

Consortia

- NIHR Applied Research Collaboration North West Coast (**ARC NWC**): University of Central Lancashire (UCLan) & University of Liverpool
- NIHR Applied Research Collaboration Kent Surrey Sussex (**ARC KSS**): University of Kent

Background to the project

Person-centred community-based support services (**PCCBSS**) are services that support people to improve their own health and wellbeing through identifying local activities of interest to them personally.

There is a lack of understanding about how these support services are set-up, how they work with other local services (including adult social care), and how PCCBSS responded to the COVID-19 pandemic.



Aims and objectives

- **Phase 1** (Jan'22-Dec'23): we will explore the process of embedding a new PCCBSS into normal working practice, and identify a) contextual factors that affect implementation, and b) how they adapted to changes required during the COVID-19 pandemic.
- **Phase 2** (Jan'24-Dec'25): we will pilot our PCCBSS implementation toolkit with other services that support more diverse groups of people, and refine the content to widen its potential use.

Study design

- **Phase 1** (Jan'22-Dec'23): mixed methods study exploring the set-up of **3 case study PCCBSS** by using **data from existing documents** related to their implementation & **interviews** undertaken with service users, service providers, and linked providers (who support activities and referrals)
- **Phase 2** (Jan'24-Dec'25): exploration of, and feedback on, developed PCCBSS toolkit from **4 more PCCBSS** who support diverse populations (ethnicity, rurality and other forms of diversity) through **focus groups**.

To find out more, please contact:

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Public and Community Involvement, Engagement and Participation (PCIEP)

Local-level: we are supported on an ongoing basis by two Public Advisers with experience of community-based support services, funded by NIHR ARC NWC.

Service-level: we consult PCCBSS service user advisory groups on topic guides (before data collection takes place) and presentation of emerging findings.

National level: we present study aspects to the National Lived Experience Strategy Group at appropriate intervals during the project for consultation.

Dissemination

From our work in Phase 1, we will produce an **online implementation toolkit website** to help other future services be set-up, and will **share the findings** in a written report and at relevant conferences. The toolkit will be updated with any identified changes needed during Phase 2. In Phase 1, we will also share '**pen portraits**' for each of the 3 case study services to detail their key barriers and facilitators for implementation.

