POLICY RESEARCH UNIT IN QUALITY AND OUTCOMES OF PERSON-CENTRED CARE

PSSRU and Tizard Centre at Kent, London School of Economics, Oxford University

Aims and objectives of the Unit:

• To improve the quality of health and social care of people with long-term conditions through generating high-quality evidence about need, quality and outcomes of person-centred care.

• To develop and promote the appropriate use of evidence, both quantitative and qualitative, of quality and outcomes of services for people with long-term conditions, to improve the quality of health and social care.

Key themes:
The work of the unit is organised under four key themes:

• Engagement: ensuring the evidence is inclusive
• Measurement: ensuring the evidence is sound
• Application: ensuring we use the evidence to best effect
• Service delivery: reviewing and producing evidence about what works best

The Unit is funded by the Department of Health.

Further information
www.qoru.ac.uk

The Tizard Centre is involved in the Engagement and Application themes.

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Engagement theme
Four projects focusing on the development of the Adult Social Care Outcomes Toolkit (ASCOT):

1. Revised easy read version
2. Proxy version
3. Mixed methods approach (observation) for application in the community
4. Qualitative (free response) version.

Tizard QORU team is leading work on the easy read version and is also involved in the development of other versions.

Development of a revised easy read version of ASCOT

Background:
ASCOT measures social care related quality of life and it is one of the standardised tools that are currently used to collect data on health and social care outcomes. It is part of the Adult Social Care Survey and other uses include internal evaluations by councils and services, as well as research. Current easy read version of ASCOT needs revision, testing and validation.

Aims:
To develop and test a revised easy-read version of two ASCOT self-completion questionnaires. These questionnaires are intended for use by people who live in residential and community settings.

Methods:
The research team with a small group of people with LD/Autism will review current easy read version and propose changes to both wording and layout. Proposed changes will be tested in focus groups (approximately 8). Final version will be created by research team together with the working group and piloted with people with LD/Autism.

Timing:
This is an 18-months project that started in January. It has ethical approval from SCREC. We are currently recruiting for the small group to work with the research team.

Application theme

Use of information on outcomes and service quality in decision making about services for people with learning disabilities or autism

Background:
User choice, control and personalisation are at the centre of health and social care policy in the UK. There is limited evidence on how services are identified and selected, and particularly how information about the quality of services is used in this process.

Aims:
To explore the selection of services for people with learning disabilities/autism with particular focus on the use of quality and outcomes information.

Study 1
• Systematic review of the use of quality and outcomes information in decision making about social and health care services for people with disabilities and long-term conditions.

• Review of publicly available on-line information on the quality of accommodation and support services and decision aids in England.

Study 2
Semi-structured interviews with 15-20 people with learning disabilities or autism, their families or advocates, their care manager and the commissioner responsible for purchasing their care package to explore the decision making processes involved and the role of quality information.

Study 3
Interviews with commissioners responsible for commissioning services and a sample of care managers in the South East of England to find out their use of quality and outcomes information in decisions about people’s care packages and also whether to continue to use providers.

Timing:
Systematic review submitted for publication. There have been some delays in recruitment for Study 2 – still recruiting participants.