

## pAsCaL - Managing Outcomes

pAsCaL is a co-operative with present membership consisting of Age Concerns in Lincolnshire.

The objectives of pAsCaL are to provide adult services and care and thereby promote the physical, emotional, mental and spiritual well-being of the community.

The Bridge Project is a service designed in conjunction with Lincolnshire County Council, to support older people (aged over 65 years) living in Lincolnshire who are at risk of losing their independence.

The service is usually short term and is designed to be person centred. The process usually involves a case worker being assigned, an assessment, followed by the development of a support plan.

The service may then provide signposting, one to one support, information and advice including income maximisation.

## Outcomes

The contract requires that individual outcome measures are recorded, including:

- Measures of improvement in personal independence
- Measures of improvement in social well-being and psychological health
- Record of achievement against individual goals

## The Charitylog System

Charitylog is a Contact Management System designed to keep track of all

information regarding the client's activity with the organisation.

This includes the ability to set up and record sets of outcomes for a client in a particular Project.

These outcomes may be recorded at a single point in time, or at intervals. There is also scope for a target to be created.

## Outcomes In pAsCaL

Charitylog has been used by pAsCaL to record the case work and other activity with the clients and provide reports to commissioners. It has also been used to set up a range of Outcome measures.

Groups of outcomes have been created by pAsCaL under general headings such as 'Accommodation', 'Financial', 'Health' and others. An example is shown below:-

Accommodation														
Access			Appropriate Housing			Cost			Geography/Location			Security		
1	2	3	2	2	2	2	3	3	2	2	2	1	2	3
Score each as 1, 2 or 3 dependent upon current level of difficulty/competence - give a total out of 15														
8					11					13				

'Accommodation' encompasses 5 sets of outcomes, each of which can be scored between 1 and 3, and there can be up to 3 results for each over a period of time.

Three scores are usually taken for these sets of outcomes, over a period of time and are shown in the bottom section.

This report gives an overall measure of improvement achieved by the client's participation in the Bridge Project.

Other reports include factors such as the time taken to move from one score to another, or how many people are currently on a certain score, as well as the ability to report on targets and actuals, giving a measure of the level of achievement.

*"Charitylog has been very patient and helpful in setting up our bespoke 'outcome based assessment' requirements. As the Bridge Project is striving to be a paperless service, this system has been an invaluable tool for the project.*

*Through Charitylog we can look at any outcome, 'security' in the home for example, and get a snapshot of how many clients we have supported in this specific area and through the text fields, what kind of support we actually provided. We can also pull out a report that shows total outcomes successfully moved up in this specific area, over any time period we select. As outlined above, there are many other reports that can be utilised through Charitylog!"*

*If you'd like more information on this outcome based assessment tool or about the Bridge Project, please contact Kevan Ray, Bridge Project Manager on Tel: 07956-381539 or e-mail [kevan.ray@pascalLincolnshire.co.uk](mailto:kevan.ray@pascalLincolnshire.co.uk)*

**Kevan Ray, pAsCaL**