

# **Needs, services and outcomes**

# Needs assessment and pathway planning dilemmas

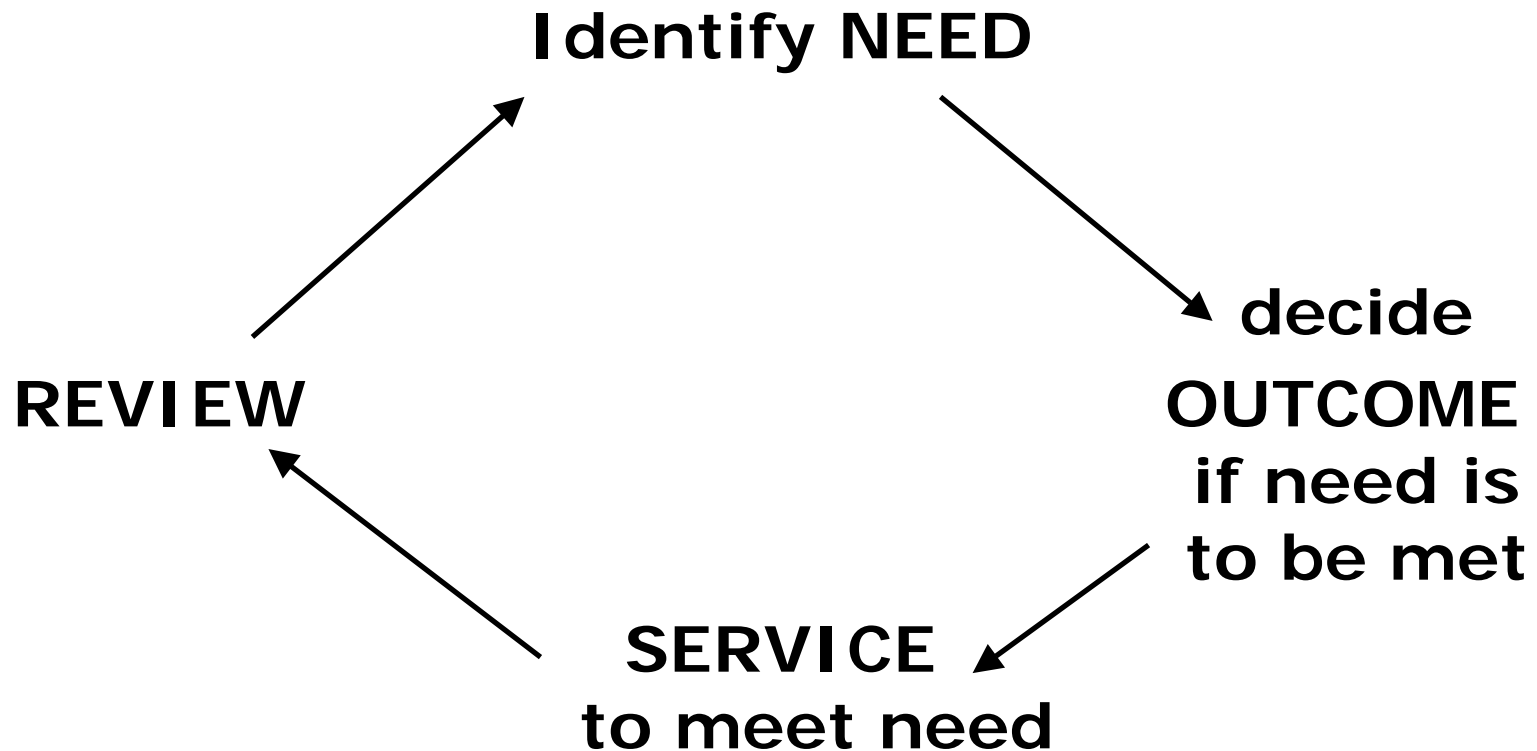
- What are the needs?
- Is there a service available?
- How do you plan if you don't know the outcome?
- Who will pay for the resources needed?

# Case study

Albion has been having nightmares, getting up in the middle of the night and falling asleep in class. Both the school and the social worker are concerned.

The social worker feels that Albion needs counselling.

# Needs–services–outcomes model



# Case study: Using the model

Albion has been having nightmares, getting up in the middle of the night and falling asleep in class. Both the school and social worker are concerned.

## Case study (continued)

**Needs:** Albion needs to sleep well. He needs to have ways of expressing the fears that are causing the nightmares, so that they do not disturb his sleep.

**Outcomes:** Albion is free from nightmares. Albion is not falling asleep in class.

**Service:** Social worker talks with Albion about his nightmares and suggests he keeps a dream diary.

# Review

If the dream diary does not help Albion, then an alternative service or task should be looked at