**Flip Chart Feedback – 22/11/2019**

A lot of outcomes could be amalgamated

i.e. people receive appropriate and relevant information and advice that enables them to decide what services they need to access

* Amalgamate health into care and support outcome
* Need to ensure person-centred is documented in all outcomes
* Dementia outcomes need to be more specific and acknowledge that the person with dementia and their family receive support throughout the journey with dementia
* A person with dementia and their family have a key link worker to avert crises
* What does living well mean to these groups of people?
* Social isolation VS wanting to meet family and friends. Community connection is priority.
* Interface between navigation and providers

Outcomes

* Provide information – easy to understand and access
* Choices
* Confident in skilled staff
* Empowering independence / being supported to life safely and independently
* Managing a crisis / what to do if emergency
* Access to social activities – peer support
* Social – multiple activities on offer
* Dementia – information, access, education
* Support – reliable and flexible

SMART

* Feedback
* Data
* Footfall
* Specific outcomes – hospice use validated tools
* Resources – vol orgs, workforce, training
* Baseline at start of contract
* Evaluations – each session
* Communication between organisations is important (not duplicating)
* Information / support tools for signposting
* Follow up after safeguarding / practical support after safeguarding e.g. talking to bank, organising food parcel, helping with next steps after trauma

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