“Good support isn’t just about ‘services’
– it’s about having a life.”
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UK Centre for Evidence Implementation in Adult Social Care

Sarah Jenkins (Wales lead) and Jon Glasby (Centre Director)
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
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
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/](https://more.bham.ac.uk/impact/))
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)
KEY THEMES FROM THE WALES IMPACT ASSEMBLY

What is good care?


What can good care help people achieve?

- 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 - 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)

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