because we are committed to achieving the best possible outcomes over the five-year project.

In this showcase we will share how working in this way is helping each partner highlight their distinctive contribution whilst working together towards the same outcomes – functioning as two sister projects. Tracking our progress as we go is enabling us to see how the project unfolds, and to learn and adapt as needed. Using OutNav means we can easily generate reports with different levels of detail for different stakeholders.

Contact for further information:
Dr Karen Barrie, bold Project Director
kbarrie@ed.ac.uk
Twitter: @BoldScotland
www.bold-scotland.org.uk

**Matter
of Focus**

Building the evidence base: supporting survivors of in care abuse

Future Pathways

Session 1, Table C	Presenter: Flora Henderson, Alliance Manager, Future Pathways

Future Pathways is an alliance established to support people that experienced abuse or neglect whilst living in care as children in Scotland. We do this through embedding the principles of trauma informed working and personal outcomes into all of our work, ensuring we help people move forward in their lives in ways that are right for them.

We started working with Matter of Focus as we were looking for an evaluation partner who could help us evaluate our work in a way that is robust enough to contribute to the evidence base whilst using these insights to continually learn and improve. We have embedded OutNav into our routine work and regularly meet as a management team to review evidence and assess progress with our work in OutNav.

Our researcher Melvina Robbin supports this process and uses insights captured and organised through OutNav for reporting. Melvina is based in Matter of Focus one day a week where she benefits from ongoing supervision and can build her research and evaluation skills through getting involved in other relevant work.

In this showcase we will talk about how we have embedded regular reflection against outcomes using OutNav into our work.

Contact for further information:
Flora Henderson
flora.henderson@future-pathways.co.uk
Twitter: @FPscotland

Matter of Focus

Evaluating a national improvement initiative: the Children and Young People Improvement Collaborative (CYPIC)

Children and Families Analysis, Scottish Government

Session 1, Table D   Presenter: Franca MacLeod, Principal Research Officer

The CYPIC programme seeks to improve outcomes for children and young people and build capacity for quality improvement across the public sector. CYPIC employs ten Improvement Advisors (IAs) working to support all 32 Community Planning Partnerships CPPs in Scotland through the provision of training and direct coaching and project support.

Matter of Focus helped us to develop an evaluation framework that breaks down how the work of the CYPIC contributes to improving outcomes for children and young people (CYP) in Scotland. Their approach is particularly appropriate for programmes that are about behaviour change. We then identified what data and information was required to evidence each step of the process. Unusually for a programme of our size, we had no centralised or consistent data collection processes.

In this showcase we will share how understanding what data and information we need has enabled us to put data collection processes in place. It continues to be a challenging process due to a highly dispersed team of IAs with very different backgrounds, but we are progressing well; data collections are starting to bed-in, and evidence is available in one place within OutNav.

Using OutNav as a platform on which to hold, coordinate and track progress provides the structure we need. IAs are beginning to understand how to use OutNav as a way of identifying progress in real time, and to not see evaluation as an 'additional' task over and above their day to day work.

Contact for further information:
Franca MacLeod
franca.macleod@gov.scot
Twitter: @scotgovCYPIC
www.gov.scot/policies/improving-public-services/children-and-young-people-improvement-collaborative/

Matter of Focus

Embedding outcome focused evaluation while implementing a new programme

The Buurtzorg model of neighbourhood care
Clackmannanshire and Stirling Health and Social Care Partnership

<table>
<tr><td>Session 1, Table E</td><td>Presenter: Ashleigh Spalding, Graduate Intern (Research and Evaluation)</td></tr>
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Neighbourhood Care Models, such as Buurtzorg, are gaining popularity as a way of improving outcomes for people and communities as well as supporting staff to work in more autonomous and holistic ways.

The Clackmannanshire and Stirling Health and Social Care Partnership in Scotland has been piloting neighbourhood care in one rural community for just over a year. We have embedded a complexity informed, theory-based approach to evaluating the progress and outcomes of our work from the start. This has enabled us to systematically reflect on our progress and to understand and respond to how a variety of contextual factors have shaped our work.

In this showcase we will share how our evaluation process has been underpinned by the Matter of Focus evaluation software, OutNav, which we find is an easy and clear way of communicating progress and complex ideas around health and social care integration and community led support. This approach has been particularly useful in embedding the use of qualitative research to understand and evidence the difference this programme has made.

Contact for further information:
Ashleigh Spalding
spaldinga@stirling.gov.uk

Matter of Focus

Evaluating approaches to implementing new legislation involving unpaid carers in decision making

NHS Education Scotland and Scottish Government Carers Team

In January 2019 NHS Education Scotland commissioned Matter of Focus to evaluate the work of projects funded by the Scottish Government to support Health Boards to improve the engagement of unpaid carers in hospital discharge. We worked with eight project teams, all taking different approaches to implement the legislation, to collectively:

- map how their work contributed to intended outcomes;
- identify what data they could collect to evidence their progress and
- analyse this data and report on progress.

Two of the teams will be sharing their work in Session 1: Carers of West Lothian and NHS Lothian. (Three further teams will present in Session 2.)

Improving outcomes through partnership between the third sector and an acute hospital: Carers of West Lothian

<table>
<tr><td>Session 1, Table F</td><td>Presenters: Helena Wilson (Health and Social Care Partnership, West Lothian) and Cath Purves (Carers of West Lothian)</td></tr>
</table>

West Lothian tested the placement of a full-time carer support worker based within the Integrated Discharge Hub with the aim of providing specialist carer support to ward staff and carers within hospital and to provide information and advice to carers about services and other forms of support.

Through collective analysis workshops with Matter of Focus and other projects involved in the Section 28 programme, we have had the opportunity to learn from other projects and share our learning on what has worked well and what has not.

In this showcase we will share how we have used OutNav to document our steps throughout the project, to monitor and evaluate our progress, and reflect on the outcomes and impact of this role. Breaking down the evaluation into defined steps within OutNav has made for easier and clearer reporting.

Contact for further information:
Cath Purves, Carers of West Lothian,
Sycamore House, Quarrywood Court, Livingston, West Lothian, EH54 9LA.

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Providing education and training to staff on Section 28 of the Carers (Scotland) Act 2016: NHS Lothian

Session 1, Table G   Presenter: Alison Jarvis, Project Manager

The NHS Lothian Section 28 project has been funded to deliver staff training across the health board to raise awareness and build capacity and skills to respond to the Carers (Scotland) Act 2016.

We used OutNav during this project to reflect on the progress of the work being undertaken, including what worked, what didn't work and why. It was also used at the beginning of the project to record underpinning 'assumptions' as well as risks to the project. OutNav has been used throughout to monitor progress and to capture evidence of the effectiveness of the work and how far intended outcomes have been achieved.

OutNav has allowed the differences of a single project be captured and at the same time to inform the larger overall project. I have found it helpful that it can capture the process as well as the outcomes.

My experience of projects in the NHS is that they are messy and complicated, so anticipated outcomes may not be fully realised for a variety of reasons. In this showcase I will share how OutNav has helped capture and record some of the messiness. It has been helpful to be reminded (at the end of the project) of some of the thinking earlier in the project of what the plans were, what was tried and how that then informed the next steps of the work.

Contact for further information:
Alison Jarvis
alison.jarvis@nhslothian.scot.nhs.uk

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An organisational approach to OutNav

Starcatchers

<table>
<tr><td>Session 2, Table A</td><td>Presenter: Rhona Matheson, Chief Executive, Starcatchers</td></tr>
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Starcatchers is Scotland's National Arts & Early Years Organisation. We believe in the transformational power of the arts to inspire Scotland's youngest children and the people who care for them through creativity, performances and engagement projects.

We have worked closely with Matter of Focus since their inception, having previously worked with Sarah Morton as an evaluator of some of our engagement projects. We really liked the approach to evaluation that Sarah delivered so when she co-founded Matter of Focus, we were delighted to be asked to test their OutNav platform as it was being developed.

We originally used OutNav to track the progress of our Creative Kin programme, offering creative respite and space for kinship families to spend time together away from life's challenges. Using OutNav enabled us to monitor and evaluate the successes and challenges of this pilot project and create a comprehensive report on the work to share with funders, policy makers and project partners.

In this showcase we will talk about how we have begun a process of adopting OutNav across the whole organisation – to embed robust self-evaluation across our three pillars of activity and supporting advocacy work. We also plan to monitor how we are meeting our overall organisational outcomes, which will support our planning and development processes.

Contact for further information:
Rhona Matheson, Chief Executive, Starcatchers
rhona.matheson@starcatchers.org.uk
Twitter: @starcatchersuk
www.starcatchers.org.uk

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Planning and evidencing strategic approaches using OutNav

Penumbra

Session 2, Table B | Presenter: Stephen Finlayson, Head of Innovation, Penumbra

Penumbra is one of Scotland's largest mental health charities. We support around 1600 adults and young people every week and employ 400 staff across Scotland. We work to promote mental health and wellbeing for all, prevent mental ill health for people who are 'at risk', and to support people with mental health problems. We provide a wide range of services which offer hope and practical steps towards recovery, and we campaign to increase public knowledge about mental health and to influence national and local government policy.

Penumbra have a clear strategic framework articulated through four strands of work– Recovery, People, Innovation, Influence and Improvement (RPII). We have begun mapping outcomes against each of the key areas of RPIII and are starting to use OutNav to gather our evidence base for these key areas. We are also using the Matter of Focus approach both to evidence and plan strategic approaches such as in our work with children and young people.

With OutNav, we want to be able to demonstrate the impact of our work at all levels of the organisation, contribute to these key priorities, and to be able to report these in a rich qualitative way, both internally and in our external facing communication and discussions with partners.

We are still at an early stage, but during this showcase we will talk about how OutNav is helping us define very clearly what matters to us in our key strategic areas and to plan the data we need to gather to be able to describe richly our contribution in these areas.

Contact for further information:
Stephen Finlayson
stephen.finlayson@penumbra.org.uk
www.penumbra.org.uk
Twitter: @penumbra_scotland

Matter of Focus

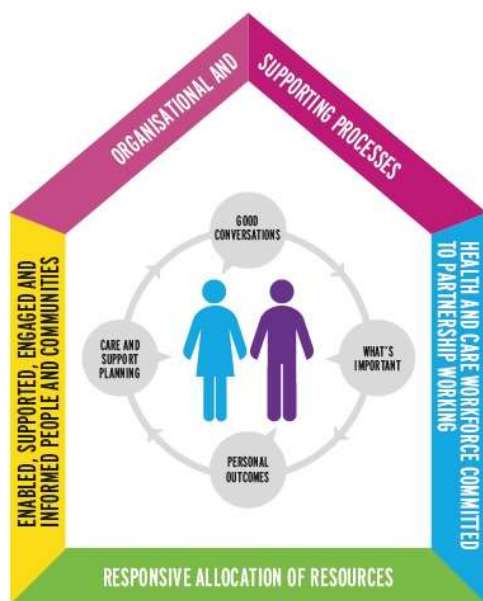# Measurement for improvement: reflecting on the difference we make

Lothian's House of Care Collaboration

Session 2, Table C   Presenter: Julie Gardner, Thistle Foundation

Lothian's House of Care Collaboration supports people working in health, social care and the third sector to have "good conversations" by working with them to strengthen their capacity in all aspects of the House of Care.

At Lothian's House of Care, we are passionate about being able to describe and capture the difference we are making in people's lives. We do this by taking a 'measurement for improvement' approach.

Measurement for improvement is about measuring what really matters to people and professionals. It supports us to reflect, learn and to apply that learning.

In this showcase we will share how Matter of Focus supported us to understand the difference we make. Using their approach and OutNav, we systematically capture quantitative and qualitative evidence of the difference we are making in relation to our work with GP practices and other teams to embed good conversations, namely conversations that focus on what matters to people and what is already working for them.

We support staff within GP practices and other teams to reflect on the good conversations they are having and how they are shifting these conversations. This leads us to stories of change and of the difference these changes are making to patients and staff, which we record and analyse in OutNav and use to develop a report on the work we have done.

Contact for further information:
Julie Gardner
julie.gardner@thistle.org.uk

Matter of Focus

Evaluating approaches to implementing new legislation involving unpaid carers in decision making

NHS Education Scotland and Scottish Government Carers Team

The three further project teams presenting in Session 2 are:
NHS Lanarkshire, NHS Ayrshire and Arran, and NHS Greater Glasgow and Clyde

Reflecting on practice: implementation of a carer coordinator

University Hospital Wishaw - NHS Lanarkshire

Session 2, Table D

Presenter: Shona Allan, Co-ordinator for Carers

NHS Lanarkshire Wishaw have funded the post of a carer coordinator with the aim to improve and increase the involvement of unpaid carers in the hospital discharge process.

As the carer coordinator, my role within the Section 28 project is to coordinate the support we offer to carers within University Hospital Wishaw. This includes the creation and dissemination of information resources for carers, informing and educating staff on their duty to involve cares in discharge planning, providing specialist support to carers and staff in hospital, and also raising awareness about my role to ensure staff feeling confident to refer to the service when they have a good working relationship with me.

I really enjoyed the process of using OutNav. We were able to see what was working well and what wasn't and from there we were able to make appropriate changes. OutNav gave us the opportunity to evaluate the project we had in place at NHS Lanarkshire Wishaw. The evaluation was really interesting to map out our journey and think about what had been achieved.

In this showcase, I will share how using OutNav helped me reflect on and supported my practice working with unpaid carers and hospital staff.

Contact for further information:
Shona Allan, Carer Coordinator,
University Hospital Wishaw,
50 Netherton Street, Wishaw. ML2 0DP

www.nhslanarkshire.scot.nhs.uk
Twitter: @wgcaasevent @slcarers @Lan_Carers @nlct_carers @WishawGen @NHSLanarkshire

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Embedding evaluation from the start of a project: involving carers in the discharge process

NHS Ayrshire and Arran

Session 2, Table E   Presenter: Connie Murray, Improvement Advisor

NHS Ayrshire and Arran have posted two carer support workers into local hospitals and have been involved in awareness raising communications with the aim to improve referrals to local carers centres.

OutNav has made the whole process of evaluation much easier as it gathers all information and evidence in one place. A significant difference is in the ability to quickly run and share reports with those involved, a major time saver in our busy working day.
Using this approach has allowed us to be very person focused. We have been able to evaluate the impact of any changes on the individuals involved in our project and helped us to evidence the difference this makes to their lives.

In this showcase I will share how we have embedded the use of OutNav from the start of our project. We have continually used it to demonstrate the work that we have done, uploading evidence, data, graphics and pictures to support our journey and reporting on our work locally.

Contact for further information:
Connie Murray
connie.murray@aapct.scot.nhs.uk
@ConnieAMurray

Matter of Focus

Tracking progress with change across a system: implementing the Carers (Scotland) Act within acute services

NHS Greater Glasgow and Clyde

Session 2, Table F   Presenter: Jennifer Watt, Health Improvement Senior (Carers)

NHS Greater Glasgow and Clyde was awarded funds for three separate projects – a communication campaign, a training project and the development of a Carer Discharge Information Leaflet. While the original bids came from various departments within the organisation, Health Improvement has taken a lead role, ensuring that all projects help to contribute to work happening across the Board Area to identify, involve and support carers in our service.

Given the range of activities occurring across Scotland's largest Health Board to help with Carer engagement, some running in parallel to the Scottish Government Projects, it has been beneficial to simultaneously track progress across projects whilst allowing for the impact of each to be recognised in the final outcomes.

While each team has had their own successes and challenges from working in a collaborative manner, we have been able to share learning and best practice across Scotland in a quick and meaningful way. With help from Matter of Focus, we have managed to create pathways which easily draw on activities and outcomes occurring within eight Boards, enabling us to build strong foundations for future policy which will help shape the Carer landscape in Scotland.

In this showcase, we will describe how we have been using OutNav help to record the evaluation of our projects and ensure that it can easily combine with findings from across Scotland in order to provide robust and relevant recommendations regarding Carer Involvement.

Contact for further information:
Jennifer Watt – Health Improvement Senior (Carers)
jennifer.watt@ggc.scot.nhs.uk

www.facebook.com/NHSGGCCarers/
www.linkedin.com/company/nhs-greater-glasgow-and-clyde-carers/
www.nhsggc.org.uk/your-health/health-services/carers/

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Understanding the collective contribution of community organisations

Edinburgh Community Health Forum (ECHF)

| Session 2, Table G | Presenters: Led by Ailsa Cook (Matter of Focus) with members of ECHF |

ECHF provides collective support to over 60 community organisations in Edinburgh with a focus on improving health and wellbeing and addressing health inequalities. As a forum they identified building capability and skills around evaluation as a priority. They also highlighted the need to be able to make a stronger case for the contribution of the community sector to addressing health inequalities.

The ECHF team and 12 of the member organisations are embedding OutNav into their work so that they can have one place to hold all of their evaluation data and make reporting to multiple funders more meaningful and streamlined. Matter of Focus have provided collective support to this cohort of member organisations, working from a shared understanding of how the community sector contributes to addressing health inequalities. This work is in a relatively early stage, and the 12 projects are about to complete their first round of analysis.

The next stage is to bring the evidence from the teams together to understand and tell the story of the collective contribution of Forum Members to addressing health inequalities in Edinburgh. We will also support more member organisations to embed meaningful outcome evaluation in their day to day work using OutNav.

This showcase will share the process for developing a collective understanding of the contribution of community organisations to addressing health inequalities.

Contact for further information:
Stephanie-Anne Harris, Edinburgh Community Health Forum.
stephanie-anne@echf.org.uk
Twitter: @ECHealthForum

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