



POETTM

Personal Outcomes Evaluation Tool

**Quick guide to support the
POET embed project**

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in  Control[®]

Lancaster
University 

Introduction to POET

What is POET?

POET is short for Personal Outcomes and Evaluation Tool and is a set of qualitative questions which help Councils to understand the experience of someone going through self-directed support.

What is the embed POET project all about?

Some Councils survey the experiences of people going through self-directed support on an adhoc basis via face to face contact with a social worker or support worker or User Led Organisation, via telephone interviews or via postal surveys.

Although an adhoc survey provides an enormous amount of intelligence, it is generally thought that information is not collected routinely enough and surveys that are not built into existing processes can be timely and costly. Therefore, the Embed Project supports Councils to ask the POET questions on an ongoing basis as part of the review process and through assessment. The questions are built into the Local Authority Information Technology systems and asked on a regular basis.

How is the information extracted and used?

The intelligence from the questions are used to assess where improvement might be needed. The results are benchmarked locally and nationally. The key findings may be built into ongoing improvement planning and help the Council to be self-aware of the services provided. This helps to ultimately achieve better services and improve outcomes for individuals.

Please note, individual results are anonymised for bench-marking purposes and local authority safeguarding processes are followed. The high level anonymised results are also used nationally to help drive key policy decisions.

How often is the data extracted?

As part of the embed POET project, the data is extracted every quarter using a simple coding system. The reports are then provided by In Control to the local authority for local self-assessment.

Introduction to POET

In Control can offer further local support where improvement areas have been identified.

What is the initial project time-frame for first quarter?

April to June	Data collections by the Local Authority (LA to decide approach).
Beginning of July	Data Extraction. In Control will send a simple spreadsheet and coding system (as outlined in the final set of questions) to extract and analyse the data.
Beginning of August	A bench-marking report will be produced and provided to each local authority for local analysis and improvement planning.

*to be reviewed as the project progresses

What do the results look like?

Although, the questions used have changed slightly, a sample report can be provided by the In Control office (contact details at the end of this paper).

What are we asking?

Please see the file below. Page 1 provides the questions to embed and the coding used for extraction, Page 2 provides the simple Excel spreadsheet to aid data extraction:



Example embedded
POET 15-16 POET MA

POET Glossary

How do we explain the categories used within the questionnaire:

What is a direct payment?

Direct payments are for people who have been assessed as needing help from social services, and who would like to arrange and pay for their own care and support services instead of receiving this directly.

What is a Council managed budget?

This is products and services which can be purchased by the Council on behalf of a person or an individual.

What do we mean by Provider Managed?

Where the Council has the option to permit and/or pay the provider to administer the purchasing of activity that subsequently meets the person's assessed needs.

This can also be in the form of an Individual Service Fund which is a personal budget that a care provider manages on behalf of the person assessed as needing services.

What is a broker/care navigator?

A broker or care navigator provides you with advice and information about what services are available in your area so you can choose to purchase the care and support that best meets your needs.

What is residential/nursing care?

This is care in a care home, with or without nursing, for older people or people with a disability who require 24-hour care.

POET Glossary

What is home care?

This is care provided in your own home by paid care workers to help you with your daily life. It is also known as domiciliary care.

What is a Personal Health Budget?

This is an amount of money to pay for specific health needs given to you or arranged for you by the NHS.

What is a personal budget?

Money that is allocated to you or your local authority to pay for care and support to meet you assessed needs.

What do we mean by supported living?

This is an alternative to residential care or living with family that enables adults with disabilities to live in their own home, with the help they need to be independent.

What is Shared Lives or an adult placement?

This is a type of care for people who are unable to live independently or may not wish to live alone. Shared Lives carers offer, for example, support in the home for older people, people with mental health problems, or people with physical or learning disabilities. This may be regular visits or someone permanently living with you.

What is reablement?

This is a way of helping you remain independent, by giving you the opportunity to relearn or regain some of the skills for daily living that may have been lost as a result of illness, accident or disability.

POET Glossary

What is a personal assistant?

This is someone you choose and employ to provide the support you need, in the way that suits you best e.g. cleaning, helping you wash, dress and ensuring you have the opportunity to be part of the community.

What is day care?

Day care services help people to remain independent, remain at home, to have regular social contact and get involved in community life. This is usually delivered through a centre who offer a range of services.

What does the term “quality of life” mean?

Quality of life is a way of recording your satisfaction with your life in terms of wellbeing and happiness e.g. to what extent does the service provided enable you to be well and happy?

What do we mean by choice and control?

This means having the choice and control in how your support needs are met and greater control over the decisions made.

Contact

Who do I contact if I have any queries about the embed project?

Please contact the **In Control office** in the first instance: gaynor.cockayne@in-control.org.uk

Or alternatively contact **Natasha Burberry**, POET Support: nlbimprovement@gmail.com

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