

**Whose Choice is it Anyway- How do
you meet the needs of all
stakeholders with the best
compromise**

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Enable Care

Compromise

- Compromise is a stalling between two fools.”
— Steven Fry
- “Compromise is a word found only in the vocabulary of those who have no will to fight.”
— St. Josemaria Escriva
- A compromise is an agreement whereby both parties get what neither of them wanted. Author Unknown
- To compromise is to make a deal where one person gives up part of his or her demand.—often involving variations from an original goal or desire -Wikipedia

Objectives

- Identify who the stakeholders are in making the decision
- Examine the motivating factors in making that decision
- Exploring differing expectations
- Using a simple tool to map suitability.

What measures are there available for assessing the suitability of a service

- and what do they measure
- Is it any good?
- Who is measuring

Decisions Decisions

- Location
- Outcome/Reputation
- Speciality/Services available
- Cost/ Value for money
- Social Milieu
- Quality Measures
- Feel

Who's buying?

- Family
- Resident
- Referrer
- Commissioner
- CQC

Location

Micro/Macro



Facilities
Amenities
Distance / Ease of Access
Is it on a hill

Outcome/ Reputation

- What are they going to do
- How long do people stay
- Where do they go from here
- Who rates it

Speciality/Services

- Is there an understanding of ABI
- Is there a training programme for staff and families
- Are there “experts” involved or is there access to ?

Cost /Value for Money

- What's the range
- Who assesses value for money

Social Milieu

- Who else is there



Quality Measures

Badges

People

Publication

Connections

Have you got one of these?



Feel

Does it smell of W**

What's the décor like

Would you live here

Who is assessing

- Mandatory
 - CQC
- Voluntary
 - CARF
 - Headway Approved provider project
 - CHKS
 - UKABIF

Who What	Family	Resident	Referrer	Funder	Legislator	Variance
Location	5	2	0	4	0	
Outcome/ Reputation	3					
Speciality/ Services						
VFM/Cost	1					
Social Milieu	4					
Quality	2					
Feel	5					
Score						

[To Decision Tool](#)

So

- Is it any good
 - Depends on what “Good Means”
 - Depends on who is asking the question
 - Depends on who is making the decision