# Outcomes: People with mental health issues and their families/carers

We have captured example outcomes that may be relevant when working with people with mental health issues and their families/carers. In the following tables, for each outcome we have provided related indicators and ideas for sources of data. Click on each outcome below to go to the related table

* [Increased ability to manage mental health and lead a full life](#_Outcome:_Increased_ability)
* [Increased confidence, emotional balance and resilience in the face of difficulties (self-perception outcomes)](#_Outcome:_Increased_confidence,)
* [Improved experience of care and support in relation to any mental health problems](#_Outcome:_Improved_experience)
* [Reduced stigma and discrimination towards people with mental health problems](#_Outcome:_Reduced_stigma)
* [Families and friends of people with mental health problems have improved mental wellbeing and life satisfaction](#_Outcome:_Families_and)

### Outcome: Increased ability to manage mental health and lead a full life

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| **Specific outcome** | **Indicator** | **Source of data** |
| Improved skills and qualifications | Academic qualifications achieved | Survey questions (can be benchmarked to national data) |
| Life skills developed |
| No. of service users in employment or education |
| Increased access to employment | Progress towards gaining employment | Survey questions (can be benchmarked to Office for National Statistics [Labour Force Survey](https://www.ons.gov.uk/surveys/informationforhouseholdsandindividuals/householdandindividualsurveys/labourforcesurvey) data) |
| No. of people with a mental health problem accessing employment |
| No. of people with a mental health problem sustaining employment |
| Improved social connections | Score on a scale measuring social networks / connections | [Berlin Social Support Scales (BSSS)](http://www.midss.org/content/berlin-social-support-scales-bsss)[ONS national indicators for loneliness](https://www.ons.gov.uk/peoplepopulationandcommunity/wellbeing/methodologies/measuringlonelinessguidanceforuseofthenationalindicatorsonsurveys) |
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| Service users become more active citizens | No. of people volunteering or offering unpaid help | Questions in [Understanding Society survey](https://www.understandingsociety.ac.uk/documentation/mainstage) (wave 2), voluntary work module |
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| Improved ability to manage finances | No. of service users reporting that they have adequate knowledge, confidence and access to personal finance, bank account, savings, and credit | [OECD/INFE toolkit for measuring financial literacy and financial inclusion](https://www.oecd.org/daf/fin/financial-education/2018-INFE-FinLit-Measurement-Toolkit.pdf)  |
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| No. of service users in control of personal finances, including budgeting, managing indebtedness, and claiming appropriate level of benefits |

### Outcome: Increased confidence, emotional balance and resilience in the face of difficulties (self-perception outcomes)

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| **Specific outcome** | **Indicator** | **Source of data** |
| Feeling more informed about own mental health and emotional well-being | No. of people reporting they feel more informed about their mental health & well-being | Survey of patients after they have accessed a service  |
| Number of information resources and publications downloaded or accessed. | Web data on number of downloads & page views, and/or number of leaflets/booklets distributed |
| Increased ability to manage own mental health problems | Score on psychological scales to measure ability to cope. |  |
| Improved confidence and self-esteem | Increased feelings of self-worth | [Rosenberg Self-esteem scale (RSES)](https://fetzer.org/sites/default/files/images/stories/pdf/selfmeasures/Self_Measures_for_Self-Esteem_ROSENBERG_SELF-ESTEEM.pdf) |
| Improved self-assessment of own capabilities |  |
| Increased feeling that own life is valued and respected |  |
| Improved mental state, including reduced symptoms of distress | Decreased negative symptoms of mental distress | [Short Warwick Edinburgh Mental Wellbeing Scale](https://warwick.ac.uk/fac/sci/med/research/platform/wemwbs/about/) |
| [The Patient Health Questionnaire (PHQ-9) for symptoms of depression.](http://www.cqaimh.org/pdf/tool_phq9.pdf) Clinical scale with risk question that has safeguarding implications. For therapeutic services. |
| [Recovery Quality of Life (ReQoL)](http://www.reqol.org.uk/p/overview.html) |
| Improved wellbeing | Increased frequency of positive emotions | [25-Item Resilience Scale (Wagnild & Young, 1987)](https://hr.un.org/sites/hr.un.org/files/The%20Resilience%20Scale%20%28Wagnild%20%26%20Young%29_0.pdf)[Connor-Davidson resilience scale](http://www.connordavidson-resiliencescale.com/index.php)(Requires a license) |
| Decreased frequency of negative emotions |  |
| Decreased sense of boredom |  |
| Increased hope and positive feelings about the future | Increase general self-efficacy | [Schwazer-Jerusalem General-Self-Efficacy Scale](https://userpage.fu-berlin.de/health/engscal.htm) |
| Increased empowerment / feeling of control over own life | No. of service users reporting a sense of having control over their own destiny and ability to make decisions |  |

### Outcome: Improved experience of care and support in relation to any mental health problems

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| **Specific outcome** | **Indicator** | **Source of data** |
| Improved experience of mental health care support and services | No. of people who are satisfied with the support and services received | Survey questions on quality & satisfaction with support and services |
| Improved access to and increased use of support services | No. of referrals to mental health services | Data on referrals from professionalsNo. of sessions delivered |
| No. of people accessing mental health services | No. of sessions deliveredSurvey questions  |
| No. of service users reporting improved access to support |
| Health practitioners are better able to identify mental health problems and act appropriately | Number of practitioners trained in mental health | Data from training providers or GP surgeries |
| Number of practitioners that ‘feel confident’ at dealing with mental health problems and know where to direct people | Data on practitioner qualifications and surveys questions on knowledge/confidence |
| Number of mental health cases diagnosed and referred from GP surgeries | GP diagnosis and referral data collected by the Department of Health and local health authorities. |

### Outcome: Reduced stigma and discrimination towards people with mental health problems

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| **Specific outcome** | **Indicator** | **Source of data** |
| People have improved knowledge about mental health | People have an improved knowledge about mental health problems. | [Mental Health Knowledge Schedule (MAKS).](https://cles.org.uk/wp-content/uploads/2011/03/Mental-health-knowledge-schedule.pdf) |
| People have improved attitudes towards people with experience of mental health problems | People have improved attitudes to mental health problems (i.e., how tolerant they are, and the language that they use) | [Community Attitudes to Mental Illness Scale (CAMI)](https://camiscale.com/) |
| Behaviour towards people with experience of mental health problems improves | Improved treatment of people with mental health problems | [Reported and Intended Behaviour Scale (RIBS).](https://cles.org.uk/wp-content/uploads/2011/03/Reported-and-intended-behaviour-scale.pdf) |

### Outcome: Families and friends of people with mental health problems have improved mental wellbeing and life satisfaction

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| **Specific outcome** | **Indicator** | **Source of data** |
| Improved support for people caring for someone with a mental health problem | Number of carers of people with mental health problems feeling supported |  |
| Number of hours respite and short breaks provided to carers |
| Number of periods of respite provided to carers |
| Improved attitudes towards family members with mental health problems | Score on psychological scale to measure satisfaction with relationships. | [Huebner’s Multi-dimensional Student Life Satisfaction Scale 7-item family module.](https://www.corc.uk.net/outcome-experience-measures/multidimensional-students-life-satisfaction-scale-mslss/) |