

REPORT TO: Health Policy and Performance Board

DATE: 26th November 2024

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PORTFOLIO: Adult Social Care

SUBJECT: Research and Practice Development Care Partnership - Using co-creation to explore public and professionals' awareness of location and types of care services (the Continuum of Care) available to older people: A qualitative approach.

WARD(S) Borough wide

1.0 PURPOSE OF THE REPORT

1.1 To provide an update on the Research and Practice Development Care Partnership Co-Creation Final Report of using co-creation to explore public and professionals' awareness of location and types of care services (the Continuum of Care) available to older people: A qualitative approach. Please see appendix 1.

2.0 RECOMMENDATION: That

- 1) the report be noted; and**
- 2) recommendations actioned where necessary.**

3.0 SUPPORTING INFORMATION

3.1 Background

3.1.1 The Research and Practice Development Care Partnership was formed in August 2021. It is a joint venture between Halton Borough Council Adult Social Care, the University of Chester, Age UK Mid Mersey and the Caja Group. The partnership aims to improve experiences of care by forging closer links between social care professionals and researchers. They are part of a national NIHR funded programme of "Creating Care Partnerships".

3.1.2 The COVID-19 pandemic has raised some fundamental questions surrounding the provision of home care (domiciliary care) and care

services and their impact on an older individual's quality of life and health and wellbeing. Anecdotal evidence seems to suggest that an individual is better placed in their own home as opposed to a nursing / residential care home. However, there is limited evidence to corroborate these claims. The Continuum of Care and Care Spectra are essential attributes and characteristics aligned to understanding individuals' experiences of health and wellbeing throughout the life-course. It is imperative that both the Continuum of Care and Care Spectra help people and society shift the perspective from personal success and failure. It is a matter of personal preferences.

3.2 Methodology

3.2.1 There were 4 key activities for the methodology used for the project. These were:

- Activity 1: Professional and Stakeholder Engagement Events
- Activity 2: An Exploratory Literature Review
- Activity 3: Public Engagement Events, comprising of 5 creative engagement methods.
 - Snap judgement
 - Three words
 - Idea Board
 - Role Play Scenarios
 - Survey
- Activity 4: Sharing and Dissemination

3.3 Findings

3.3.1 Activity 1 – Professional and Stakeholder Engagement Events

Five events took place, two face-to-face and three online with 18 people attending in total. Representatives came from the following groups:

- Local and national charitable organisations
- NHS and Primary Care
- Halton Borough Council
- Rehabilitation Services
- Health & Wellbeing-related Social Enterprises
- Carers' Organisations
- Local Government Elected Members

3.3.2 Activity 2 – An Exploratory Literature Review

Areas looked at included:

- National surveys
- Newspaper articles
- Reports
- Google
- Various related databases
- These amounted to around 150 thousand pieces of literature.

3.3.3 Key Findings

- The majority of publications – have indicated *Home* as the favoured location of care.
- Also highlighted that social and emotional components can act as barriers – certain areas are neglected but easily actionable – mainly to do with safety.
- There is lack of consensus on quality of life, i.e. whether individuals are in their own home or care/nursing homes.
- Individuals who are dependent on others in their daily lives, can still experience autonomy and well-being.

3.3.4 Conclusion

- When developing services for older people, it is important to consider those that reinforce recovery, adaptation and psycho-social growth, which will enable them to navigate resources and marshal areas of concern related to old age.

3.3.5 Activity 3 - Public Engagement Events, comprising of 5 creative engagement methods.

3.3.6 There were 5 activities which resulted in 451 engagements in total.

3.3.7 Activity 1 – Snap Judgement

- The people who participated were categorised by age range (8 categories from 18-24 up to 85-94).
- Participants were asked to choose their preferred option of location of care out of 5 alternatives. The majority opted for *Living at Home*. Only one person chose *Residential Care Home*.

3.3.8 Creative Methods 2: Three Words

- Participants were shown 4 pictures and asked to provide words relating to them, e.g. one picture showed a sign of love in a care home.
- 252 words were identified: recurring words were: *Love, Care, Caring, Hospital, Support* and *Happy*. *Love* was the most popular word.

3.3.9 Creative Methods 3: Ideas Board

- Participants were shown a flipchart and invited to provide feedback on their experience of care services which were posted onto the chart.
- There were 7 sessions producing 110 responses, with a varying level of feedback. This exercise provided a useful overview of people's experiences and opinions.
- Sterling's thematic analysis was then applied. All responses were noted and words with no meaning removed. Categorisation took place into basic themes and organisational themes.

- After detailed analysis, 18 broad themes were consolidated into 6 which cut across all areas:
 - Communication and Information was the top priority, alongside Public Image and Perspectives of Care Services. This was divided into 4 key.
 - Helpfulness – what individuals are able to gain and access
 - Individuals not wanting to think about growing old, personal experience of care
 - Political element around imagery – media influence
 - Domiciliary care - Perception that these services have reduced and failed over time.
- Place and Types of Care Services:
 - Desire to bring back care services such as home helps.
 - Sharing memories and places. Feeling that some interactions with care sector was too rapid and rushed.
 - Funding
 - Much talk about resource allocation and underfunding across the sector.
- Resources and Support:
- Workforce and skill-mix
- Rewards and recognition
- Challenges around equipment. Some useful and interesting anecdotes were noted
- Impact and Outcome of Care:
 - Concerns about cost of care –
 - Safety and quality.
- In conclusion, this exercise provided much insight into how people view care services. Overall theme of individuals only looking for services when needed and not wanting to think about the issues until something happens. Concerns about expense of future care.

3.3.10 Creative Methods 4: Role Play

- Participants were offered a scenario and asked to put themselves into this situation.
- Participants were then asked how they would feel and given several options and what they would do next.
- The majority would contact family, although worried about being a burden. In terms of contacting professionals, they were not convinced they would be provided with the care required.
- There were also statements of resilience, such as they would concentrate on getting better, getting adaptations installed in their house, or sourcing alternative care such as domiciliary care.
- Some individuals expressed a wish to stay sociable and ensure they got out and took advantage of any activities

available to them.

- The final question concentrated on what choice of services are available?
- Participants indicated negative feelings about professionals and the services they provide (possibly as a result of experiences of care during the pandemic).
- Services referred to included:
 - Family and friends
 - Alternative care
 - Legal/finance advice
 - External services
 - Social activities

The most concerning response was where individuals indicated they were unsure of available resources, bearing in mind that the majority of participants were aged 55 and above.

3.3.11 Creative Methods 5: Survey

- 41 surveys were completed (39 in field and 2 online)
- Majority of respondents were female (some of the locations were weighted towards women)
- Majority of respondents were Halton residents; age breakdown reflects the age breakdown from other activities
- Summary of some of the questions as follows:
 - Preferred location of care: no-one selected residential care home
 - Sources of information regarding care options: wide variety of sources, the most popular being the internet, GP or family and friends.
 - Factors determining choice of care: most important factor was to remain near family and friends, followed by cost.

Has Covid 19 affected opinion of care services: majority answered no – those that answered yes were influenced by stories in the media.

3.3.12 Activity 4 – Findings Dissemination

- There are journals and publications in the academic world who may be interested in this research.
- However, the prime objective is to link with Adult Social Care and offer a presentation to local meetings, to provide insight and oversight on the subject.

3.4 Conclusion

- ### 3.4.1
- Co-creation and creative methodologies have proved useful tools in evaluating awareness of care services available to older people, by both the public and professionals. The findings highlight the importance of location in terms of both the home (care provided at home) and the community (care services embedded in communities

allowing closeness to family and friends, ease of access to services and local amenities e.g. GP, Library services, opportunities for connecting with people to avoid social isolation).

- 3.4.2 The feedback regarding Halton Borough Council's drive to reform the care services was overwhelmingly positive, and the data allowed the development of some recommendation to continue this important work.

4.0 POLICY IMPLICATIONS

- 4.1 Using a co-creation approach, this service evaluation aimed to discover the current situation and most pressing issues affecting location and types of care services (the Continuum of Care) as determined by the public and professionals using Halton as a case study.

- 4.2 This is essential in shaping our understanding care services going forward. By gaining real world insight into the Continuum of Care, we can begin to explore wider issues and concepts, such as the impact of location and type of care services on the health and wellbeing of older people.

5.0 FINANCIAL IMPLICATIONS

- 5.1 None identified.

6.0 IMPLICATIONS FOR THE COUNCIL'S

6.1 Improving Health, Promoting Wellbeing and Supporting Greater Independence

The aim is to collaborate with Halton Adult Social Care to look deeper into the findings to assist with future planning.

6.2 Building a Strong, Sustainable Local Economy

The aim is to collaborate with Halton Adult Social Care to look deeper into the findings to assist with future planning.

6.3 Supporting Children, Young People and Families

None

6.4 Tackling Inequality and Helping Those Who Are Most In Need

The aim is to collaborate with Halton Adult Social Care to look deeper into the findings to assist with future planning.

6.5 Working Towards a Greener Future

None

6.6 Valuing and Appreciating Halton and Our Community

The aim is to collaborate with Halton Adult Social Care to look

deeper into the findings to assist with future planning.

7.0 Risk Analysis

7.1 None identified.

8.0 EQUALITY AND DIVERSITY ISSUES

8.1 An Equality Impact Assessment (EIA) is not required for this report.

9.0 CLIMATE CHANGE IMPLICATIONS

9.1 None identified.

10.0 LIST OF BACKGROUND PAPERS UNDER SECTION 100D OF THE LOCAL GOVERNMENT ACT 1972

10.1 Appendix 1: Co-Creation Final Report of using co-creation to explore public and professionals' awareness of location and types of care services (the Continuum of Care) available to older people: A qualitative approach.