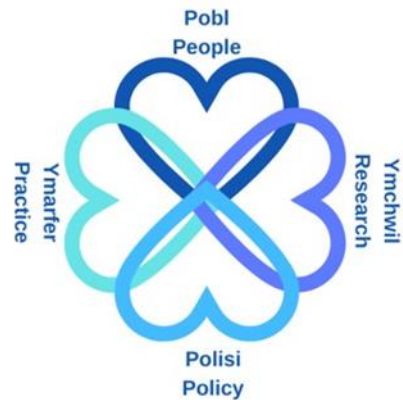


# Well-being outcomes – *from metrics to meaning*



DEEP: A fo ben bid bont



Nick Andrews, Developing Evidence Enriched Practice (DEEP) programme, Swansea University

# Introductions – please type into the chat.

My name is... and well being to me is...



What do we mean by well-being?



# Recognising *two* kinds of well-being

- Hedonic well-being: **Short term pleasures** of the kind elicited by the senses, e.g. watching a game of rugby
- Eudaimonic well-being: **Long term satisfactions** linked to meaning and purpose in life – linked to biological markers of health (Ryff et al 2004)



# The importance of short term pleasures

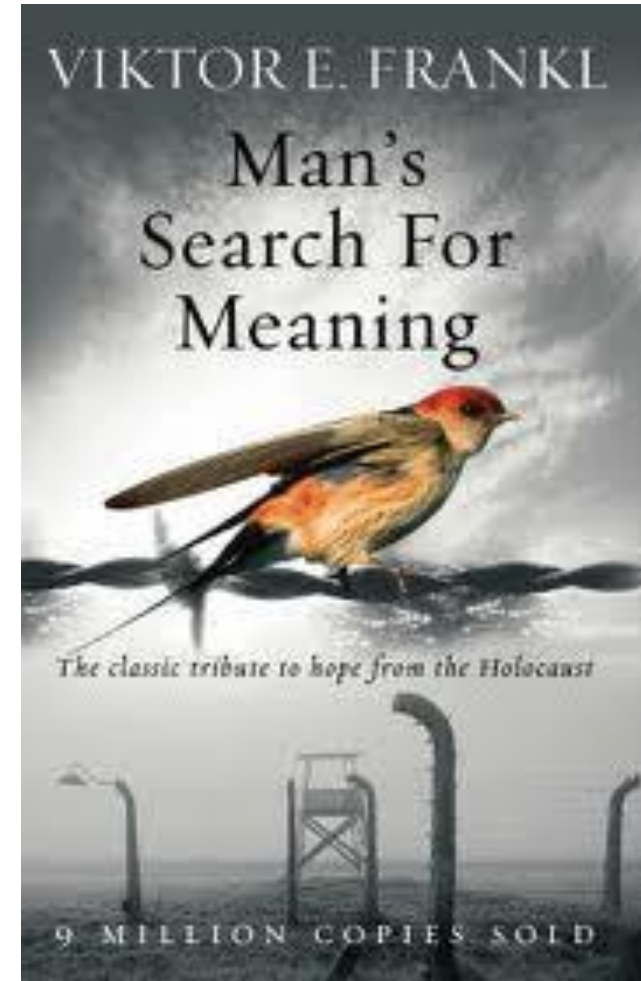
- *'A hospital would insist on a strict diet for a dying diabetic patient. We serve chocolate cake'*

Dame Cicely Saunders on  
life at St Christopher's  
Hospice, London



# The *greater* importance of longer term satisfactions

- *“Those who have a 'why' to live, can bear with almost any 'how'”*  
Viktor Frankl, Man’s Search for Meaning



# What is most important in well-being?



*'Voice, choice and control are important to us all. They are about identity, self-determination, self-expression and human rights. The lack of them damages confidence, self-esteem and well-being.'*

Sarah Rochira, previous Older People's Commissioner

# A thought from 'Road to 2012' – going beyond choice and control

- *'When I lost my legs, it was "right, what can we all still do together?" Still play football and rugby with my friends, sitting on the floor as a goalkeeper, scooting myself around with a rugby ball in my hands'* Nathan Stephens, Paralympics athlete, Barry Island, Wales





# What do we mean by Independent Living?

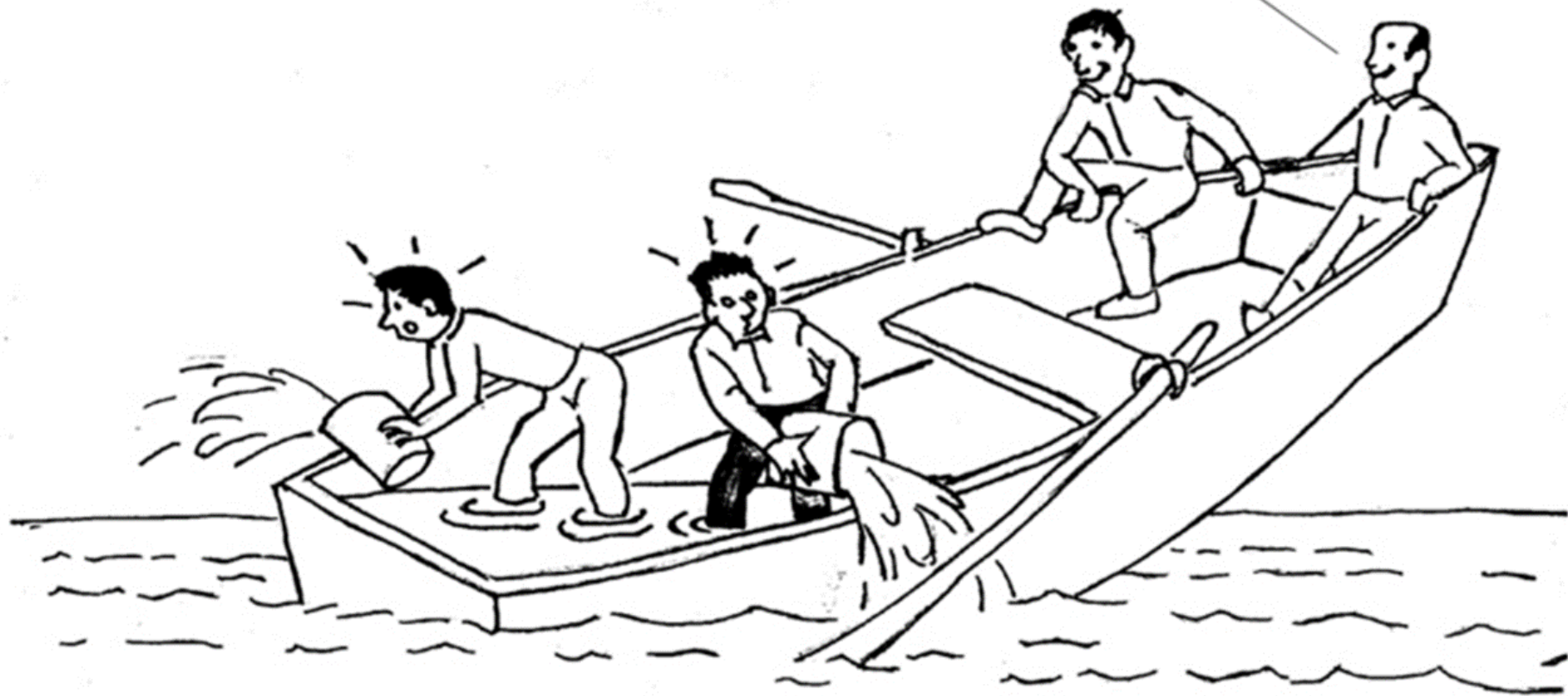
*'There has always been a distinction between what we mean by IL in Britain and what they mean in the States. IL in America is organized around self-empowerment, individual rights and the idea that in the land of the free and the home of the brave – all that cr\*p – individuals, if they are given access under the law and the constitution, can be independent. In contrast, in Britain . . .IL entailed collective responsibilities for each other and a collective organization. **It wasn't about individual self-empowerment; it was about individuals helping one another.** Once you accept that notion, it seems to me, you are beginning to question the foundations of the society in which we live'. (Campbell & Oliver, 1996, p. 204)*

# The concept of UBUNTU



<https://martinwebber.net/archives/2987>

Sure glad the hole isn't at our end.

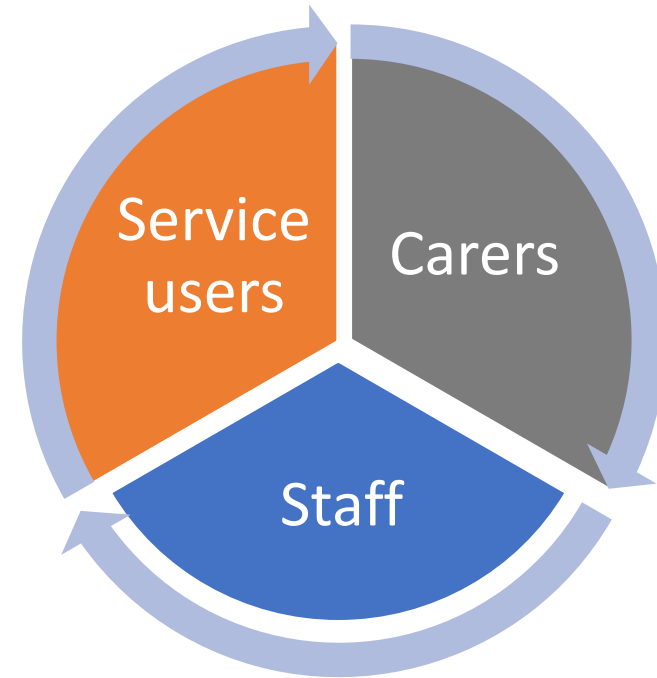


# Relationship centred care and the Senses Framework

**EVERYONE** achieves:

- A sense of **security**
- A sense of **continuity**
- A sense of **belonging**
- A sense of **purpose**
- A sense of **achievement**
- A sense of **significance**

(Nolan et al 2006)



# Mentimeter poll – getting a sense of your well-being in work

Go to:

[www.menti.com](http://www.menti.com)


Type in the following code:

4034 4097



# Well-being and the current outcomes agenda

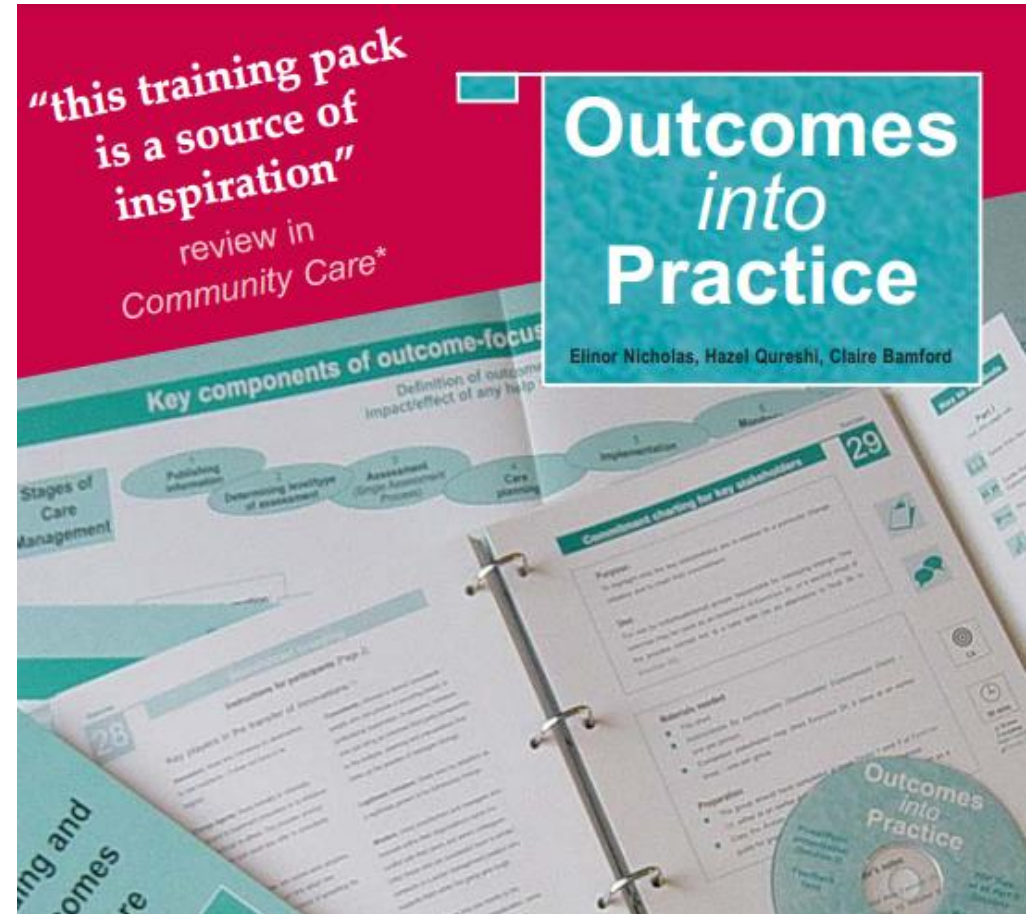
THE ONLY  
WAY IS  
UP

A hand-drawn staircase with five steps, each consisting of a horizontal line followed by a vertical line going up. An arrow starts at the bottom right of the first step and points diagonally upwards and to the right, following the general direction of the staircase.

# Outcomes into practice – SPRU, University of York

Three types of personal outcome:

- Change
- Maintenance
- Process



# Measuring well-being outcomes – catching a slippery fish





# Life's complicated



<https://www.youtube.com/watch?v=DiPrM0DNI8w>

# The danger of New Public Management

## reductionism

/rɪˈdʌkʃ(ə)nɪz(ə)m/

Learn to pronounce

*noun*

DEROGATORY

1. the practice of analysing and describing a complex phenomenon in terms of its simple or fundamental constituents, especially when this is said to provide a sufficient explanation.

# Going DEEP – 4 questions for breakout discussions



# Breakout room 1

Can social services be held accountable for the well-being outcomes of the people they support?

**Reflect on:**

Attribution v  
Contribution

## Breakout room 2

Can we predict  
wellbeing outcomes  
and is progress always  
linear?

**Reflect on:**

Distance travelled v Ups  
and downs

# Breakout room 3

What is our focus in capturing well-being outcomes?

**Reflect on:**

Proving v Improving

# Breakout room 4

Should we separate-out  
outcomes or engage  
with them as a whole?

**Reflect on:**

Numbers v stories

# Touching on some approaches to gathering evidence of well-being and ill-being





# Personal Well-being ONS4 measures

On a scale of 1 to 10:

1. Overall, how satisfied are you with your life nowadays?
2. Overall, to what extent do you feel that the things you do in your life are worthwhile?
3. Overall, how happy did you feel yesterday?
4. On a scale where 0 is “not at all anxious” and 10 is “completely anxious”, overall, how anxious did you feel yesterday?

Tinkler, L., & Hicks, S. (2011). Measuring subjective well-being. Office for National Statistics

<https://whatworkswellbeing.org/>

# PERCCI

The first six statements are about care workers that support you		Never or rarely	Sometimes	Often	Always
1	My care workers take what I have to say seriously	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	They treat me with kindness, as though I matter to them	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	They can tell my good days from my bad days	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	I have developed a close connection with them	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	They understand the areas of life that I need help with	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	I am given enough time to say the things I want to say	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The final six statements are about your care and support overall		Never or rarely	Sometimes	Often	Always
7	My care and support helps me to feel optimistic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<https://www.percci.org/>

# Experience Based Co-Design (and Magic/Tragic)



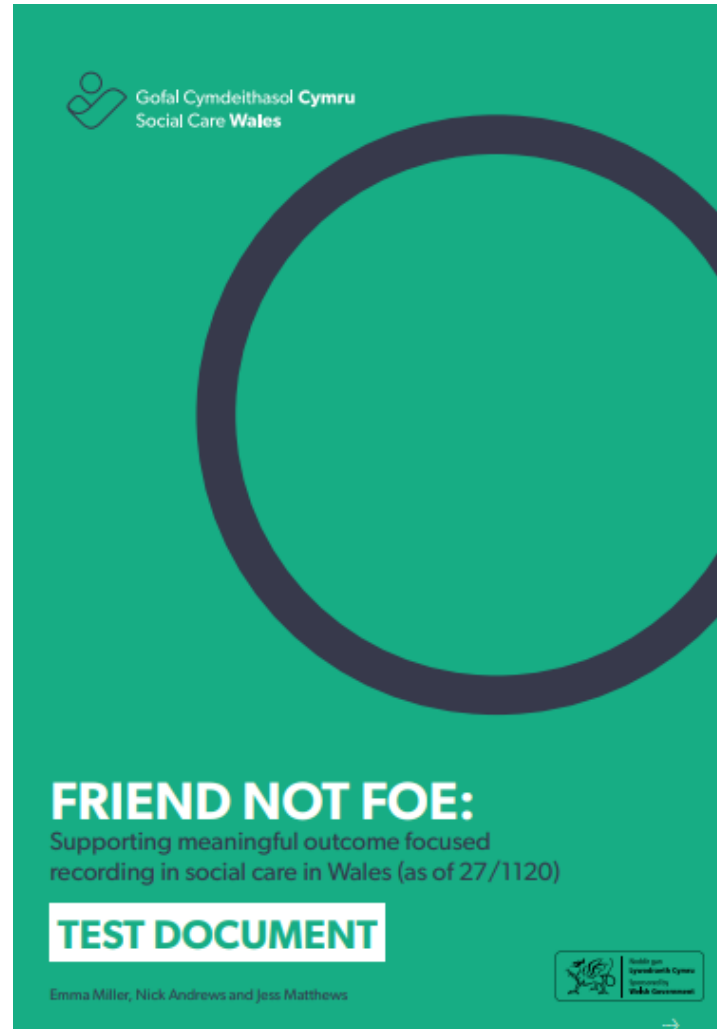
[https://www.kingsfund.org.uk/sites/default/files/Dr%20Gleenn%20Robert\\_06.12.10.pdf](https://www.kingsfund.org.uk/sites/default/files/Dr%20Gleenn%20Robert_06.12.10.pdf)

# Most Significant Change



<https://mande.co.uk/special-issues/most-significant-change-msc/>

# Current work with Social Care Wales



# Contact details and reference

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Meaningful and Measureable project:

<https://meaningfulandmeasurable.wordpress.com/>