



An approach to measuring outcomes of social care

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Outcomes in social care

■ Policy

- *Transparency in outcomes*: NHS and social care frameworks

■ Practice

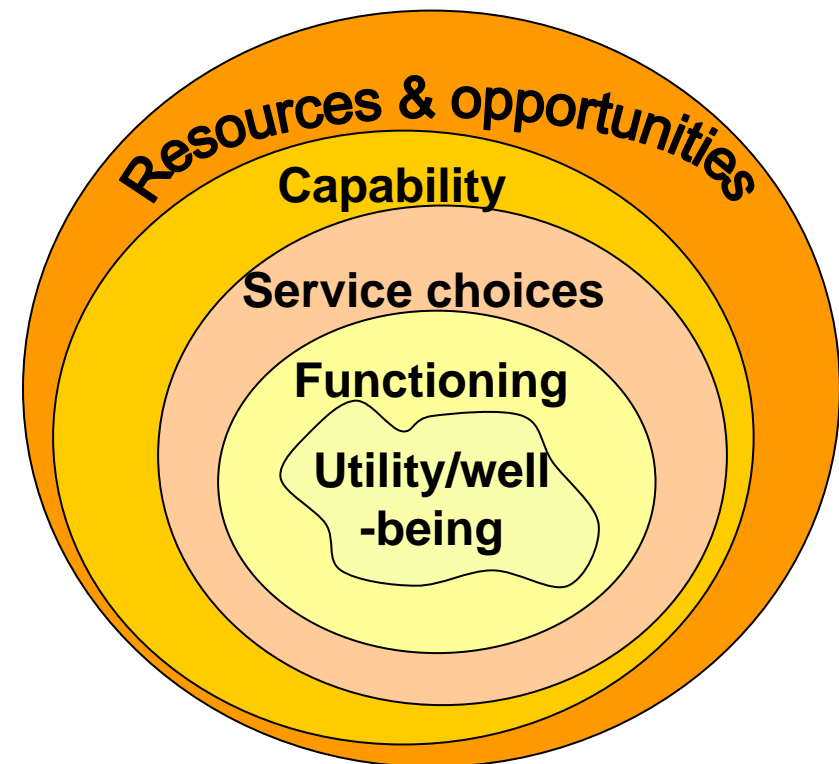
- What we measure affects behaviour
- Creates the right incentives
- Knowledge of outcomes informing objectives e.g. equalities of *outcome*

■ Research

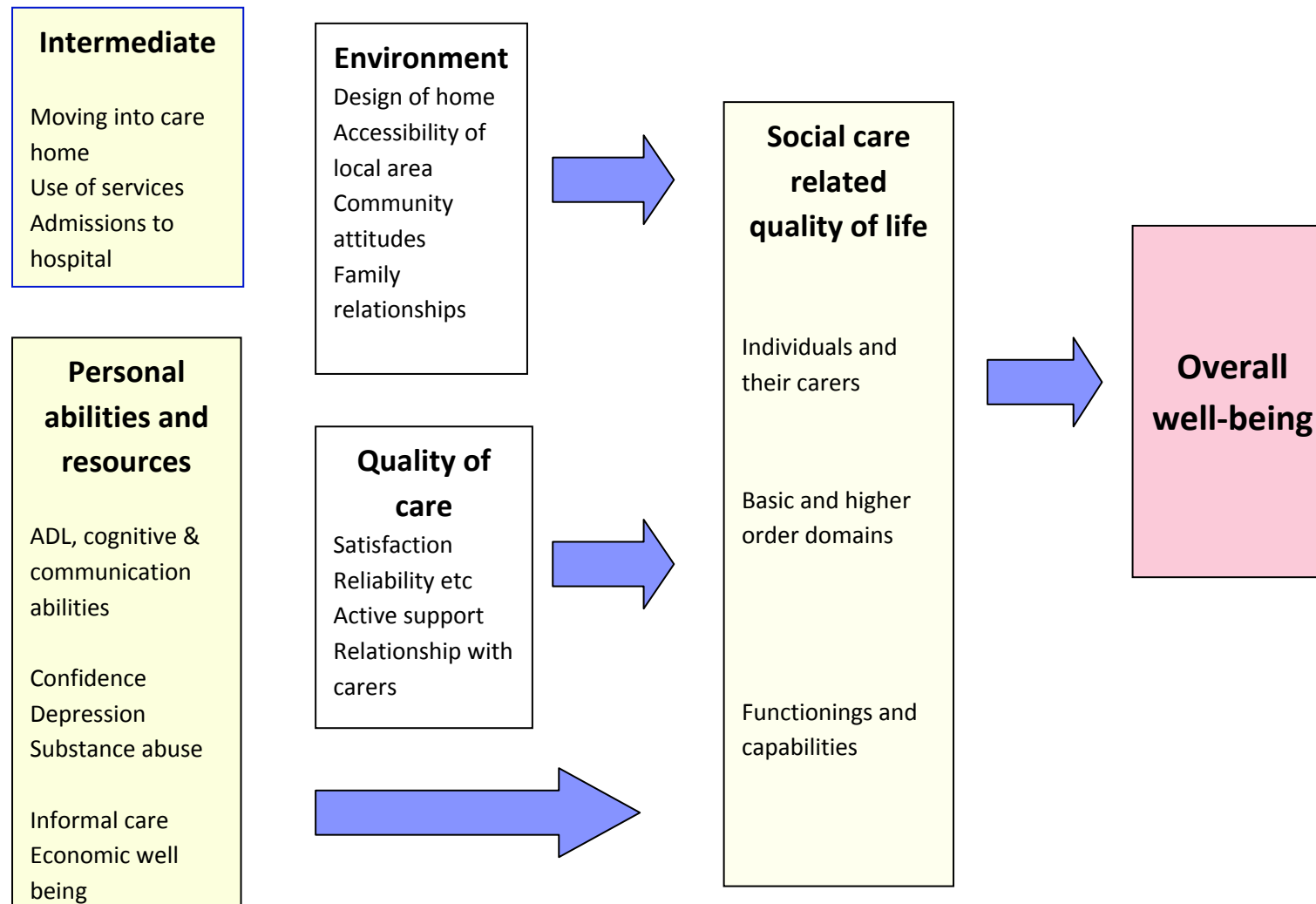
- What are the impacts of policies/practice/innovation?
- Cost-effectiveness
- What are we prepared to pay for outcomes?
 - Social care equivalent of a QALY

What do we mean by outcome?

- The impact of social care on quality of life...
 - Fundamental aim utility, happiness or well-being
 - People's *functioning states*:
 - being clean, fed, safe
 - ... but also feeling in control, occupied, socially engaged
 - *Capability* to achieve improved functioning



'Types' of social care outcome



Measuring outcomes of social care

■ Problems

- How much due to social care interventions?
- 'Before' often not true baseline – not reflecting full value
- People adapt to difficult circumstances
- Cognitive and communication challenges
- Resource intensive and burdensome

■ Principles

- Should reflect full value of care interventions
- Limiting burden as far as possible

■ Approach

- Series of related projects
- Link validated measures to low burden indicators

Studies

■ Development

- Measuring outcomes for Public Service Users
 - Low level interventions
 - Care homes for OA and PWLD
 - Population preference study
- Development work for user experience surveys
- Developing a measure of outcomes of social care for adults (OSCA)

■ Use

- Individual budget's evaluation
- Re-ablement evaluation
- Personal health budget's evaluation

Desirable attributes of measure

- Sensitive to social care effects
- Valid and reliable
- Applicable across all social care
- Reflect relative importance of domains
- Anchored
 - Meaningfulness
 - Comparability/ range of uses

Social care related quality of life (SCRQoL)

- Personal cleanliness and comfort
- Food and drink
- Safety
- Clean and comfortable accommodation
- Social participation and involvement
- Control over daily living
- Occupation
- Dignity

Levels of SCRQoL

■ Functionings

- States of being e.g. clean, well-fed, safe

■ Capabilities

- The *freedom to be able* to do something that is valued (Sen)

■ Needs as functioning i.e. don't do (enough) X

- Some/Low level needs (no health implications)
- High level needs (health implications)

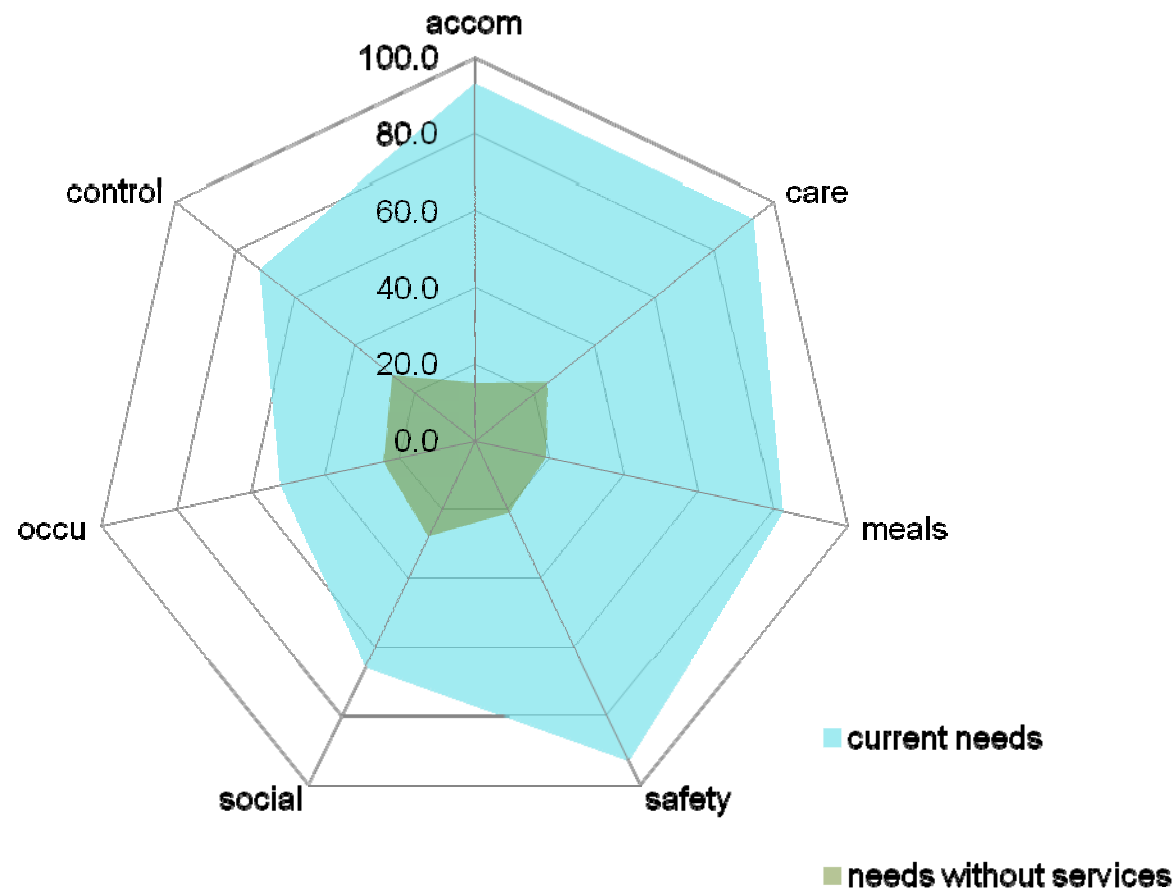
■ Absence of need as capabilities i.e. able to do X

- No needs (musn't grumble, not as much as want)
- Preferred situation (aspirations, as much as want)

Measuring outcome

- 'Current' SCRQoL
 - Before and after
- 'Expected' SCRQoL
 - In absence of services/support
- SCRQoL gain
 - Current-expected

Older care home residents' needs and outcomes



Older home care users' needs and outcomes



Interpretation of effects

- Current SCRQoL before and after
 - Change in experienced quality of life
- Expected SCRQoL
 - Need for intervention
 - Associated with ADLs & informal care
- SCRQoL gain
 - Impact of intervention at that point in time
- Expected SCRQoL before and after
 - Change in need for intervention

Other associated indicators

- Abilities in activities of daily living
- Presence and extent of support from others
- Design of home
- Accessibility of external environment
- Dignity
 - Attitude to receiving help at all

Instruments

- Self completion tools (SCT)
 - 3 level version developed for day care
 - Generates 'outcomes' based on research
 - 4 level version – current SCRQoL
- Interview schedule
 - Structured version – 4 levels
 - Current and 'expected' SCRQoL
- Care homes: 3 level ratings based on
 - Semi-structured interviews – residents/staff/relatives
 - Observation
 - Recommend training

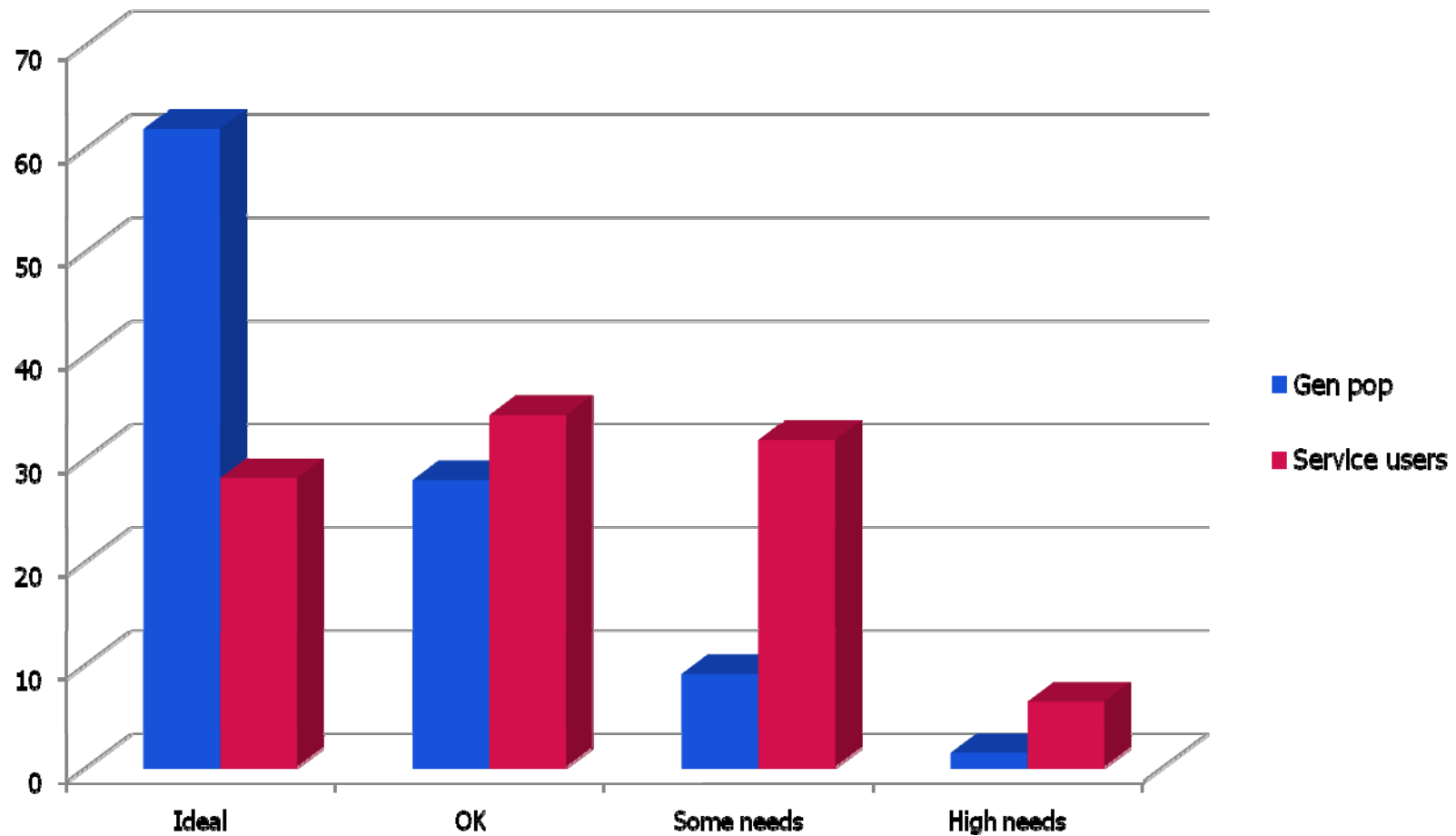
Preference weighting

- Reflect the relative importance of each domain level
- Series of preference studies
 - General population and service users
 - Stability of preference weight estimates
 - Anchoring
 - Health QALYs
 - How do SCRQoL states related to 'being dead'?

ASCOT scores

- Anchors:
 - 0 = 'being dead'
 - 1 = 'Ideal' SCRQoL
- Range
 - -0.17-1.00
- Benchmarks/norms
 - General population
 - Equipment service users
 - Adult Social Care Survey

Control over daily life



Looking forward (1)

- Updating website (soon!)
 - Revised scoring
 - 'Low' -> 'Some' needs
 - Forum
- Training
- Workshops
- Widespread interest
- Local councils
- International links

Looking forward (2)

- Adult Social Care Survey
 - Future source of data
 - Adult social care outcomes framework
- Methods
 - Groups we currently miss
 - Cost per SC-QALY?
 - Relationship with health outcome measures
- Your views very welcome!

The toolkit - online



<http://www.pssru.ac.uk/ascot/>

Instruments & data entry tools

Guidance & FAQ & References

Feedback

Registration