

## 12.5

**How will you evidence that you are supporting empowerment and independence of service users with learning disabilities and dementia? Please provide case studies to support your answer. (550 words, not including additional evidence requested)**

### **Outcomes Approach**

Over the last two years we have developed the Outcomes Approach to evidence how advocacy support leads to empowerment and independence. This provides the framework for people using our service and advocates to record and learn from key outcomes achieved as a result of their interventions. In the event that the person themselves is not able to participate in the process the IMCA will record outcomes with reference to other professionals in order to ensure external input. There are 3 types of outcomes that advocates record:

1. **Issue Outcomes** are the concrete changes that the partner wants to achieve e.g. a change in accommodation. An issue outcome is agreed with the partner at the beginning of the process and reviewed at the end of the process. For IMCA these outcomes focus on whether the ultimate decision reflected the individual's views, which can help IMCAs to decide whether to challenge a decision.
2. **Partner Outcomes** are the personal changes that the partner wants to achieve e.g. increased confidence. For IMCA, partner outcomes can be completed by discussion with the person as part of the process, observations and discussions with others. They tend to focus on whether the IMCA has represented the individual during the process and supported them to participate where possible.
3. **Policy Outcomes** are outcomes that allow VoiceAbility to demonstrate how the support meets the service's key performance indicators.

### **The IMCA report**

A key document for evidencing the empowerment of the individual is the IMCA's report. This should capture the client's views and preferences and represent them clearly.

The report should reflect the personality and sense of who the individual is and that efforts were made to involve the person in the process, not purely to capture his/her views. The report should show that the IMCA actively supported consideration of options that really reflect the client's preferences and that the IMCA has challenged this where it was not the case. This provides the immediate evidence that is used to inform how the service continues with the client, and also areas that the service needs to develop.

This evidence should also be recorded through casework reviews and supervisions, and feedback forms.

### **Recording of data.**

In April 2012 we launched the Managing Advocacy, Active Voices, Information System (MAAVIS) which is our bespoke database. MAAVIS can be tailored to record outcomes specific to each project and also keeps track of feedback on the service, safeguarding issues and stores all paperwork electronically. We use MAAVIS to produce reports for Commissioners on all key performance indicators.

This has allowed us to be more advanced in the reliability and validity in the information we capture and how it's used to steer and inform our services. For example, we can manipulate the data (and more data) to better identify themes and trends

**Case Studies and Impact.**

The Service Manager will take the lead on developing this process to capture the wider story of IMCA involvement as part of their work on client voice. He will investigate methods of recording feedback with individuals with learning difficulties and dementia by working with the individuals themselves and with the professionals and carers that surround them. This will enable us to develop better understanding of wider and longer term impacts of IMCA work.