“Good support isn’t just about ‘services’ – it’s about having a life.”
‘What matters is what works?’
Understanding and implementing evidence-based changes in adult social care

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“Good support isn’t just about ‘services’ – it’s about having a life.”
About us

• New £15 million UK centre funded by the ESRC and the Health Foundation

• Led by Professor Jon Glasby, with a Leadership Team of 13 other academic, policy and practice partners (including people who draw on care and support, and carers/workforce organisations), and a broader consortium of key stakeholders from across the sector and across the four nations of the UK

• An implementation centre (not a research centre) – to support the use of evidence in the realities of practice and to improve services and lives

• IMPACT is working across Northern Ireland, Wales, Scotland and England to make sure that it is embedded in and sensitive to the very different policy contexts in the four nations, as well as sharing learning across the whole of the UK

• We have an inclusive definition of ‘evidence’ (knowledge gained from different types of research, the lived experience of people using services and their carers, and the practice knowledge of social care staff)

• Very embedded in the realities of local practice, but also committed to building lessons learned into national policy and practice

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Objectives

• Support more **widespread use of evidence** – with a broad and inclusive understanding of evidence

• Build **capacity and skills** in the adult social care workforce to use evidence to improve care outcomes

• Facilitate **sustainable and productive relationships** between stakeholders to co-create change and innovations

• Improve our **understanding of what helps and hinders** effective implementation in practice

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Insights from our ‘Co-design’ phase

• Meetings with individual stakeholders to help shape our work programme, identify synergies/gaps and maximise added value

• Very large online survey (June – Oct 2021), available in easy read, Welsh and 5 most common additional languages (as well as in hard copy if needed; can be completed with support and/or by a support worker on behalf of a broader group) – 2,165 responses

• Five ‘IMPACT Assemblies’ (forums of people who draw on care and support, carers, practitioners, providers, commissioners and researchers)

• National lived experience engagement lead linking to user-led and community organisations working with people with ‘seldom heard’ voices, and developing our principles/strategy for co-production

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Key messages about implementation

• Very strong support for insights which draw on different types of research, lived experience and practice knowledge

• If we need to ‘turn the volume up’ on two of these – it’s lived experience and practice knowledge

• What happens in social care is perceived as being influenced by funding, national/local politics, what providers want to offer and how we’ve always done it – not by good practice from elsewhere or evidence of what works

• People don’t want more evidence or training to understand evidence - what would help most is practical support to make changes to social care on the ground; funding to involve people who draw on care and support, carers and front-line practitioners; and opportunities for people to work on practical changes together

• Very strong emphasis on learning by doing, and on implementation in the reality of local services and people’s lives (but taking key lessons and embedding in national systems)

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Key messages (2)

• Most **important topic areas** are seen as: prevention and well-being; person-centred and assets-based approaches; carers’ health and well-being; and supporting people who work in adult social care (as well as people with unmet/under-met needs)

• Topics such as technology or leadership weren’t seen as a priority topic in their own right, but recognised as a cross-cutting issue that might be part of a number of different projects/broader priorities (i.e. a **means to an end, not an end in itself**)

• IMPACT’s ‘Establishment’ phase shouldn’t just be about getting set up as a national centre – but also about **testing our four delivery models** (so we learn more about how they work in practice, and so that we start to make a difference on the ground as quickly as possible)

• Although the sector can be very fragmented, these **messages are remarkably consistent** across the four nations and across all stakeholders

• Never been a worse time – **never been a better time**

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# Delivery models

<table>
<thead>
<tr>
<th>Delivery models</th>
<th>Type of challenge/opportunity</th>
<th>Theme and location</th>
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<tbody>
<tr>
<td>IMPACT Demonstrators</td>
<td>Major strategic issues/long-term projects using coaches (incl. with lived experience) to facilitate local change, support evaluation and apply learning in other contexts</td>
<td>Asset-based approaches for older people – Mid and East Antrim, Northern Ireland</td>
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<tr>
<td>IMPACT Networks</td>
<td>Bringing local people together to work on practical solutions to common/everyday issues, sharing learning with other groups working on the same issue (a network of networks)</td>
<td>Choice/control in supported living – across the four nations Values-based recruitment – across the four nations</td>
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<tr>
<td>IMPACT Facilitators</td>
<td>Individual change agents/knowledge brokers, placed within local organisations to facilitate a more bottom up, evidence-informed change project</td>
<td>Use of technology in home care – Glasgow, Scotland Personalisation for BAME communities – Leicester, England Supporting carers of people with dementia at end of life – Ebbw Vale, Wales</td>
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<tr>
<td>Ask IMPACT</td>
<td>Collating common queries/challenges/dilemmas, and producing accessible evidence/guides in response, building a trusted repository of evidence over time</td>
<td>First briefing will focus on recruitment and retention. Future briefs will focus on hospital discharge and on lessons from COVID</td>
</tr>
<tr>
<td>All</td>
<td>Embedding lessons learned in national policy and practice and scaling/sharing learning - scope for: action learning sets, web resources, professional guidance, links to further/higher education, etc.</td>
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Plans for 2023-24

• We aim to recruit sites via a national expression of interest process which is transparent but light touch, avoiding lots of wasted work if some sites are not subsequently chosen.

• We will be seeking a mix of sites, ensuring diversity in terms of geography, socio-economic status and performance/absorptive capacity (recognising that a degree of development work may be needed to encourage expressions of interest from organisations that are under significant day-to-day pressure).

• Next Demonstrators to start in June/July 2023 and then again in summer 2024.

• Next Facilitators to start in June/July 2023 and then again in summer 2024.

• Next Networks to start in June 2023, then again in January 2024 and summer 2024.

• The Ask IMPACT team is aiming to produce 12 outputs over the same period.

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Find out more about our projects, people and progress (and sign up to a monthly e-update):

https://more.bham.ac.uk/impact/

@ImpAdultCare


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