

Contribution of Personal Assistants to improved Outcomes for People

Scottish Social Services Council

About this work

The SSSC initiated this project as part of its workforce planning work to improve understanding of the contribution of Personal Assistant (PAs) workforce. [Matter of Focus](#) were commissioned to co-facilitate a series of outcomes mapping workshops in June 2021.

The overarching aims of this work were to:

- Improve quantitative and qualitative data around PAs to ensure this sector is integral to workforce planning activities at a national and local level.
- Ensure any national policy recommendations for PA workforce e.g., from review of adult social care are incorporated into this work
- Identify and help facilitate better support, training and learning in collaboration with the PA workforce and stakeholders.
- Promote greater awareness of the value and role of the PA workforce in supporting positive personal outcomes for those they support.
- Involve and strengthen the PA voice in the development and delivery of this work

Aims and objectives

The aims of the PA outcomes mapping project facilitated by Matter of Focus were to:

- Build a shared understanding of the context in which stakeholders work and how this helps and hinders PAs being a valued part of the workforce.
- Share success stories that show how commissioners and managers can effectively value PAs as partners in care and how valued PAs can make a difference to their employers' lives.
- Co-produce one or more outcome maps to show the contribution of different stakeholders to ensuring PAs are valued in the workforce.

Context for delivery

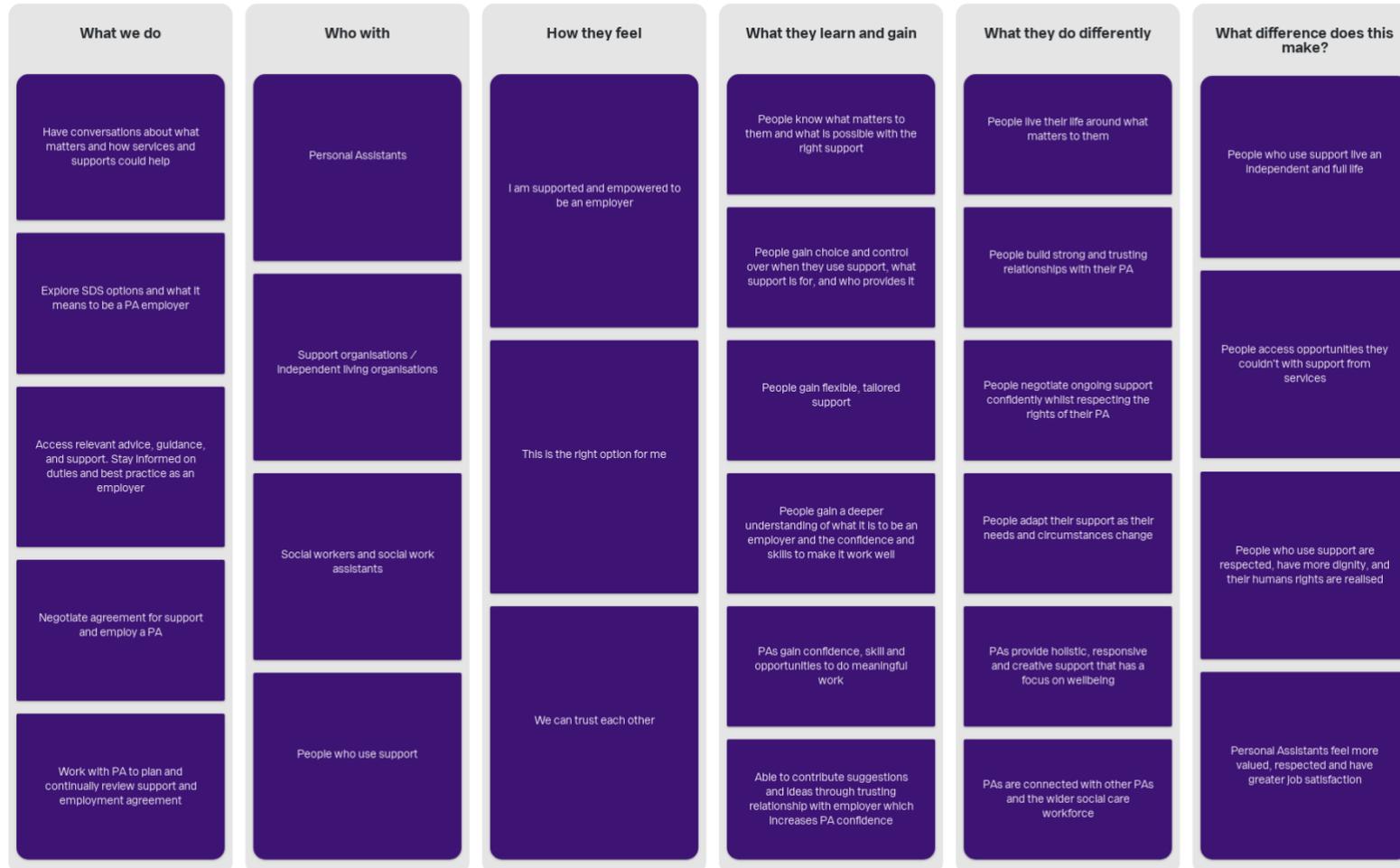
Stakeholders involved in project have included: PAs, PA employers, Self Directed Support Scotland, Personal Assistants Network, Scottish Personal Assistant Employers Network, Community Brokerage Network, Scottish Government, Social Work Scotland SDS Practice Network, Lothian Centre for Inclusive Living, Growbiz, Inspiring Scotland

The methodological approach of outcomes mapping builds on contribution analysis. In using the approach, we followed a logical and structured process through which we:

- Developed a theory of change for our project informed by an understanding of the context in which we operate.
- Agreed one or more outcome maps that showed how we thought our activities contributed to outcomes, and what needed to be in place to make this happen.
- Identified clear change mechanisms through which our project or programme worked and showed these in our pathways.
- Developed a plan to gather data to understand whether we were making the progress towards our desired outcomes. This included integrating existing data and information we collect, as well as capturing data specifically for this purpose.
- Systematically reviewed this data against each of the stepping stones for each pathway in the outcome map.
- Summarised key findings against each of the stepping stones to tell our contribution story.

The stakeholders involved in this project worked together, facilitated by Matter of Focus, to co-develop a shared understanding of how PAs can be better valued as part of the social care workforce. The Outcomes Map below is a product of this work.

Our outcomes map



Our pathways

PA's thinking about their role in supporting people to achieve outcomes

The contribution of Personal Assistants to improving outcomes for people who use support

The difference being a PA employer makes to people who use support

Our risks and assumptions

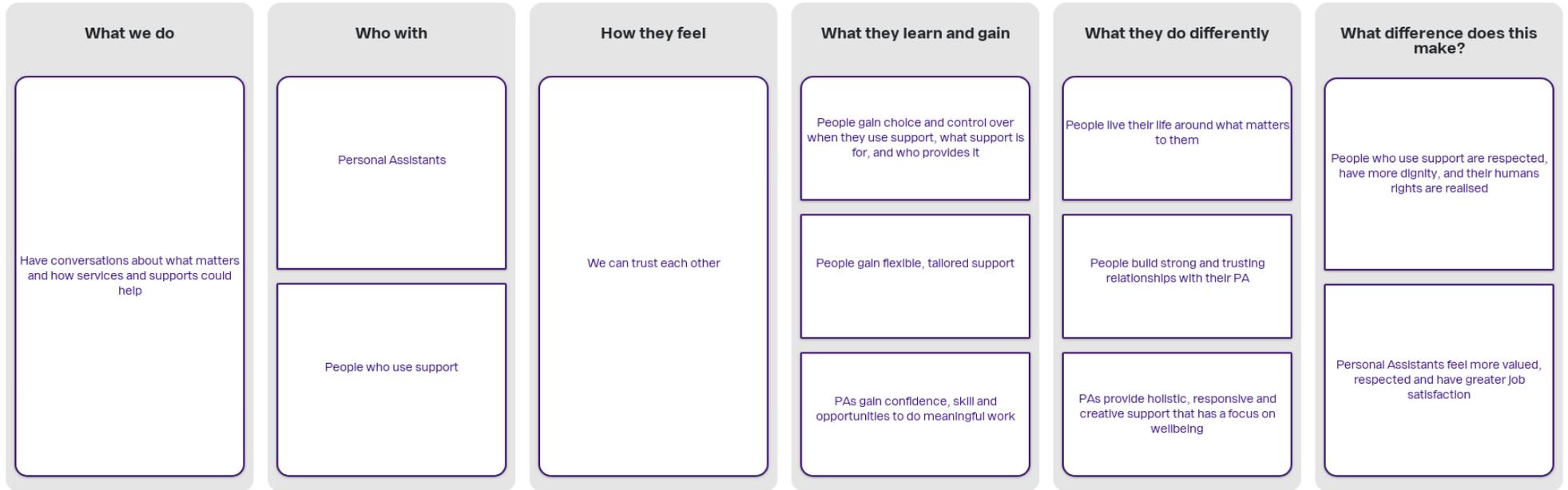
RISKS

-  Scope of budget not sufficient to cover PA/PA Employer training
-  People and PAs are not informed on Self-Directed Support
-  Employers at a disadvantage when setting up support due to admin barriers and personal circumstances at times of crisis

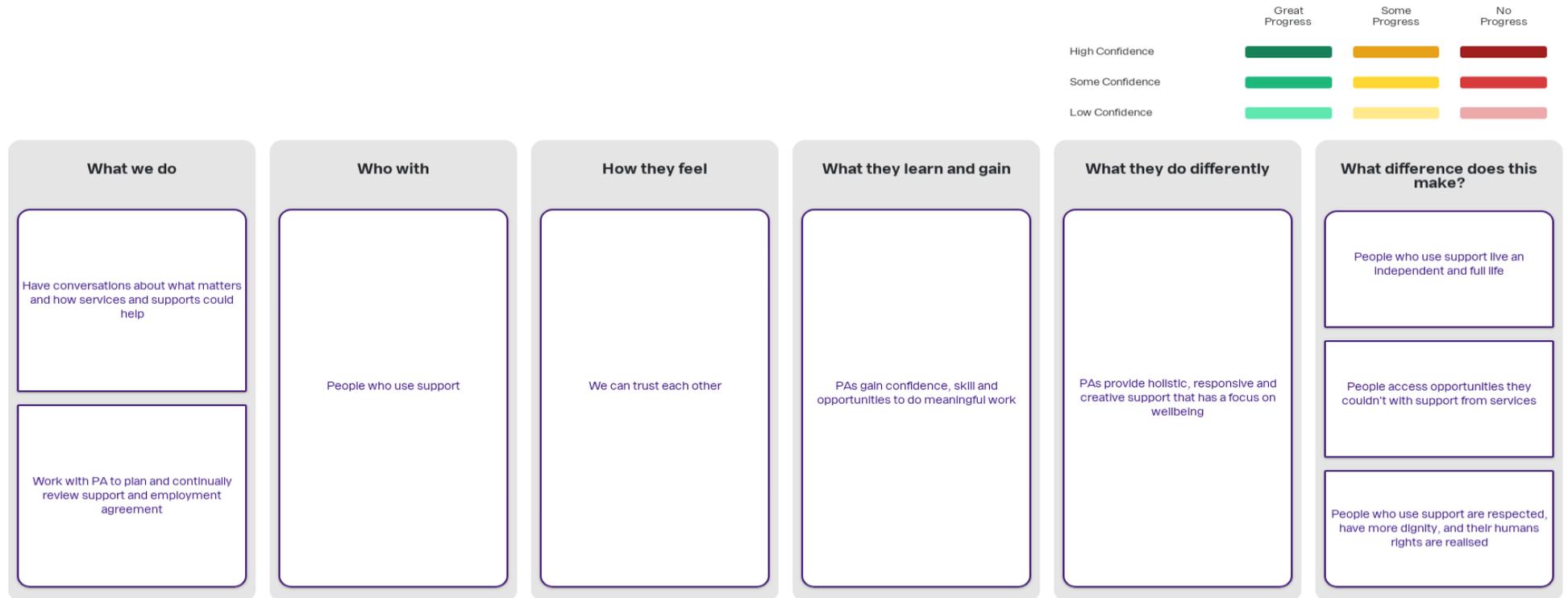
ASSUMPTIONS

-  People who use support are informed about the options available
-  People who use support feel capable of an confident in becoming an employer
-  Support is tailored to what a person wants
-  Support budgets are sufficient to meet people's needs
-  Personal Assistants are skilled and able to provide the support required
-  Everyone comes to the conversation with confidence about what the options are
-  Employers and PAs are able to start the relationship with good communication and clarity of needs and roles

PA's thinking about their role in supporting people to achieve outcomes



The contribution of Personal Assistants to improving outcomes for people who use support



The difference being a PA employer makes to people who use support



The full report this edited version was based on was generated in



Developed by Matter of Focus.

OutNav supports initiatives with a vision for social change to understand and track how their work makes a difference.

The cloud-based tool enables teams to apply a practical and meaningful approach to outcomes-focused monitoring and evaluation, developed by Matter of Focus.

<https://www.matter-of-focus.com>

