here2there.me
Rich Stories of Achievement through Words and Pictures

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From Metrics to Meaning - Nick Andrews...

The challenge of knowing and understanding the wider context

It's about the story

It's about individual circumstances

Numbers are most useful if they are a catalyst for a conversation

It's about keeping it live

Outcomes can change with the persons journey

Its both numbers and stories – quantitative and qualitative

It's not linear and you have to have a system that can unpick that

Friend not Foe guidance

Discussion - experiences of how well people...

Capture a holistic view (profile) of the individual beyond their care and support needs

Identify what is important TO the individual, as well as FOR them, and what they want for the future (their desired outcomes)

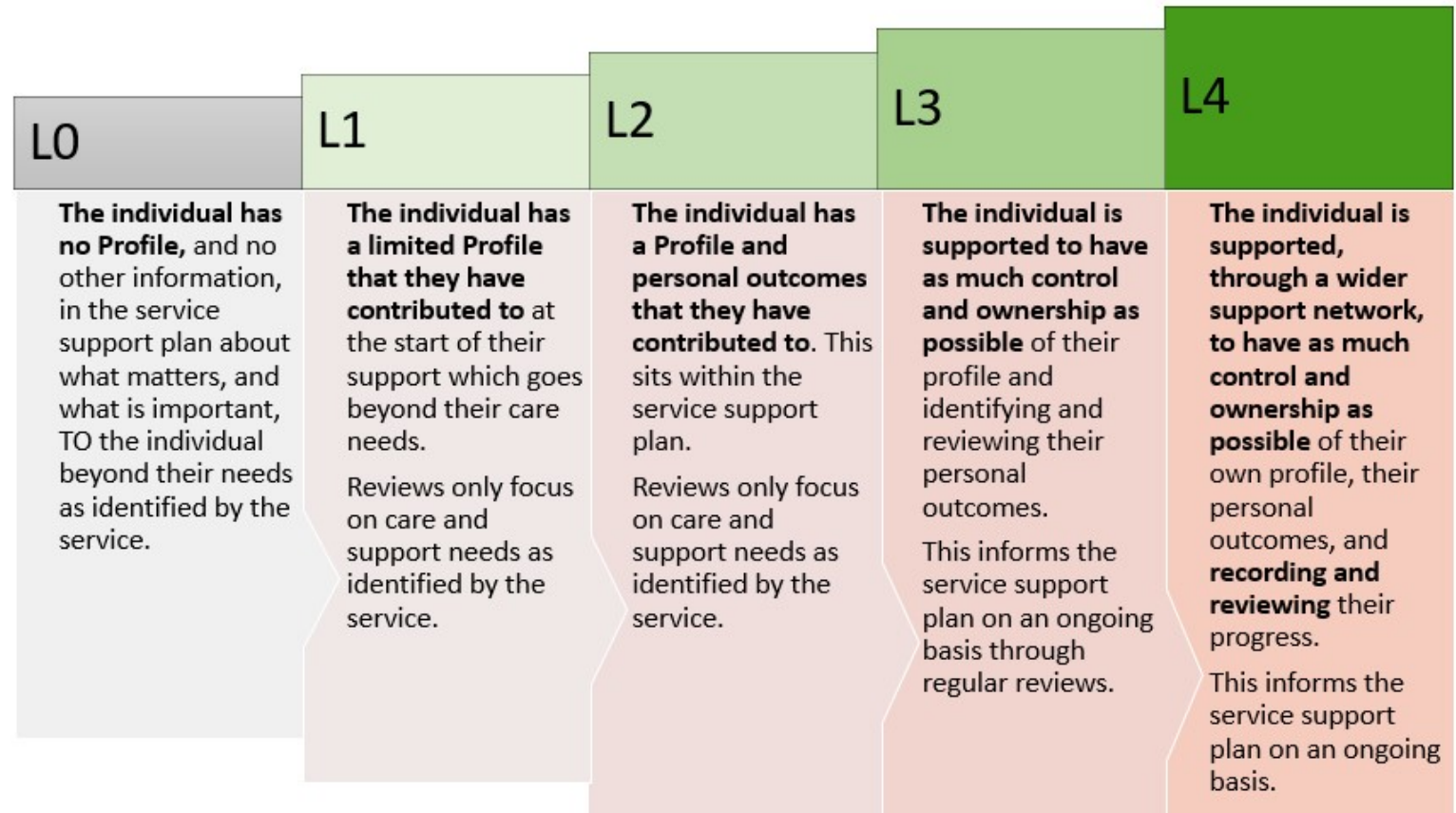**Review personal outcomes and how well these are being achieved and met**

Enable the individual to have as much control and ownership as possible of their plan and capture their 'story' of achievement on an ongoing basis

Support the individual to develop a wider network (Circle of Support) to encourage and support the individual
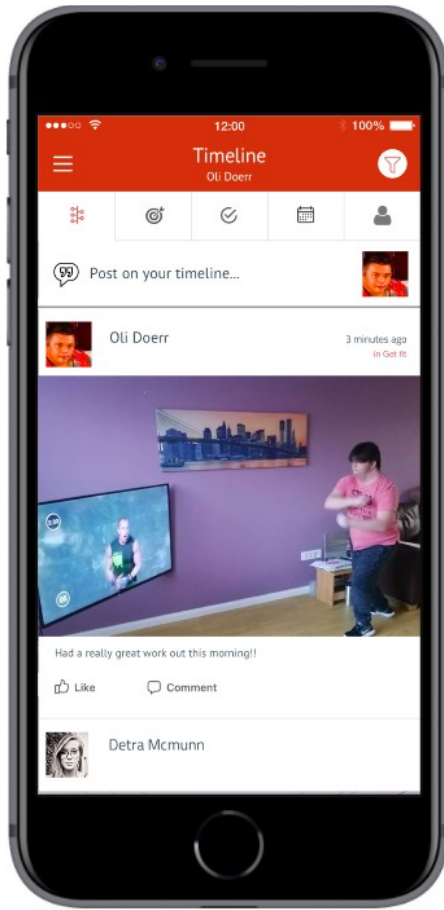
'Individual' = person being supported/cared for and/or their representative
'Personal outcomes' – 'what a person wants to achieve' (Social Care Wales) or the 'end result or impact of activities' (Scottish Government)
'Profile' – 'the person's own strengths and capabilities, and what support might be available from their wider support network' (England Care Act 2014)

L0
The individual has no Profile, and no other information, in the service support plan about what matters, and what is important, TO the individual beyond their needs as identified by the service.

L1
The individual has a limited Profile that they have contributed to at the start of their support which goes beyond their care needs.

Reviews only focus on care and support needs as identified by the service.

L2
The individual has a Profile and personal outcomes that they have contributed to. This sits within the service support plan.

Reviews only focus on care and support needs as identified by the service.

L3
The individual is supported to have as much control and ownership as possible of their profile and identifying and reviewing their personal outcomes.

This informs the service support plan on an ongoing basis through regular reviews.

L4
The individual is supported, through a wider support network, to have as much control and ownership as possible of their own profile, their personal outcomes, and recording and reviewing their progress.

This informs the service support plan on an ongoing basis.

What is here2there.me - a summary

- An online person-centred planning and outcomes recording app

- For anyone on targeted and planned programmes of support

- Includes online admin tools and a phone App

- Allows individuals to take as much control and 'ownership' of their plan as possible

- Allows the organisation to evidence the impact of their support

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Targeted support - the challenges
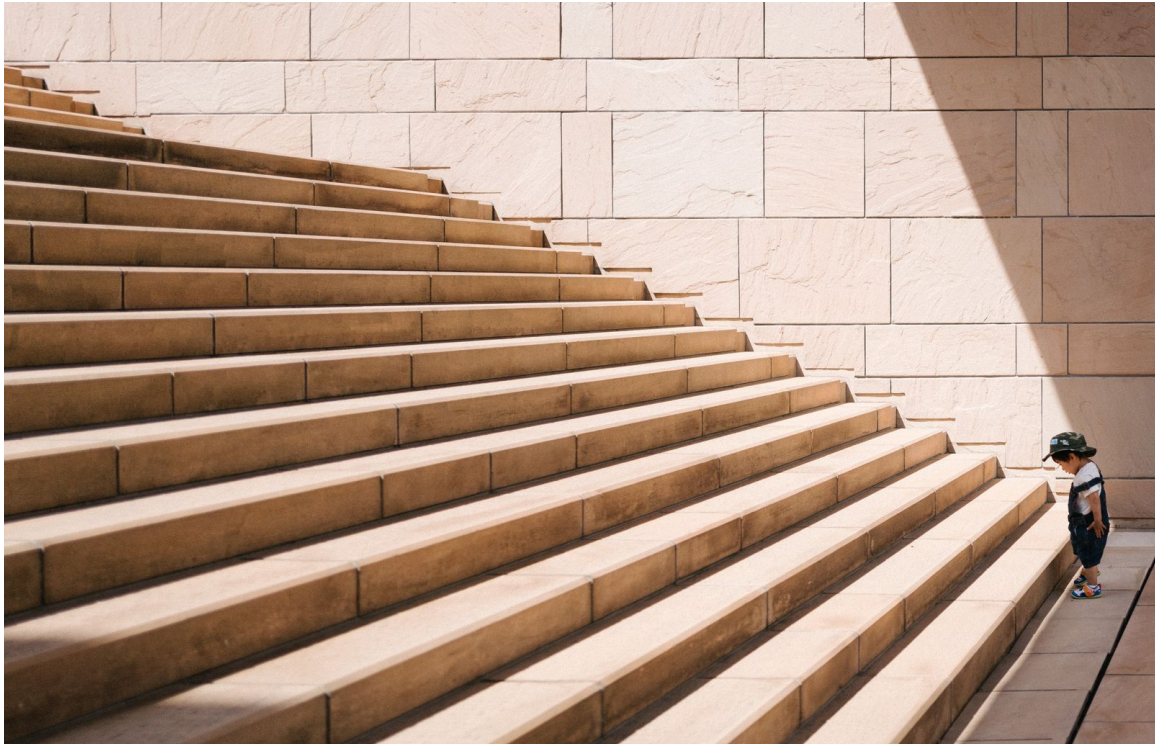
Care plans tend to centre on what's important FOR Individuals, rather than what's important TO them

It's difficult for organisations to capture the individual's journey and what they have achieved

here2there.me...

Starts from an Individual's vision for their future, their motivations, strengths, and what matters TO them

Allows the individual to capture their achievements and journey through a live story in words and pictures

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It involves a process of...

1. Creating a profile - a strength based 'picture' of the individual

2. Goal setting and support - agreeing outcomes and Circle of Support
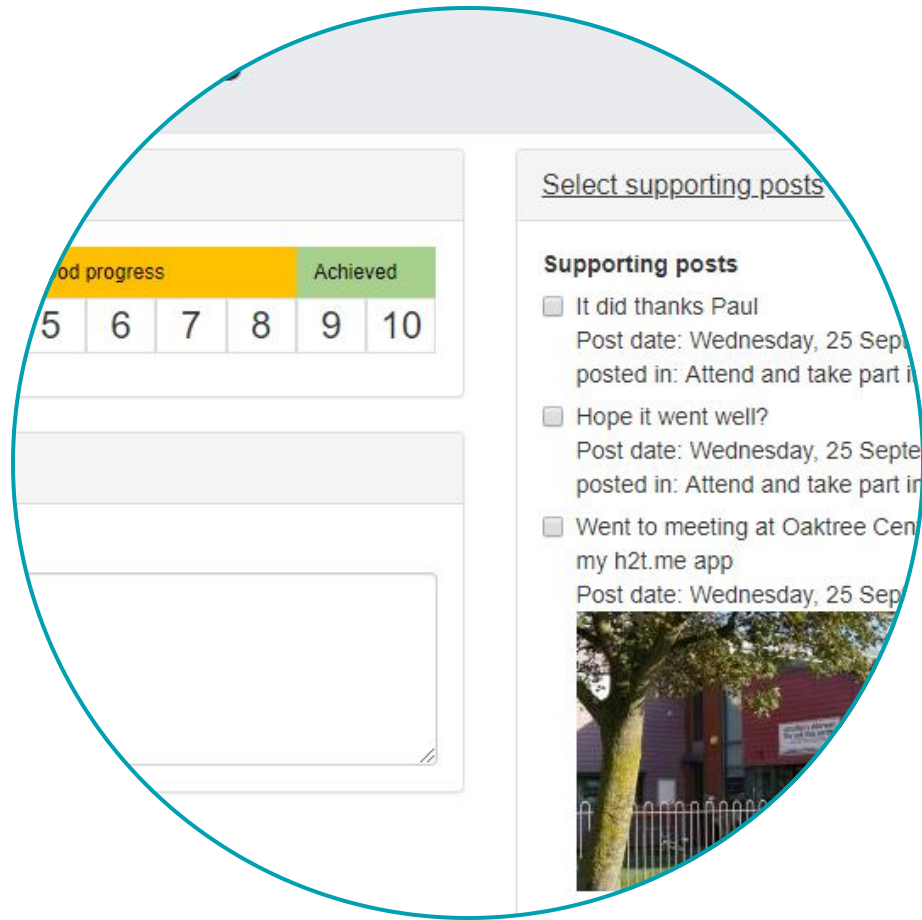
3. Capturing the story of achievement in words and pictures

4. Reviewing - outcomes and distance travelled

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Reviews

Reviews are an opportunity for the Mentor and Individual to discuss progress

This includes the perception of the Individual and Mentor about distance travelled (on a 1 to 10 scale).

This is the catalyst for a conversation whilst also bringing in supporting evidence from the App - real stories of achievement recorded on a day to day basis.

The Circle of Support works in a joined up way to...

- see the Individual's journey in real time

- provide additional evidence of achievements

- encourage the Individual on an ongoing basis

- record outcomes and achievement, with the Mentor, when the Individual is unable to do this themselves

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A strength-based and solution focused process
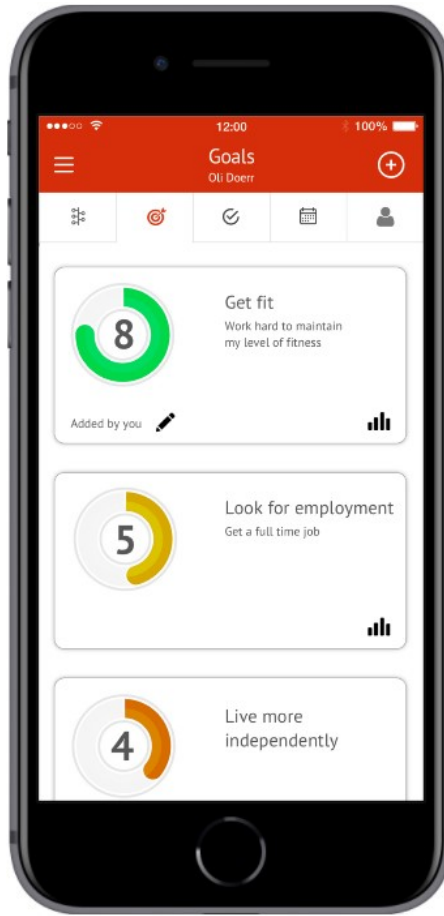
- **People respond best when the starting point is an appreciation of their strengths, what motivates them, what they can do**

- **Reviews are most energising when they focus on achievements and progress**

- **Goal setting is effective when it centres on positive outcomes, what people want more of, not less of**

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The system works because...

- The Individual is in control of their own plan

- The App is based on familiar technology (social media)

- It provides qualitative & quantative data

- The organisation can evidence impact against 'bottom up' and 'top down' (ext KPIs) outcomes

- It facilitates joined-up working

- It is safe - nobody else outside of the Circle of Support are able to see the information

- The Circle of Support involves people committed to promoting the Individual's quality of life
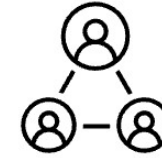
- It's fun and easy to use!

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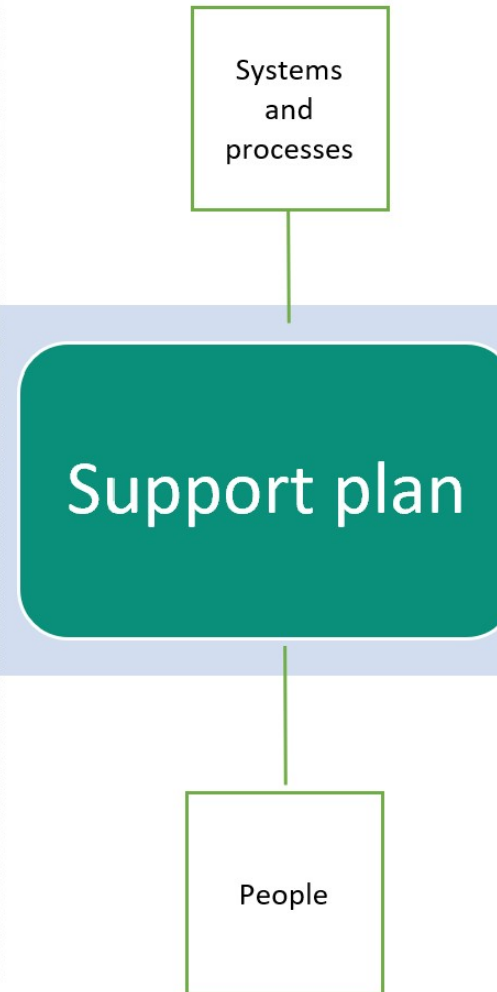
The people within Here2there.me

- Roger Rowett has over 30 years experience within the public and voluntary sector, including regulation and inspection (CSIW & Estyn). He has a particular interest in strength-based approaches and has written National guidance on person centred planning and Appreciative Inquiry

- Stuart Short is an experienced developer who has been delivering innovative digital products to the education sector for over 10 years. Stuart has led on the technical development of H2T since its inception.

- Vicky Allen has a wealth of experience in the public sector at an operational and strategic level. Her recent work focuses on supporting organisations to deliver continuous improvement and positive outcomes. Vicky supports our clients to integrate H2T into their ways of working

- We also work collaboratively with a number of organisations who share our values in order to deliver a responsive and effective service that is truly co-productive and person-centred.

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Winner of Welsh Government SBRI Challenge 20/21 - Better Lives Closer to home

'The focus will be on creating better lives closer to home, by delivering against three key objectives that support the Welsh Government's Economic Action Plan' including...

Supporting mental and physical wellbeing for all generations - developing new products and services to address mental health, improve access to care, and support the resilience of communities throughout the pandemic and beyond.

Associated Partners
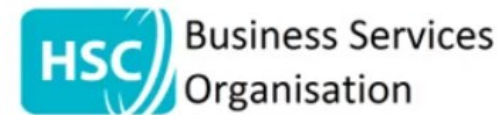
# Two years of pilots across a range of services - 20/21

Testing of prototype across six supported living houses for LD run by Flintshire Social Services and Cartref Ni

Testing of prototype in 3 children's homes run by Woodlands in Wrexham

Testing of prototype in Denbighshire County Council Working Denbighshire Scheme (part of Working Wales)

Testing of new system during 2021 based on learning from the prototype as part of the Welsh Government SBRI competition - Better Lives Closer to Home
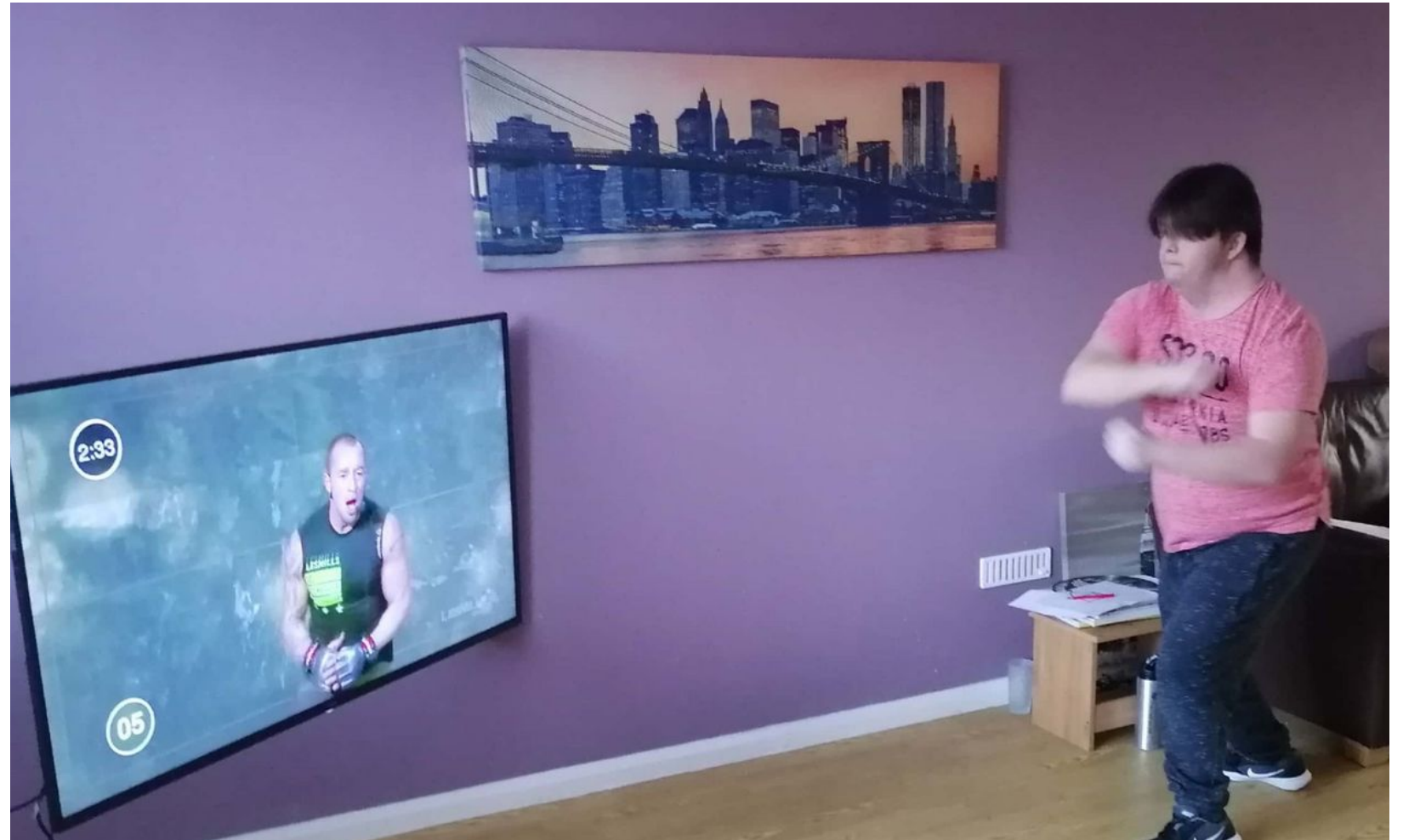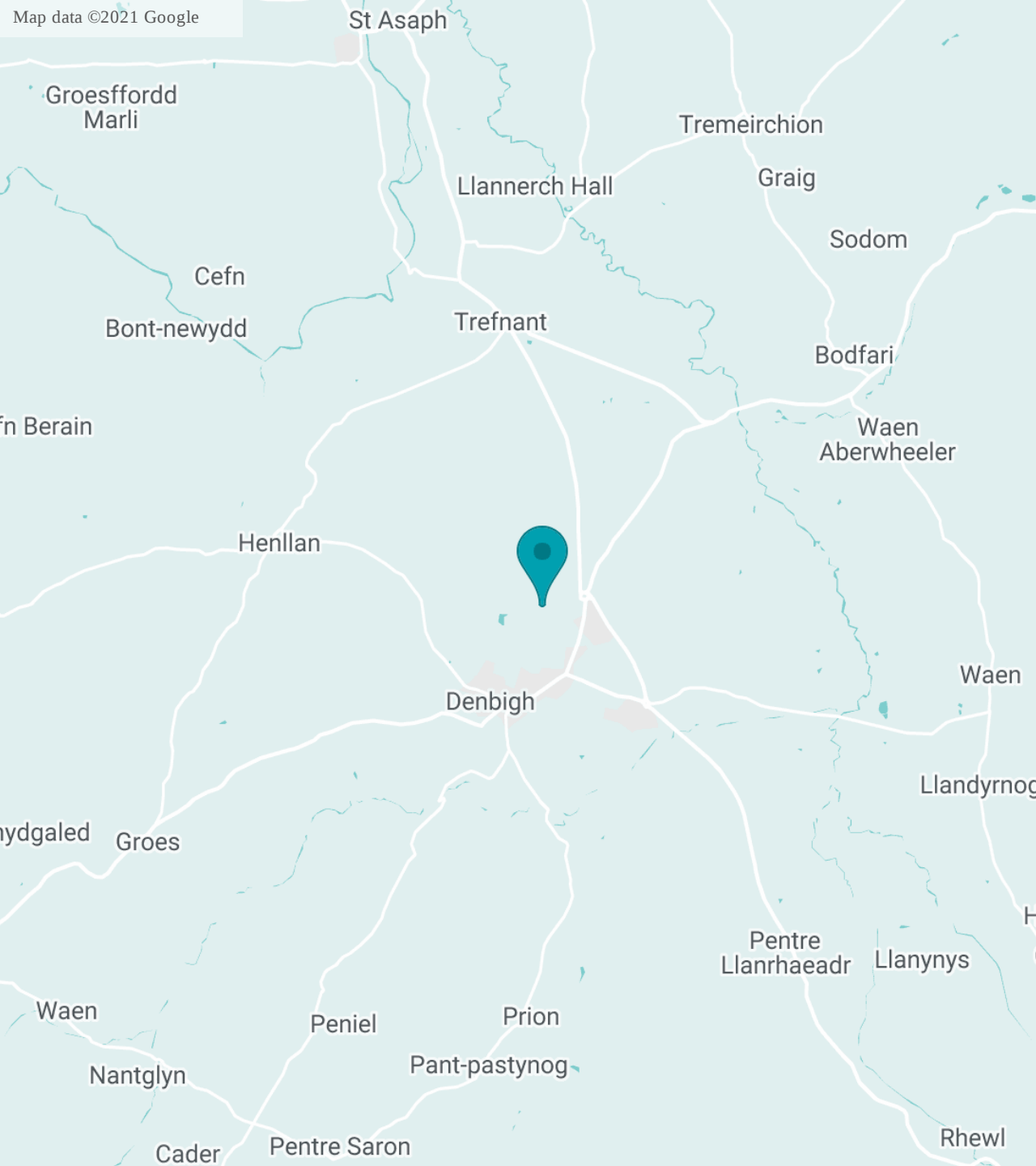
Contact Us

📞 01824 790892 / 07811 956848

🐦 @Here2thereM

@ roger@here2there.me.uk

🌐 www.here2there.me.uk