



## Still Listening, Still Learning: Personal Outcomes in 2025 and Beyond

### Noticing and recording the small things can make a big difference

#### Your name, role and organisation:

Jon Gavienas, Manager, Berryknowe care at home and housing support service  
Ainsley Connell, peer mentor, East Ayrshire Council

#### You email address/contact details:

[Jon.Gavienas@east-ayrshire.gov.uk](mailto:Jon.Gavienas@east-ayrshire.gov.uk)  
[Ainsley.Connell@east-ayrshire.gov.uk](mailto:Ainsley.Connell@east-ayrshire.gov.uk)

#### Overview

Jon - Our service is set up to provide 24-hour support to 10 adults over 18 with a learning disability and/or mental health condition. Most of the individuals living in Berryknowe are in fact adults with learning disabilities, some of whom have lived there for many years, and have come to see this as their home.

Our most recent inspection in 2023 identified that our service has significant strengths in how people's health and wellbeing benefit from their care and support, with strong links to local health professionals who are available for advice and guidance. We also have very good records in relation to health input. A key issue was that care and support were delivered around routines and tasks. It was identified that we needed to detail outcomes better to record how people are supported to achieve their wishes and aspirations

#### What have you had to do differently and what made this possible?

Jon - We have been working with the Thinking Differently team in the HSCP to look at how we record personal outcomes. Having someone come in to support staff to think about the outcomes that matter to the people we support has increased staff motivation and satisfaction, especially when they recognise that we do achieve outcomes every single day. It really helped staff to notice some of the small things that they are doing that actually make a big difference to our residents.

Ainsley – We were asked to run a session focused on personal outcomes and recording. On our initial visit we noticed recordings were very task focused and mostly focused on outputs or interventions. Staff were doing amazing work supporting residents but because of the task focus they were struggling to recognise the impact they were having. It wasn't really about more time spent recording but recording differently. We used the outcome card game which is on the PON website. The staff really enjoyed this and started to think about what is the difference between an output (services) and outcome (why).

**Has this helped to keep a focus on what matters to people in face of current challenges?**

Jon - A huge current challenge for our sector is recruitment and retention of staff. If staff feel that they are doing nothing but working through tasks, we have a struggle to keep hold of them. Keeping this focus on outcomes, and supporting staff to recognise the value in what they do every day, is helping provide that motivation.

Ainsley – Staff were supported to recognise that recording outcomes results in noting details of what makes the people they support well and happy. Workers recognised that recording captures the good work they do and that sharing this information with new staff would help those staff to provide better support. Management would also have a better understanding of people's outcomes. In Berryknowe, managers do the support plans and staff could see that their bit of recording feeds into that, making a contribution to understanding people better. Workers could also see that recording could support their own learning and development, and could even contribute to qualifications.

One example was a support worker saying: "I just go in and give people their meds". We encouraged them to think about their interactions so they could recognise the relational aspects of their role. The same worker noted: "Jim was laughing and animated as I left."

Others picked up on that. Another worker spoke about how they took someone out for a meal and that is all they would usually record. Other staff told them that on return to Berryknowe, the person enjoyed telling people details about their outing. It gave them something new to talk about and lifted their mood. This was added to the record.

Jon - A staff member organised for Jim to visit the sports shop in Cumnock. He realised Jim was meeting folk he used to know in the street and in the shop. Jim was connecting to his local community and came back excited to tell everyone at Berryknowe how he had a great day and met old pals who asked him where he was living, and how he was.

Another staff member realised that a usually mundane task of laundering service users' clothing was transformed by seeing it as an opportunity to encourage active participation. By encouraging them to bring their clothes to the laundry room and be involved, the person had a sense of achievement and increased self-esteem in that they had worked with staff and had nicely laundered clothes to wear whilst going out to lunch.

**What have you noticed in terms of outcomes or impact?**

Jon - Working with the Thinking Differently team on recording personal outcomes has given staff a strong sense of achievement and increased job satisfaction. Keeping that focus on making sure we recognise the outcomes we are achieving with people can support folk to live their best life. But if you stay task-oriented you lose sight of that.

Ainsley - After the sessions I had the opportunity to go back and speak with staff and they highlighted the have been working hard to change their recording notes to be more outcome focused and they spoke about this with enthusiasm, noticing more the differences made to people's lives through their work.

**How did this make you feel?**

Jon - A good day for me is when the door is open and service users come in and talk about what they want, going to live their best life. Although my workplace is very task oriented, it is still really important to have that time to talk to families and service users.

Ainsley – The evaluations from staff following the sessions highlights staff found the sessions informative and helpful. Staff said they are clearer on how to write about personal outcomes. I really enjoyed working with the staff, it felt like empowering them to recognise and value the work that they do and a broader sense of the outcomes they achieve with people. I also got a personal boost from positive feedback on my facilitation with the staff. When I read words like 'knowledgeable' that increases my confidence too.

**What have you learned through this?**

Ainsley – I was a PA with a third sector organisation before. I was in a similar situation to these staff and unaware of outcomes or the real impact I was having. This work has helped me reflect on my previous role. It would be so valuable to those provider organisations where a lot of people feel invisible and stuck in their roles. Short sessions on recording outcomes can help people to value their roles more.