Co-producing evidence-informed improvement in social care

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Social Care workers enable and help individuals, families and communities to:

- live safely, purposefully and well in their own homes
- play an active and productive part in society
- have better life chances and outcomes
- build social cohesion and capital

Rationale for Change

Failures in delivery of care

Lack of confidence in the workforce

Unstable workforce

Low status /low recognition workforce

DoH NI Policy Aims of Registration

- To strengthen public confidence in social care and

- To improve the quality of service provision;

- Exclude unsuitable persons from the workforce;

- Promote the value of social care within an integrated Health and Social Care system in NI.

Design, approach and methods

Design	Approach	Quantitative	Qualitative
Formative and summative evaluation	Cooperative inquiry/ participative	Staff survey	Discussion/ focus groups
Mixed methods	Coproduction	Employer survey	Case reviews (?)
Triangulation	Realistic, flexible, dialogue-based	Health survey	Coproduction workshops
Change over time	Accessible reporting	Secondary data	Literature reviews

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Evaluation Delivery

Five-year plan

2016 – 2021

Northern Ireland resources

SCIE support

Three Phases

- Phase 1 baseline (2016/18) - complete

- Phase 2 (2018/20) Change over time

- Phase 3 (2020/21) Summative

Three strands per year

- Strand 1 (Q1) preparation

- Strand 2 (Qs 2 and 3) Fieldwork and analysis)

- Strand 3 (Q4) reporting, dissemination and review

What YEAR 1, means for Year2

Quant
- Staff and employer surveys to look at actual impact, compare with expectation; facilitators and barriers.
- Health survey, look at change over time and facilitators and barriers
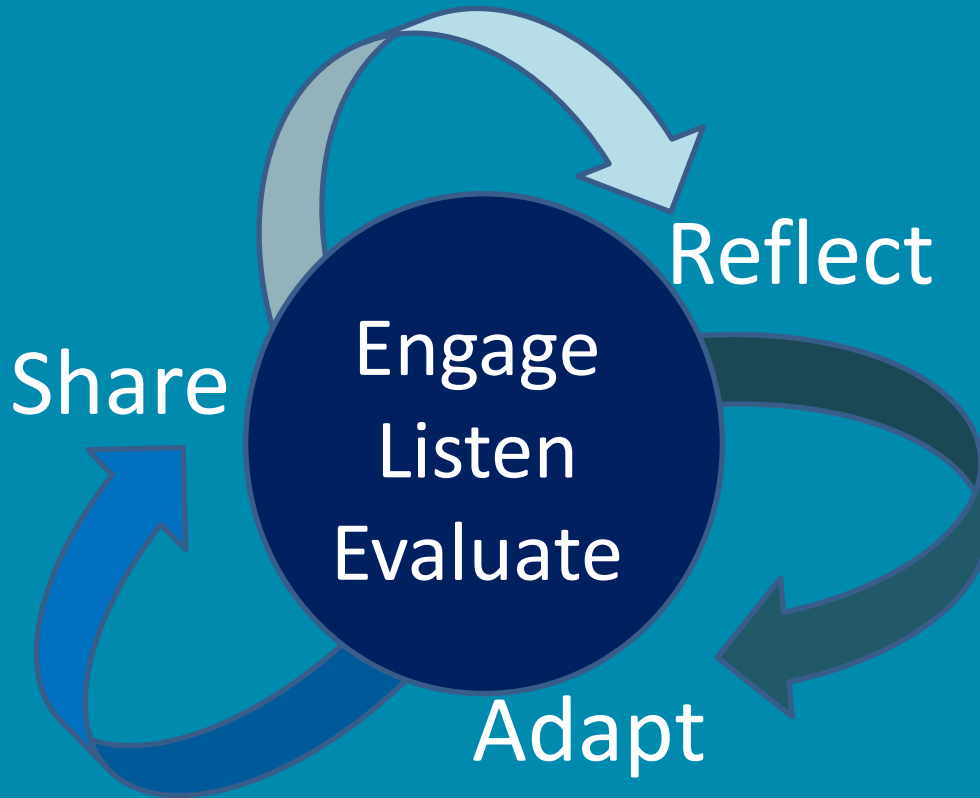- Secondary data mapping – change over time

Qual
- Use survey outcomes to explore key issues in more depth with staff, employers and general public; possibly case studies – focus on enablers and barriers
- Use this year's review to inform instrument development and context for findings about what works and what gets in the way

Co-production
- Coproduce the 'so what' with all participants categories
- Gather evidence and involve in every aspect of work
- Potential for fieldwork contribution remains

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Benefits to Regulation ….from the Current Enquiry Project

Engage
Listen
Evaluate

Reflect

Share

Adapt

✓Action learning
✓Stakeholder involvement
✓Assessing impact
✓Developing an evidence base
✓Sharing learning
✓Continuous improvement
✓Unlocking intelligence
✓Influencing upstream

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Using the Evidence Base.... towards a strong and confident social care workforce

Informing the CPD Framework for Social Care

Putting Standards at the heart of practice, education and training

Shaping technology for workforce learning

Integrating learning from Fitness to Practise

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Looking Forward…. Improving quality and outcomes for people who use social care services

Coming together is the beginning.
Keeping together is progress.
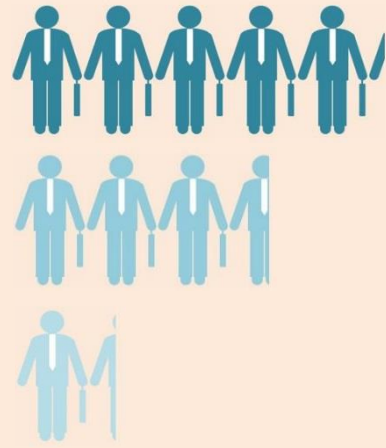Working together is success.

Henry Ford

quotefancy

What do social care workers, employers, people who use services, and the public think about registration?

Social Care Workers:

"How well do you understand the rationale that the registration will reduce risk to the people you care for?"

Very well

Quite well

Not well

Other

51% of **employers** think that staff turnover will be reduced as a result of registration

36% of **employers** think it will make no difference

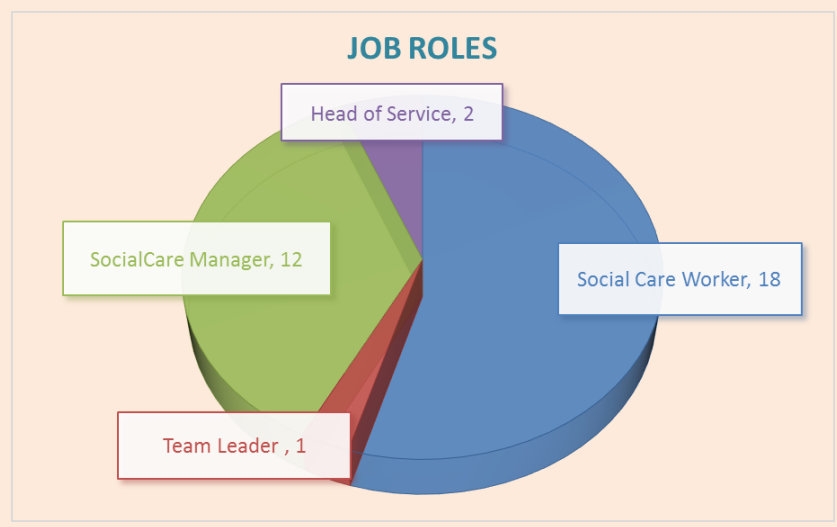**13%** of **employers** disagree that staff turnover will be reduced

68% of the public agree that registration of social care staff will improve the quality of social care

To see the full 2016/17 Health Survey NI results click here

"…how to build up trust again through safeguarding…"

"…you can also check registration online…"

People who use services

"…registration will make a big difference for people's trust in social services… people need to know it is making things safer…"

"If an incident is serious enough, that worker will be struck off the register and they will not be able to practise again."

JOB ROLES

- Head of Service, 2
- SocialCare Manager, 12
- Social Care Worker, 18
- Team Leader , 1

Social Care Settings

- Domiciliary Care: 22
- Supported Living: 9
- Day Care: 2

Gender

7   26

6 Focus Group Sessions

HSC   HSC   HSC
Third Sector   Third Sector
Limited Company

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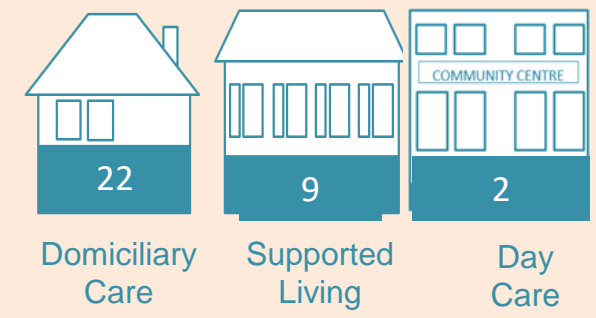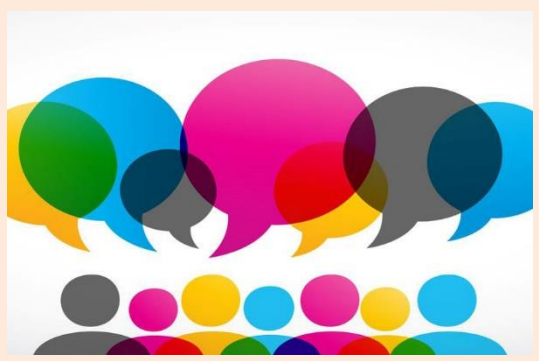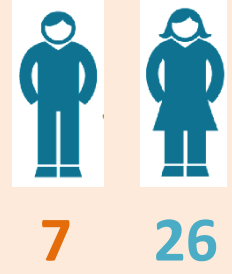
Year 2, next steps

Quarter 1: Prepare for Year 2. Mapping and scoping secondary and case review data. Review, coproduce and test Year 2 Surveys. Agree lit review scope and questions

Quarter 2: Data collection/fieldwork. Surveys in the field. Case reviews, literature review and discussion groups completed

Quarter 3: Data analysis and reporting. Plan for synthesis of analysis and Year 2 reporting. Produce reports

Quarter 4: Coproduce findings. Review Year 2. Coproduction workshops with staff, employers and general public/service users. Use findings for improvement

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Purpose of the Fieldwork (Dec 2017- Feb 2018)

To gather qualitative data from registrants and employers about their experiences and views on the introduction of registration and professional standards for social care workers.

Groups were invited to review the findings from the Year 1 online surveys completed by registrants and employers during roll-out and to share their views in relation to their own:

1. Experience of the registration process and online system
2. Understanding and application of the NISCC Workforce Standards
3. Understanding of the purpose of Policy to introduce professional regulation for the social care workforce

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Experience of NISCC Registration Process and Using the Online System

Focus Groups Feedback

Online Survey Feedback

- **80%** said the Online Portal was a good way to register
- **77%** found the online content easy to complete
- **20%** said the registration process took too long to complete.

- Registrant and Employer experience of online/application process wasn't as positive as survey indicated. More like 40-50% used it without assistance.
- At least half of the staff did not have the computer skills and needed help from their manager
- System was slow and crashed a lot
- Many staff don't have PCs - so a Mobile friendly registration system would be better for these people
- Had to post a lot of supporting documents for staff because couldn't get the upload to work
- Had to email Health declarations because couldn't get them added to system
- All discussion groups confirmed that text messaging would be more effective way to keep in touch with registrants than email.
- Managers made their own guides for staff to help them with registration
- Managers called NISCC a lot for their staff to get registration problems sorted.

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Social Care Worker Registration

How the NISCC Standards are Used in Daily Practice and Views on How Registration and Standards Can Raise Standards / Strengthen Public Protection

Online Survey Feedback

- **70%** of registrants had a copy of the NISCC Standards
- **60%** agreed registration and professional standards would help improve practice.
- **59%** agreed that registration and professional standards would help improve registrant's confidence in their practice.

Focus Groups Feedback

- All remember getting a copy but very few look at them except for training.
- Great to have one set of agreed standards for this type of work - not everyone has the skills and values you would need to suit this area of work
- Registration is good starting point but wont change anything without a lot more work being done with staff.
- Standards are being used in training and appraisals but not every day. Most of it is common sense anyway.
- Employers already invest a lot in training staff - regulation should make all employers meet a higher 'minimum' standard
- At least half have worked in social care for a long time and have been looking forward to getting recognition for the standard of their work. Gives confidence in themselves.
- Creating a lot of work to make sure staff are registered and stay registered - but need NISCC needs to improve systems and information to help staff stay registered
- Lot of work for managers to help people record PRTL and also look beyond mandatory training - more help from NISCC would really make a difference to help use the standards properly

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Online Survey Feedback

- **64%** agreed registration policy would improve standards in care.
- **71%** people completing the survey strongly agreed that registration and professional standards would help reduce risks to people they care for.
- **58%** of people completing the survey strongly agreed that registration and professional standards would help reduce risks to them as a social care worker.

Focus Groups Feedback

- Better recognition of the value of social care - most staff are doing very complex work and not getting recognised for it
- Hope it will bring a proper career structure for social care staff – make it a more worthwhile career choice
- Gives an employer assurance - but NISCC needs to develop shared recognition for training/induction already carried out - to save time and money if staff change employer
- Should give confidence for people using services - but NISCC would need to lead on making everyone aware of it.
- People can still move round to other jobs like hospitals or Direct Payments so still a lot of gaps to close to keep people protected.

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Current evaluation progress

Year 1

- Coproduction, dialogue, partnership
- Year 1 completed
- Capability development
- Reported via infographics
- Year 2 under development
- Focus on evaluating 'impact' and informing improvement

Quantitative, Year 2

- Revised surveys: health, care staff and employers
- Change over time, with focus on expected and actual outcomes
- Barriers and facilitators to professionalisation
- Secondary data, mapping, mining and analysis

Qualitative, Year 2

Focus/discussion groups, service users, registrants & employers
OSS = service users
NISCC = registrants and employers
Coproduce, inform and test survey content
Coproduce 'so what'
Barriers & facilitators to professional standards
Scoping case reviews (?)

Literature review, Year 2

Ulster University Year 1
OSS, Year 2
Systematic literature review
What evidence exists about what stops and what helps implementation of professional standards
Inform instrument design and findings

Limitations, risks and ethics

Limitations	Risks	Risk responses	Ethics
Not an independent evaluation	Response rates, staff and employers	Revised sampling frame	Ethics review and protocols
Not experimental	Representat-iveness	Weighting	Safety, consent and disclosure
Context/Northern Ireland-specific (deliberately)	Bias in survey design & sampling	SCIE QA, analyst input, testing, coproduction	Confidentiality and anonymity
Challenge of generalisability	Bias in analysis	Peer and lit reviews, analyst input	Data security

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SCIE's input

 To act as an active listening and critical friend and evaluation partner

 Help support and ensure quality in all aspects of the work. Support with analysis, reporting, protocols, ethics and risk management

 An independent partner, respected charitable not-for-profit organisation and one that does not represent or belong to any particular group and/or interest

 Support with dissemination from a nationally respected organisation with extensive sector engagement

 To act a quality assurance partner, support the development of plans and delivery of evaluation. Support with training, coaching and recruiting staff in NI

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Next Steps – Year 2 of the Evaluation

Continue tracking original questions

- Follow workforce and identify changes as registration 'beds in' and workforce is developed as a professional group
- All participants agreed to meeting NISCC again to track perceptions and practices.

New areas to explore (based on feedback from participants)

- What would assist registered workers to maintain their registration and develop their professional standards as a social care worker?
- What barriers/motivators are there for employers in supporting workforce registration and standards?
- Do registration and standards help protect the public/minimise risk of harm?
- Would like to work with NISCC to make registration and PRTL processes more user friendly
- Registrants and Employers would welcome NISCC Engagement Team at their staff training or meetings