



Measuring outcomes through observation: current uses and future developments

ASCOT Workshop 2012

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The observational approach

- Designed for use in care homes
- Inclusive approach, ideal when service users not able to take part in structured interviews.
- Collect evidence about residents through:
 - Structured observations
 - Interviews with staff and/or family members
 - Interviews with residents where possible
- Use this evidence to rate residents' needs and produce ASCOT scores.

Training recommended

- Need to know what to look for and relate this to the ASCOT domains
- Sometimes what we don't see is more important than what we do see
- Weigh up evidence from different sources
 - Sometimes people have different perspectives
 - Need to be consistent in our approach to rating
- Guidance is available to download:
<http://www.pssru.ac.uk/ascot/guidance.php>

Training Course

- 2 day training course
- Walk through methodology
- ASCOT domains and levels in detail
- Real video clips of good and bad practice
- Principles of engagement and active support
- Group activities and vignettes to practice ratings
- Overview of scoring and spreadsheets
- Details of courses on our website:

<http://www.pssru.ac.uk/ascot/training-and-events.php>

Current users

- People interested in measuring outcomes in:
 - Care homes (providers, LAs, researchers)
 - Extra care housing (one London Borough)
- Organisations concerned about quality of care
 - Observational element used by one PCT to look at residents' QoL and identify poor practice
- Adapted in one LA for their QM team:
 - Home level, not resident level
 - Observation, not interviews
 - Qualitative evidence, not scores

International research interest

- Research teams from:
 - Denmark (nursing home residents)
 - Austria (older home care recipients)
 - Australia (older home care recipients)
- Considerable interest in adapting the approach for use in people's own homes
- Will be able to learn from their research
- Helpful to make international comparisons

Future work

- Adapting and testing the approach for use in:
 - Extra care housing (ASSET: Evans, Darton et al)
 - Home care
- Cognitive testing and development work with proxies (staff and family interviews)
- Further develop interviews with residents
- Explore usefulness of a 'home level' approach
 - Waiting for feedback from the QM team using it
- Feasibility study looking at whether the ASCOT can be used to improve care practice...

ASCOT and care home practice

- ASCOT users told us that simply reflecting back the evidence collected during observations can change practice.
- Raise awareness of what life is like for residents, e.g.
 - Mrs C was only spoken to once in 2 hours
 - Mr T had to wait 15 mins for help getting to the toilet
- Staff are shocked because they are so busy 'doing' they do not realise/notice

Pilot study?

- Measure baseline outcomes in small sample of homes
- Conduct an intervention with the staff team, using the ASCOT evidence
- Come back 6 months later and see if any changes in practice and resident outcomes
- Writing proposal for feasibility study now
- Including a lit review and consultations with homes/providers during design phase

Contact information

- Anyone interested in knowing more about this study or about measuring outcomes in care homes more generally, please email:
 - Ann-Marie Towers: A.Towers@kent.ac.uk
 - Nick Smith: N.J.Smith@kent.ac.uk
- Available in the break/lunch today
- Workshop session this afternoon