



# 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.”*

# UK Centre for Evidence Implementation in Adult Social Care

Sarah Jenkins (Wales lead) and Jon Glasby (Centre Director)

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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 12 other academic, policy and practice partners, 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
- It will work **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 wisdom of social care staff)
- Very **embedded in the realities of local practice**, but also committed to **building lessons learned into policy and practice**

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# What are IMPACT's objectives?

- Support more **widespread use of evidence** – with a broad and inclusive understanding of evidence
- Build **capacity and skills** in the ASC workforce 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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# Three phases of development

- **Co-design** (April-Dec 2021), with external engagement from June
- **Establishment** (2022)
- **Delivery** (2023-2027)

Longer-term aspiration that the Centre's work becomes a permanent feature of the social care landscape

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# Key activities during co-design (April – Oct 2021)

- Meetings with **individual stakeholders** to help shape our work programme, identify synergies/gaps and maximise added value
- **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)
- Five '**IMPACT Assemblies**' (forums of users, carers, practitioners, providers, commissioners and researchers)
- **Lived experience engagement lead** engaging/mapping user-led and community organisations by/for people with 'seldom heard' voices, and developing our principles/strategy for co-production
- More information (including background brief, easy read and Welsh easy read via: <https://more.bham.ac.uk/impact/>)

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# Early feedback (very brief)

- What would help most is practical support to make changes to social care on the ground; funding to involve users, carers and care workers; and opportunities for people to work on practical changes together
- Very strong support for insights which draw on different types of research, lived experience and practice knowledge
- Most important topic areas are seen as: prevention and well-being; person-centred and assets-based approaches; and carers' health and well-being. Free text comments seem to include pay and progression for care staff and integration of care (final analysis underway after survey closed on 8 October)
- Less initial/apparent support for: care technology; new models of care; strategic planning/leadership (although recognition that many topics are interconnected)

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# KEY THEMES FROM THE WALES IMPACT ASSEMBLY

## What is good care?

- Wales - ‘compassionate’, ‘enabling’, ‘personalised’, ‘kind’, ‘bespoke’.
- England - ‘person-centred’, ‘personalised’, ‘tailored’, ‘empowering’ and ‘love’.

## What can good care help people achieve?

- Wales - ‘contentment’, ‘fulfilment’, ‘belonging’ and ‘freedom’.
- England - ‘independence’, ‘control’ and ‘empowerment’.

Wales - responses focused on general well-being - although freedom, independence and empowerment were shared by both Assembly participants as an important facet of care.

## What prevents care from being good?

- Wales - ‘attitude’, ‘controlling’ and ‘communication’
- England - ‘bureaucracy’, ‘standardisation’ and ‘time’.

England - responses related to the barriers from the institutions of care. Wales - focused on the attitude and behaviour of care givers.

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# THEMES FROM ASSEMBLY 1

- **Committed to the principles of coproduction** - emphasised the importance of listening to the voices of those at the front-line of social care; users and carers.
- **Support for policy developments in Wales which emphasised co-production** - e.g. Dementia Standards - Public Health Wales; 'Bridging the Gap' - palliative support to 14-25yr olds.
- **Emphasised the importance of care relationships** - good care is relational and based on trust.
- **IMPACT priorities – should focus on communities to help themselves** - if the community is supported properly, then that will equate to people being treated equally and everyone will have a voice and money will be spent well.
- **Strong awareness of sector challenges** - the broader economic context & the marketized system of care.
- **Problematized what we mean by 'value'** - social value, valuing services and valuing people. A sense that the public don't always fully understand the diversity and variety of care and support and recognise the value the sector.

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# Evidence into practice (initial examples to test)

	Delivery models	Type of challenge/opportunity
<i>Pro-active</i>	IMPACT Demonstrators	<b>Major strategic issues/long-term projects</b> using coaches (incl. with lived experience) to facilitate <b>local change</b> , support <b>evaluation</b> and <b>apply learning</b> in other contexts
	IMPACT Networks	<b>Short-term/intensive problem solving</b> , bringing people together to understand each other/work on <b>practical solutions</b>
<i>Responsive</i>	IMPACT Facilitators	<b>Individual change agents/knowledge brokers</b> , placed within local organisations to enable <b>collaborative working</b>
	Ask IMPACT	<b>2-way communication and dialogue: responsive to queries</b> from sector and individuals; building a <b>trusted repository</b> of practical <b>implementation resources</b>
<i>All</i>	<b>Scaling / sharing learning:</b> action learning sets, web resources, 360-degree immersive videos; professional guidance, links to FE/HE, etc	

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# To find out more

- Go to <https://more.bham.ac.uk/impact/>
- Register your details via [impactcentre@contacts.bham.ac.uk](mailto:impactcentre@contacts.bham.ac.uk)

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