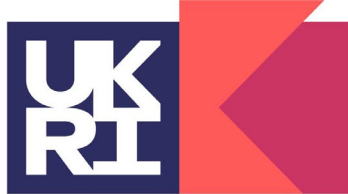




# IMPACT

Improving Adult Care Together



Economic  
and Social  
Research Council



The  
Health  
Foundation

**“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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# 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

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

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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](#)**

Full details of our survey are available via: <https://more.bham.ac.uk/impact/wp-content/uploads/sites/49/2022/02/IMPACT-survey-report-final-2-Jan-2022.pdf>

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