Identifying Priorities for Research and Implementation in Adult Social Care in Kent, Surrey, and Sussex

A Focus Group Study

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Today's presentation

- Background
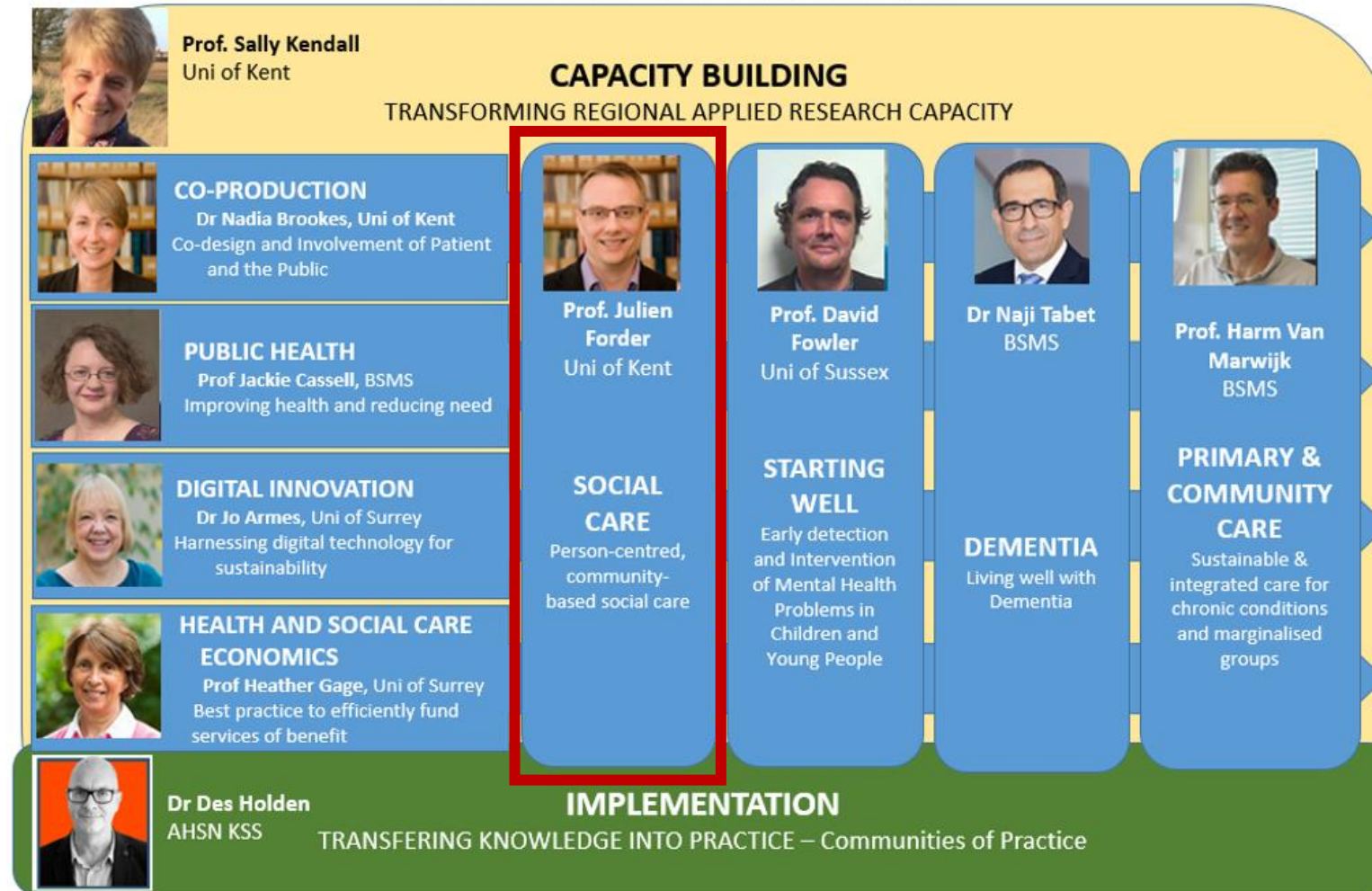- Method
- Preliminary results
- Future steps

What do ARCs do?

1. Develop regionally-based research partnerships
2. Improve health and social care for stakeholders through implementation of applied health and social care research into practice

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Research themes

Social Care Theme **objective**:

To undertake research on social care and how changes in service provision impact on service users, their families and carers, and on others

Working with stakeholders, we would prioritise 4 topics to conduct evidence synthesis and data analysis

Studies on research priorities in adult social care are scarce

1. James Lind Alliance (2018). Ten research priorities for social <u>work</u>

2. School for Social Care Research (2019). Thirty research priorities for adult social care

What's missing:
- local and regional priorities
- bottom up approach
- impact COVID-19

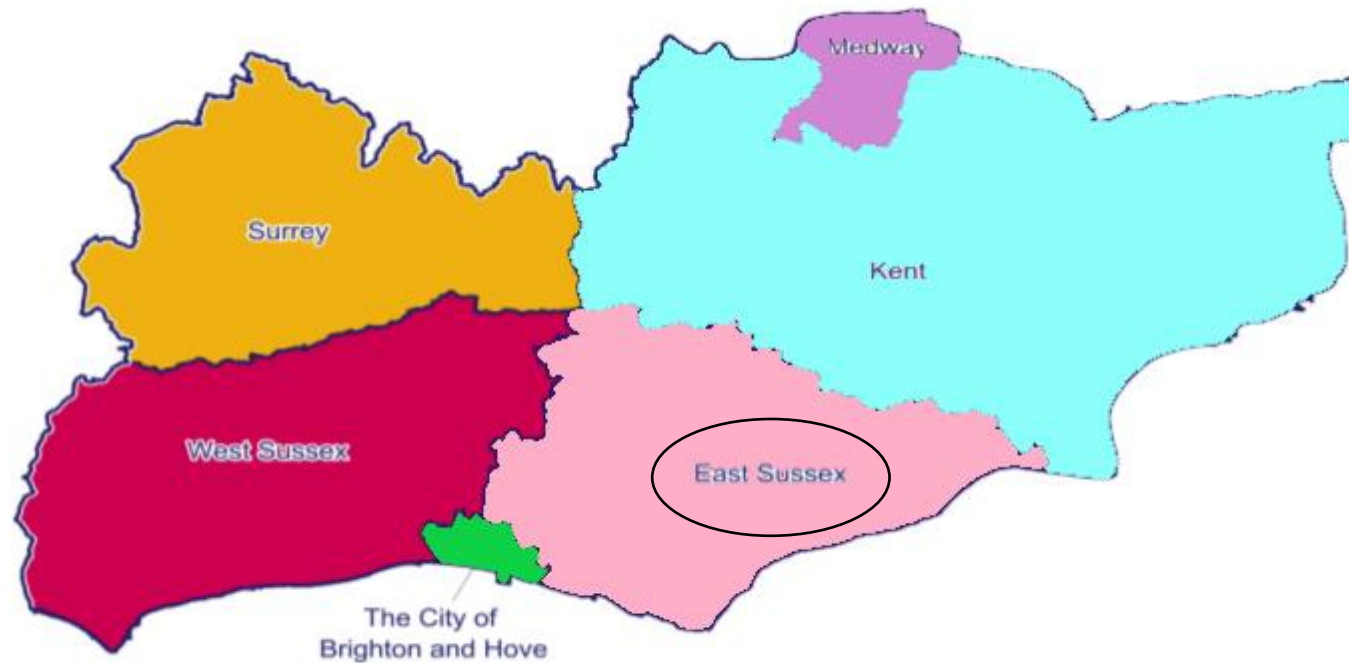NIHR | Applied Research Collaboration
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Main objectives of current study:

1. To discuss priority areas in adult social care in KSS

2. To identify relevant activities within these priority areas that can improve stakeholder outcomes

3. To understand the process of online focus groups
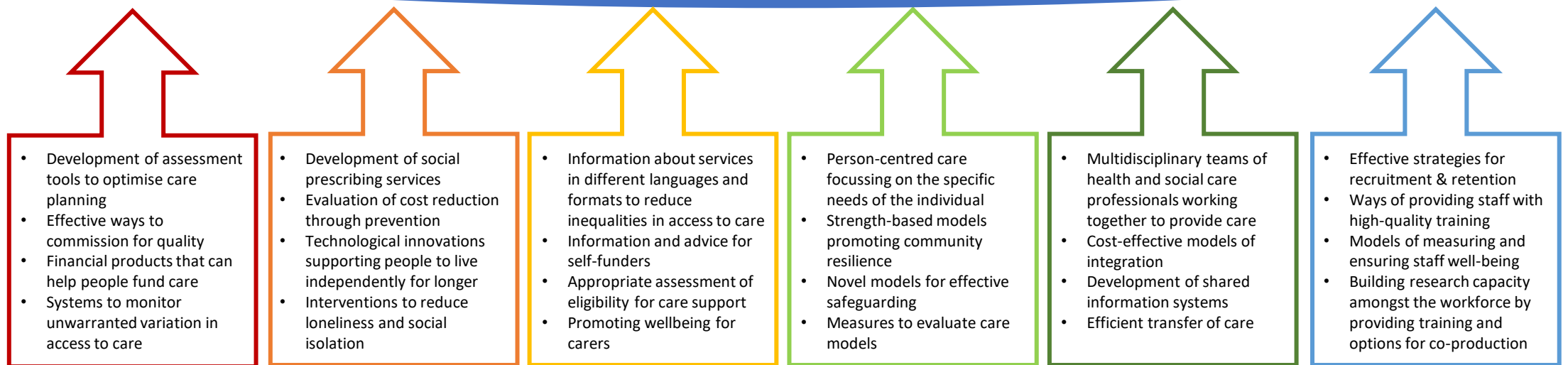
Virtual focus groups on MS Teams and Zoom
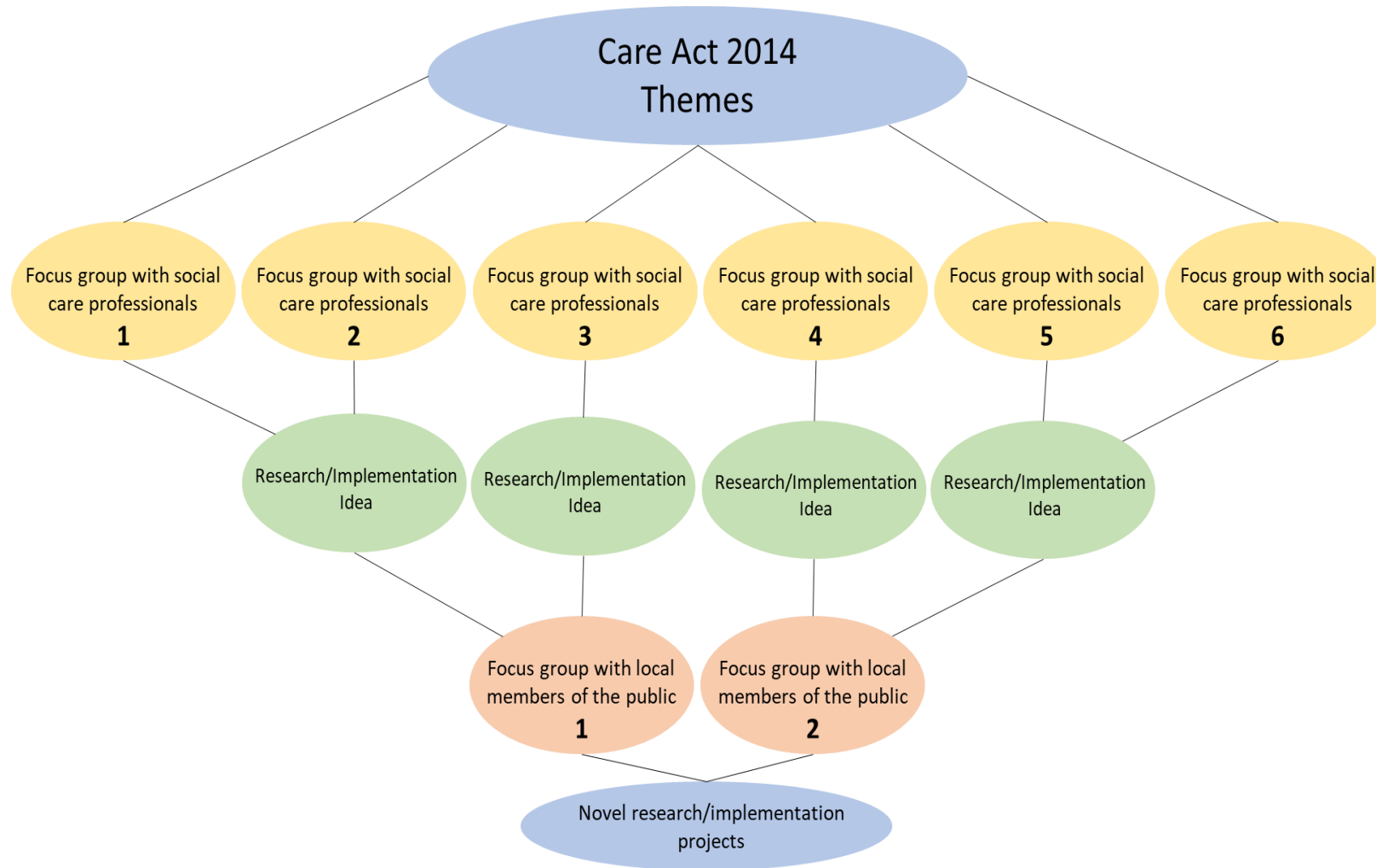
Method

Participants:

1. Social care professionals

2. Members of the public

COMMISSIONING

Commissioning refers to the process by which health and social care services are planned, purchased and monitored.

PREVENTION

Preventative care is social care that prevents injuries, issues or illness. It aims to help people stay independent.

INFORMATION

The **information** and advice people receive when arranging their care to help them navigate the social care system and find the best service for them.

CARE MODELS

Care models define the way social care services are delivered. They outline how people are treated and provide guidelines for best practice.

INTEGRATION

Integrated care means that health, social care and voluntary services are joined up and work together. Integration aims to improve service user experience and quality of life.

WORKFORCE

The **workforce** comprises all staff employed in the social care sector including both public and private care providers.

EXAMPLES OF AREAS FOR INNOVATION

Commissioning
- Development of assessment tools to optimise care planning
- Effective ways to commission for quality
- Financial products that can help people fund care
- Systems to monitor unwarranted variation in access to care

Prevention
- Development of social prescribing services
- Evaluation of cost reduction through prevention
- Technological innovations supporting people to live independently for longer
- Interventions to reduce loneliness and social isolation

Information
- Information about services in different languages and formats to reduce inequalities in access to care
- Information and advice for self-funders
- Appropriate assessment of eligibility for care support
- Promoting wellbeing for carers

Care Models
- Person-centred care focussing on the specific needs of the individual
- Strength-based models promoting community resilience
- Novel models for effective safeguarding
- Measures to evaluate care models

Integration
- Multidisciplinary teams of health and social care professionals working together to provide care
- Cost-effective models of integration
- Development of shared information systems
- Efficient transfer of care

Workforce
- Effective strategies for recruitment & retention
- Ways of providing staff with high-quality training
- Models of measuring and ensuring staff well-being
- Building research capacity amongst the workforce by providing training and options for co-production

Method

Care Act 2014 Themes

Focus group with social care professionals 1
Focus group with social care professionals 2
Focus group with social care professionals 3
Focus group with social care professionals 4
Focus group with social care professionals 5
Focus group with social care professionals 6

Research/Implementation Idea
Research/Implementation Idea
Research/Implementation Idea
Research/Implementation Idea

Focus group with local members of the public 1
Focus group with local members of the public 2

Novel research/implementation projects

Method

Post-focus group survey

Method

Required ethical approvals:

1. ADASS approval
2. University Ethics
3. Research governance approval local authorities

Preliminary results East Sussex: priorities

1. Care models: strength-based practice

Stakeholder experiences

Impact on outcomes

Barriers and facilitators to implementation

2. Information

First point of entry care support

Supporting prospective service users to plan care before crisis point

Monitoring service users who do not meet threshold for statutory support

Improving digital information access

3. Integration

Importance of co-location

Delegation portal

Carers identified through GP practice

Social care support after hospital discharge

Data sharing

4. Prevention

Efficient digital pathways to promote prevention

Improved housing support to prevent care needs

Enhanced health in care homes

Preliminary results East Sussex: priorities

First priority

Second priority

Third priority
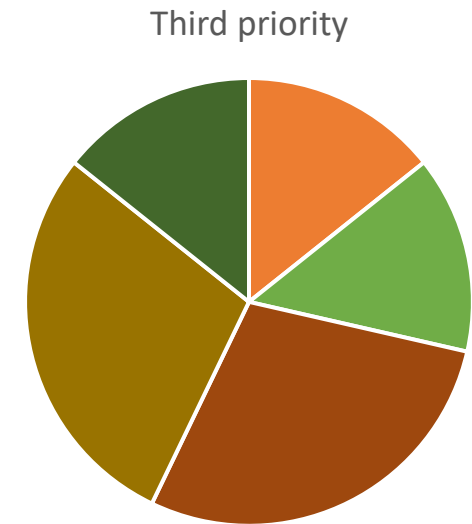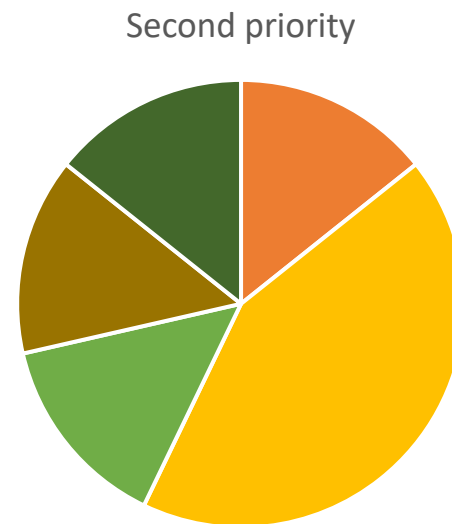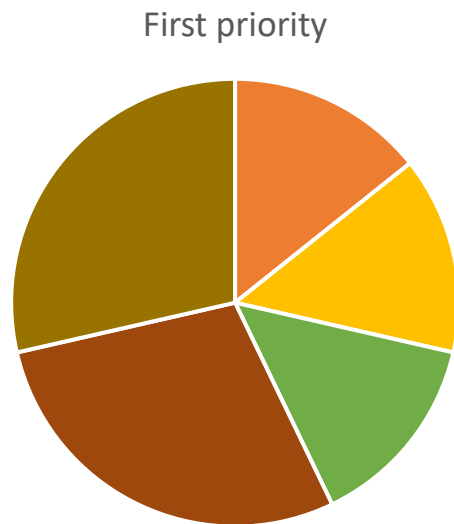
Legend:
- Commissioning
- Prevention
- Information
- Care Models
- Integration
- Workforce

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Preliminary results East Sussex: survey

Survey feedback

Really useful to hear views from staff working in East Sussex Social Care

Always a bit harder to get the interactions right online, but benefits of broader representation far outweigh the minor drawbacks

I would have liked more lower grade staff 'working on the ground' to share more about what issues arise in daily practice when delivering services

The chance to hear about problems - and solutions - around care

It took too long to get going. To give up two hours of time for fairly senior operational staff is a big commitment

Facilitator was excellent at engaging everyone, but some participants had less to say

More clarity/framing on what was trying to be achieved

Future steps

- Additional focus groups professionals

- Focus groups members of the public

- Symposium

- Research/implementation project based on identified activities

Thank you for listening.

Questions?

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