

Michael Clark

M.C.Clark@lse.ac.uk

Raphael Wittenberg

R.Wittenberg@lse.ac.uk



*National Institute for  
Health Research*

**School for Social Care Research**

# **An overview of SSCR and PRU social care research**



# The Policy Research Units

**Economics of Social and Health Care Research Unit (ESHCRU)** - to inform and guide policy-making in the health and social care sectors by policy-relevant research based on the discipline of economics. 3 main work-streams: Funding & resource flows; Market analysis; Quality & productivity. <http://www.eshcru.ac.uk/>

**The Quality and Outcomes of Person-centred Care Policy Research Unit (QORU)** - to support current government policy in health and social care on achieving outcomes. <http://www.qoru.ac.uk>

**Social Care Workforce Research Unit (SCWRU)** - national centre for original research into issues relating to the social care workforce. <http://www.kcl.ac.uk/sspp/kpi/scwru/index.aspx>

**Policy Research Unit in Economic Evaluation of Health and Care Interventions (EEPRU)** - to assist policy makers to improve the allocation of resources in health and social care. Work covers obesity, mental health and innovative technologies as well as methodological themes relating to outcomes, individualised health care, intersectoral effects and value based pricing. <http://www.eepru.org.uk/>

# NIHR School for Social Care Research

## School for Social Care Research

**NHS**  
National Institute for  
Health Research

[HOME](#) [ABOUT US](#) [PROJECTS](#) [PUBLICATIONS](#) [WHO'S WHO](#) [EVENTS & PRESENTATIONS](#) [NEWS](#) [CONTACT](#) [SUBSCRIBE](#)

### Improving the evidence base for adult social care practice in England



#### Latest news

An estimated 315,000 unpaid carers aged 16 to 64 in England, predominantly women, have left full-time or part-time employment to provide care

[Read more >>](#)



#### 2013 Annual Conference

SSCR's Annual Conference 2013 will take place on Wednesday 27th March [Read more >>](#)



#### Features

User controlled research, or as it has also been called, user-led research, is a relatively new research approach that has grown out of the emergence of service user movements and increasing political and policy interest in user involvement. [Read](#)

To provide high quality research evidence to assist with improving adult social care practice in England.

<http://sscr.nihr.ac.uk/>

# NIHR School for Social Care Research

## NIHR School for Social Care Research

### Good support for people with complex needs: What does it look like and where is the evidence?

#### KEY POINTS FROM THE RESEARCH

- People with complex needs (and those close to them) emphasise the importance of individually tailored support and value a range of person-centred approaches to social care. Good support requires staff to have the time, and services the flexibility, to respond to each individual's unique needs and preferences. Support should be holistic, addressing social and emotional, not just personal care, needs.
- People with complex needs value support through the way services are organised as well as at an individual level. There were strong arguments, for example, in favour of dedicated key workers and case managers to facilitate access to disparate services and coordinate support across sectors and boundaries. Participants wanted key workers to have expert knowledge and the skills to navigate complex service and funding systems.
- A scoping review of UK literature found many publications advocating person-centred support, covering a wide range of approaches, but no robust evidence to support any specific model.
- Some promising evidence was found on the effectiveness of four ways of organizing services for people with complex needs: multidisciplinary specialist teams; intensive case management; specialist social work; and inter-professional training.

This study aimed to scope the evidence on good practice in social care for disabled and older people with severe and complex needs, and to find out what this group consider to be key features of good support. The study also aimed to identify examples of potential good practice and make recommendations for future evaluation.

The research was carried out by Kate Gridley, Jenni Brooks and Caroline Glendinning, Social Policy Research Unit, University of York. Further information is available from: [kate.gridley@york.ac.uk](mailto:kate.gridley@york.ac.uk) (01904) 321 988



- Overall, the review found a dearth of evidence about the outcomes and costs of models of social care considered to be good practice for people with complex needs.
- Several examples of services and support arrangements were identified that appeared to illustrate key features of good practice, but none of these had been formally evaluated.
- There is an urgent need for rigorous evaluation of models of support for people with severe and complex needs.

#### Box 1: Definitions

"Complex needs" is a broad term, so the study focussed on three 'exemplar' groups:

1. Young adults with complex or life-limiting conditions
  2. Adults with brain or spinal injuries and complex needs
  3. Older people with dementia and complex needs
- "Social care" covered statutory, voluntary and private sector services, including those purchased using personal budgets.

The study represents independent research funded by the National Institute for Health Research (NIHR) School for Social Care Research (SSCR). The views expressed are those of the authors and not necessarily those of the NIHR, SSCR, Department of Health, or NHS.

  
National Institute for  
Health Research

All project peer-reviewed reports will be published on the web site as accessible *Research Findings* documents of 4-5 pages each.

They will highlight implications/recommendations for practice.

Research findings



# NIHR School for Social Care Research

## Methods Reviews:

12 published. Providing an overview:

- *Of particular methods* – e.g. Qualitative methods, mathematical modelling, using large-scale datasets;
- *Researching with people* e.g. LGBT sexualities in social care research, d/Deaf people, BME;
- *Research in social care contexts* – e.g. end of life care, care homes;

## Scoping Reviews:

Accessible overviews on a topic (c 10-15k words) providing pointers for practice and further research.

Completed topics so far:

- Prevention and Social Care for Adults with Learning Disabilities.
- The Role of the Third Sector in Delivering Social Care.
- User Controlled Research.
- The Economic Value of Community Capacity Building.
- Economic Evidence Around Employment Support.

# Structure of this overview and presentation



# Prevention

Can family focused approaches contribute to the reablement of people with mental health difficulties?

Local evidence of prevention investments, outcomes and sustainability.

Empowered people with strong communities will work together to maintain independence. Where the state is needed, it supports communities and helps people to retain and gain independence.

Preventing challenging behaviour of adults with complex needs in supported accommodation.

Social care interventions that promote social participation and well-being: a mixed methods study.

# Personalisation

Are personal budgets always the best way of delivering personalised social care services to older people?

Acceptability of and satisfaction with social care among South Asian groups: a case study of Hampshire.

Improving person-centred care for people with long-term conditions.

Individuals not institutions take control of their care. Personal budgets, preferably as direct payments, are paid to all eligible people. Information about care and support is available for all local people, regardless of whether or not they fund their own care.

Exploring satisfaction with personal social care services amongst Pakistani, Bangladeshi and White people

Indirect payments: direct payments for people who lack capacity

Risk, safeguarding and personal budgets: exploring relationships and identifying good practice

E-inclusion and access to the "ICT-care sector" of older people in England



# Partnership

Care Coordination: Exploring and informing the emerging role of the non-statutory sector in long-term aged care in England.

Support for formerly homeless people.

Substitution between health and social care

Care and support delivered in a partnership between individuals, communities, the voluntary and private sectors, the NHS and councils – including wider support services, such as housing.

Developing a social capital intervention for people with psychosis: an ethnographic study of social capital generation and mobilisation.

Improving effective integrated home support for people with dementia and their carers; development of a service fidelity index.

# Plurality

Outcomes, Processes and Cost-Effectiveness of Shared Lives.

The effects of market structure on quality and outcomes

The variety of people's needs is matched by diverse service provision, with a broad market of high quality service providers.

Entry and exit in the care markets: An analysis of supply side dynamics.

Changing social care markets; ensuring choice and control in home care for people opting for managed personal budgets

# Protection

Models of Safeguarding: A study exploring and comparing models of adult safeguarding

Domestic violence against women with learning disabilities.

There are sensible safeguards against the risk of abuse or neglect. Risk is no longer an excuse to limit people's freedom.

Costs and benefits of social care support for ex-offenders with Learning Disabilities.

Liberty, equality, capacity: The impact of the Deprivation of Liberty Safeguards on social care practice and human rights.

An Exploration of Service User and Practitioner Experiences of Community Treatment Orders

# Productivity

Estimating future demand for social care for younger disabled adults.

Social care productivity

ASSET: Adult Social Services Environments and Settings

Greater local accountability will drive improvements and innovation to deliver higher quality care and support services. A focus on publishing information about agreed quality outcomes will support transparency and accountability.

The economic consequences of community capacity-building projects.

Examining the economic case for social care interventions

Resource allocation at the micro level in adult social care: determinants, methods and guidance.

Managing organisational change in social care: A review for practitioners and managers

# Workforce

A longitudinal study of recruitment and retention in the workforce

Analyses of NMDS-SC and GSCC data, to explore for example the role of nurses in social care

The Govt plans to train more care workers to deliver high-quality care and put in place more training & development opportunities

The changing role of OT services in social care: a scoping study

Evaluations of the Social Work Practices Pilots with Adults and of Jobs First demonstrator

Literature reviews on the social work bursary, the Social Work Reform Board and post-qualifying social work education

# Carers

Recent Survey Evidence about Unpaid Carers: Implications for Social Care Practice

Improving employment opportunities for carers, overcoming barriers to employment

The Govt is extending the right to an assessment to all carers and introducing a clear entitlement to support so they can maintain their own health and wellbeing

Evaluation of carer breaks

Carers and personalisation; what is the role of carers in assessment, support planning and managing personal budgets

Social care practice with carers: an investigation of practice models

# Quality and Outcomes

Using outcomes information to improve decision-making

Development of ASCOT and of PROMs and outcome indicators for long-term conditions

People should be confident that their care and support will be of a high standard and will respond to their personal needs and goals

Exploring variation in population health and social care outcomes

Patients' and service users' use of outcome and quality information

ASCOT and Care Home Practice: exploring the feasibility of an outcomes-focused intervention study

# Financing

Understanding financial mechanisms for integrating funds for health and social care

Understanding factors linked to the use of health and social care services

Radical reform .... will ensure that resources are used in the best possible way to promote better outcomes

Analyses for value-based pricing of pharmaceuticals

Modelling of present and future patterns of health and social care funding and resource flows

Interrelationship between unpaid care and formal health and social care



# Methodology

Developing methods for wider inclusion of people with severe intellectual, communication and cognitive impairments

Testing and validating methods for wider inclusion of people with severe intellectual, communication and cognitive impairments

While many projects involve methodological development, three are mainly concerned with methodology

Research Governance and Research register for social care: development of governance in social services departments