

# Cumbria County Council

## Using ASCOT in Cumbria

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# Background to Changes

- Introduction of personalisation 'Putting People First' 2007
- Vision for Adult Social Care 2010
- 'Caring for our Future' 2012
- Draft Care and Support Bill – Focus on Individual's needs and outcomes
- ASCOF – Adult Social Care Outcomes Framework

# Draft Care Bill

A needs assessment must consider :

- The impact of needs for care & support on well-being
- The outcomes the individual wishes to achieve in day-to-day life

# Draft Care Bill

- The extent to which care and support could contribute to the achievements of those outcomes and;
- Whether / to what extent other factors could contribute to the achievement of those outcomes

# ASCOT Tool

- Adult Social Care Outcomes Toolkit
- Developed by PSSRU – University of Kent
- Measures social care related quality of life (QoL) across 8 domains
- Provide a robust and consistent measure of QoL

Domain	Definition
Control over daily life	The service user can choose what to do and when to do it, having control over his/her daily life and activities
Personal cleanliness and comfort	The service user feels he/she is personally clean and comfortable and looks presentable or, at best, is dressed and groomed in a way that reflects his/her personal preferences
Food and drink	The service user feels he/she has a nutritious, varied and culturally appropriate diet with enough food and drink he/she enjoys at regular and timely intervals
Personal safety	The service user feels safe and secure. This means being free from fear of abuse, falling or other physical harm
Social participation and involvement	The service user is content with their social situation, where social situation is taken to mean the sustenance of meaningful relationships with friends, family and feeling involved or part of a community should this be important to the service user
Occupation	The service user is sufficiently occupied in a range of meaningful activities whether it be formal employment, unpaid work, caring for others or leisure activities
Accommodation cleanliness and comfort	The service user feels their home environment, including all the rooms, is clean and comfortable
Dignity	The negative and positive psychological impact of support and care on the service user's personal sense of significance

# Questions

- Nine questions over eight domains
- Capture self reported information on perception of QoL
- Critically, help understand feelings and sense of self significance as opposed to assessing functions

# Cycle of Assessment and Review



QoL Questions  
central to the  
process and  
asked at the  
most  
appropriate  
point for the  
individual



# From QoL Answers to Desired Outcomes

Thinking about the quality of life answers consider:

- What is important to you
- What is good in your life that you do not want to change?
- Is there anything that you do want to change?

# Desired Outcomes

Your desired outcome	Initial outcome score	Score following last review
That I feel still in charge of my own life, family still need me and I am not causing them burden or stress	2	4
To have my personal care needs addressed to the standard I would like with privacy and dignity	3	4
That I feel safe in my own home	3	4
To make sure that I stay as physically well as I can	3	1

- Also in Your Assessment and also 'scored'
- Separate from QoL questions
- Responses to QoL questions should highlight areas where desired outcomes might be of benefit
- Personalisation – can choose area of QoL that they want outcome to affect

# Key Benefits

- The questions can be a powerful tool to get people thinking about how they feel about different areas of their lives at a given point in time
- Allows practitioners to see which areas of quality of life are most important to the customer i.e. where the customer feels their needs are
- Assists the development of truly personalised support plans

# Customer Comments

- The questions made me stop and think about the problems I was having and trying to resolve myself
- When answering questions I realised how much my family do for me and how lucky I am that they care and always make sure someone calls every day at some point to see that things are OK
- Helped me to concentrate on what I needed to do and to come to terms with those things I can no longer do

# Practitioner Comments

- I have found in a couple of situations that it has highlighted an area which simply would not have come up through the usual [functional] assessment
- It really helps to prioritise from the customers frame of reference – which is where we should be

# Key Themes in Analysis

- Process – how to apply in practice, when to ask, when not to ask, give to, read out, post out, adjust wording, not conversational
- Understanding – How to explain, what are we asking, how does scoring work, definitions of questions
- Relevance – wording not suitable for some groups, duplicates existing information

# Themes - Process

- Allows the practitioner to see clearly where the customer feels their needs are rather than assessing function only
- Facilitates the development of a truly personalised support plan, reflecting the customers feelings and desired outcomes
- Using ASCOT as well as existing questions takes longer so will reduce the number of assessments or reviews done
- When is it inappropriate to use ASCOT e.g. emergency or crisis situation, when someone is ill, frail or tired?
- Where in the assessment or review does ASCOT fit?
- How do we administer the questions e.g. face to face, post out before visit, after visit etc.?
- Does it have to be read out as written, can we change the wording to help specific customers make sense of it?
- Reading it feels clumsy, the rest of the assessment which is a conversation
- How does it all work within the electronic recording system (IAS)?

# Themes - Understanding

- What are the questions in ASCOT trying to elicit, what is their purpose?
- How does ASCOT scoring work?
- How to explain ASCOT to customers
- The last two ASCOT questions are the same, what is the difference?



# Themes - Relevance

- A powerful tool to help get people thinking about how they feel about their lives and the different areas which comprise quality of life
- Questions duplicate what is already asked
- Can't be used with people with a cognitive impairment or impaired capacity
- The customers answer choice doesn't always align to the practitioner view
- Practitioner can see or ask about impact during the assessment or review

# Resources to Support

- Introductory text explaining the purpose of the questions
- Frequently Asked Questions - Main themes
- Definitions of ASCOT domains and explanatory text
- Easy Read version of ASCOT (with and without pictures)
- Presentation on the background to the development of ASCOT and using it in practice
- Anonymised good practice case examples
- Video clip - practitioners experiences of using
- Video clip – customer experience of health and care support

# Conclusions / Recommendations

- Can benefit the assessment and review process
- Can 'tease out' needs and outcomes not identified using the standard processes
- Person-centred and truly outcomes focused
- Making ASCOT work in practice requires compromise, balance and pragmatism
- Journal article in progress – RP&P

# Discussion / Questions

# More Information

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