

Neuadd y Ddinas Caerdydd,
Ffordd Gerddi'r Orsedd, Caerdydd CF10 3ND

Cardiff City Hall,
Gorsedd Gardens Rd, Cardiff CF10 3ND

Sioeau teithiol ymchwil gofal cymdeithasol Social care research roadshows

#STYGCCaerdydd | #SCRRCardiff

Sioeau teithiol ymchwil gofal cymdeithasol
Social care research roadshows



Welcome

Hello and welcome to the social care research roadshows!

This is the first time we've staged these events, so we hope you find them useful.

It's been our ambition over recent years to see evidence embedded in social care practice in Wales, but we know this can be challenging for a number of reasons. Our research into how the social services and social care workforce understand and use evidence found some common barriers, including a lack of time, funding and access to resources, as well as a shortage of skills and confidence in finding and applying evidence.

That research also highlighted the importance of building relationships between researchers and practitioners, and these findings helped us better understand how we can support workers to get evidence into practice.

As part of our work in this area, we've teamed up with Health and Care Research Wales to arrange these free roadshows.

We want to show you the positive impact research can have on practice, shine a light on some of the evidence available and give you an opportunity to make connections with researchers.

You'll hear from experts from across Wales and beyond on a range of social care research topics, many of which we've chosen based on our recent work to identify research priorities.

You'll also have the chance to talk about the topics in more detail with the researchers themselves and other practitioners.

In this age of virtual gatherings, it's nice to be able to come together in person like this. We hope you enjoy your day and come away with added confidence to apply evidence to your practice.

Thank you for joining us.

Sue Evans

Chief Executive, Social Care Wales

Welcome

Thank you for taking the time to be with us today at the 2023 social care research roadshow. The team at Health and Care Research Wales and our colleagues at Social Care Wales are confident that you can expect an inspiring day of learning, sharing and networking with colleagues across Welsh social care.

The roadshows will provide an opportunity for the social care community to learn, but will also showcase the latest research in the social care sector, whilst highlighting the impact and value of research for practice, particularly focusing on identified research priorities.

With the recent launch of our three-year plan, 'Research Matters: Our plan for improving health and care research in Wales 2022-2025', Health and Care Research Wales has made a commitment to support social care research.

Through our Health and Care Research Wales Faculty, which covers health and social care, we are developing a strong research workforce for the future. To close the gap between social care and healthcare research, we are also supporting a range of programmes including ENRICH Cymru and CASCADE. By funding a new adult social care research centre in collaboration with Cardiff University, we are also providing opportunities to focus on senior research leadership capacity.

Together, we can elevate the profile of social care research, explore new possibilities, and participate in exciting new projects. I hope you get the most out of your day, and that you can take today's learning back to your teams and organisations to help us all improve outcomes for the people of Wales.

Kieran Walshe

Director of Health and Care Research Wales

About us



Social Care Wales

Social Care Wales is responsible for developing and regulating the social care workforce in Wales.

Our regulatory role means we register practitioners, set standards of practice and make sure workers are fit to practise, while we develop the workforce so they have the knowledge and skills to protect, empower and support those who need help.

We set priorities for research to get evidence of what works well and share good practice with the workforce so they can provide the best response.

Our work also means we support innovation in the sector and gather data relevant to social care, as well as working with others to improve services for areas agreed as a national priority.

We're funded by Welsh Government.

About us



Health and Care Research Wales

Health and Care Research Wales is a networked organisation, supported by Welsh Government, which brings together a wide range of partners across the NHS in Wales, local authorities, universities, research institutions, third sector and others.

We work in close partnership with other government agencies and research funders (both in Wales and across the UK), industry partners, patients, service users, public and other stakeholders.

We work together to promote research into diseases, treatments, services and outcomes that can lead to discoveries and innovations which can improve and even save people's lives. For more information, please go to healthandcareresearchwales.org

A word from the Older People's Commissioner for Wales



Heléna Herklots CBE Older People's Commissioner for Wales

I'm pleased to be chairing this roadshow event, working with Social Care Wales and Health and Care Research Wales to highlight the ways that research and evidence can improve policy and practice and deliver better outcomes for older people.

The event will showcase some of the latest research, and the ways this can inform practice, alongside bringing together practitioners and researchers, which will provide opportunities to share information and ideas, as well as make new contacts and connections.

I'm looking forward to exploring the ways we can work together to embed evidence-based practice in key areas, to help ensure we have the knowledge and resources needed to deliver the highest standards of care and support for older people.

Information for the day

Registration

Registration and networking will begin from 9.30am. The main programme and speaker sessions will begin from 10am, then will split into two parallel sessions. Lunch will be served in the Ferrier Hall at 1pm, followed by parallel sessions in the afternoon and closing remarks from our host in Syndicate Room D at 3.20pm.

We aim for this series of roadshow events to be paperless, so we would encourage you to download this brochure rather than print it. There won't be any paper copies available on the day.

**Wifi can be accessed at City Hall via the public network.
No password is needed.**

Simultaneous translation

Some of the roadshow programme may be delivered through the medium of Welsh.

Simultaneous translation will be available via the headsets on your seats in the Consortium Room D for those who need it.

As part of the main roadshow programme, questions may be asked in either Welsh or English. If responders are unable to speak Welsh, their answers will be given in English.

Travel bursaries

Although the social care research roadshows are free to attend, we understand that some may experience financial difficulties in securing travel to and from the events. There are bursaries available to help with this, so do please get in touch with the roadshow team if you need assistance.

Programme

MORNING SESSION - SYNDICATE ROOM D

From
09.30

Registration opens
Your opportunity to plan your day and network

10.00

Welcome to this inaugural social care research roadshow
Lisa Trigg, Assistant Director, Research, Data and Innovation, Social Care Wales
Heléna Herklots CBE, Older People's Commissioner for Wales

10.15

**From act to impact? Overview of the national evaluation
of the Social Services and Well-being (Wales) Act 2014**
Mark Llewellyn, University of South Wales
Fiona Verity, Swansea University

10.35

COMFORT BREAK

Programme

MORNING PARALLEL SESSION	
	<p>1 Support for unpaid carers</p> <p>2 Taking care of the whole older person</p>
10.45	<p>Making personalised short breaks meaningful: Research to connect academia, policy, and practice Diane Seddon, Bangor University</p> <p>A chasm, rather than a gap? Transforming the response to older victim-survivors of domestic abuse Sarah Wydall, Aberystwyth University</p>
	<p>An online resource for self-care and learning: iSupport for dementia carers Gill Windle, Bangor University</p> <p>Bigger is not always better: Community group support for people living with dementia Rebecca Oatley, Cardiff University</p>
	<p>Black and minority ethnic unpaid carers and their support systems Wahida Kent, Swansea University</p> <p>Dementia Enquirers: People with dementia in the driving seat of research Teresa Davies, Swansea University</p>
11.45	COFFEE BREAK AND NETWORKING
12.00	MORNING Q&A / REFLECTION SESSIONS
	<p>ROOM A Wahida Kent</p> <p>ROOM B Teresa Davies</p> <p>ROOM C Gill Windle Diane Seddon</p> <p>ROOM D Rebecca Oatley Sarah Wydall</p>
13.00	LUNCH AND NETWORKING FERRIER HALL

Programme

AFTERNOON SESSION

AFTERNOON PARALLEL SESSION

	1 Social work with older people in context	2 Technology in adult social care
13.45	Hospital social work: Holding on to values in the face of bureaucracy Daniel Burrows, Cardiff University	Use of technology to tackle loneliness among older people during the Covid-19 pandemic Julie Barnett, Wales Centre for Public Policy
	Social care responses to self-neglect and hoarding among older people: What works in practice? Nicole Steils, King's College London	Using smart technology to empower people to live happier and more independent lives Georgina Powell, Cardiff University

14.30

AFTERNOON Q&A / REFLECTION SESSIONS

ROOM A
Nicole Steils

ROOM B
Georgina Powell

ROOM C
Dan Burrows

ROOM D
Julie Barnett

15.15

CLOSING REMARKS

Speakers and presenters | A-Z



Professor Julie Barnett
Wales Centre for
Public Policy

Julie is associate pro-vice-chancellor (research), professor in health psychology and part of the Healthy Later Living Network at the University of Bath. Julie is a social scientist with research interests and expertise around risk appreciation and risk communication, the role of the digital in enhancing social connection, social prescribing, and food hypersensitivity. She's particularly interested in developing innovative research methods.

Over the last 20 years, she's led and collaborated on interdisciplinary projects funded by UK research councils, European funding bodies, charities and UK government departments and agencies.

'Use of technology to tackle loneliness among older people during the COVID-19 pandemic'

Presentation summary

Julie will present the results of a study commissioned from the University of Bath by the Wales Centre for Public Policy on behalf of the Welsh Government. The research and findings address different ways in which technology was used to tackle loneliness among older people during the COVID-19 pandemic.

Barriers, enablers, benefits and challenges are identified to understand for whom and in what circumstances technology-enabled approaches were effective at tackling loneliness, before highlighting lessons for future policy and practice.

Speakers and presenters | A-Z



Dr Daniel Burrows
Cardiff University

After working as a qualified social worker for seven years, Daniel moved to higher education in 2014 and joined the School of Social Sciences at Cardiff University in 2018, where he's now a senior lecturer in social work.

Daniel completed his professional doctorate in social work in 2018, which was based on an ethnographic study of a hospital social work team. This work formed the basis of his first book, *Critical Hospital Social Work Practice*, which was published by Routledge in 2020. His research interests include social work with older people, unpaid carers, rights-based practice and care planning

Presentation summary

Hospitals can be a uniquely challenging environment for social care practice due to a range of different pressures.

This paper draws on an ethnographic study of a hospital social work team to explore the values enacted by social workers involved in discharge planning for older people.

'Hospital social work: Holding on to values in the face of bureaucracy'

Particular attention is paid to the social workers' ongoing concern for the rights of individuals and families, which they promote through advocacy. Hospital social workers sometimes advocate on behalf of patients for positive risk-taking, and at other times provide advocacy to ensure that potentially unsafe discharges are averted. The role involves social workers exploring and addressing family dynamics between patients and their loved ones and helping individuals and families to access resources.

It'll be argued that hospital social workers are able to do work that is recognisable as social work, since it involves promoting human rights, social justice and empowerment, despite the challenges intrinsic to the role. The real difference to individuals' lives that hospital social workers can make, and the contribution of social workers articulating social work values within the hospital setting, should not be undervalued or ignored.

Speakers and presenters | A-Z



Teresa 'Dory' Davies
Swansea University

Dory is a retired landscape gardener, diagnosed with Alzheimer's 10 years ago when she was 59. She lives in North Wales and runs a DEEP (Developing Evidence Enriched Practice) group for people with dementia called Likeminded.

She's also an active Dementia Diarist. Run by Innovations in Dementia, Dementia Diaries is a UK-wide project that brings together people's diverse experiences of living with dementia as a series of audio diaries, with the aim of prompting dialogue and changing attitudes.

'Dementia Enquirers: People with dementia in the driving seat of research'

Presentation summary

The aim of this project, which took place between October 2018 and February 2023, was to develop a new approach to research, or 'enquiry', that is led and controlled by people with dementia themselves.

Innovations in Dementia has supported people with dementia to explore how knowledge is acquired and applied in a way that feels relevant to their own lives. People with dementia have been involved in identifying research priorities and, helped by small grants, in planning and undertaking their own research.

Dory has been one of the 'Pioneers' who've shaped the whole programme. In this presentation, she'll talk about what this work has meant to her. A short film will also showcase other voices who contributed to the project.

[Click here to watch the video on the Innovations in Dementia CIC YouTube channel.](#)

Speakers and presenters | A-Z



Dr Wahida Kent
Swansea University

Wahida qualified as a social worker in 1999. Her practice experience has mainly focused on supporting children and families in Wales. In the last 13 years of practice, she's worked with disabled children and young people, and children and young people with life-limiting conditions from black and minority ethnic groups. She's undertaken a range of teaching and research roles since 2014 and has taught social work since 2018.

Wahida's PhD research, undertaken at Cardiff University, focused on black and minority ethnic unpaid carers of children and young people with life-limiting conditions. She's recently worked as part of a team commissioned by Welsh Government to produce guidance for social workers working with parents with learning disabilities going through the process of Public Law Outline.

She's currently a senior lecturer at Swansea University in the social work department, teaching on both the BSc and MSc social work programmes.

'Black and minority ethnic unpaid carers and their support systems'

Presentation summary

Little is known about the experiences of black and minority ethnic unpaid carers, their access to and take-up of formal and informal support, and barriers they may face. This study aimed to bridge this gap by interviewing unpaid carers and professionals working in health and social care to gauge if there's ethnic variance in terms of their needs and experiences.

The presentation will focus on the contrast between previously held beliefs regarding the availability of family and community support for this group of families, and the accounts of the families themselves. Findings challenged some of the academic discourse and anecdotal feedback from professionals around access to and availability of informal support for black and minority ethnic carers.

Professionals spoke about their lack of confidence in addressing religious and cultural needs and linked this to lack of training in these key areas. A person-centred approach is needed, one that avoids assumptions and racial stereotypes.

Speakers and presenters | A-Z



Professor Mark Llewellyn
University of South Wales



Professor Fiona Verity
Swansea University

‘From act to impact? An overview of the national evaluation of the Social Services and Well-being (Wales) Act 2014’

Mark is director of the Welsh Institute for Health and Social Care (WIHSC), and professor of health and care policy at the University of South Wales. Since 2008 at WIHSC, he’s undertaken more than 100 specialist research studies and evaluative reviews and gained considerable experience of managing and delivering complex and sensitive studies, specifically in health and social care and across the public sector in the UK. He’s developed expertise in applied research and evaluation methodologies and his work is focused on providing a robust and independent evidence base in all of WIHSC’s work.

Fiona is a professor of social work at Swansea University. She has a practice background in community development in Australia and has worked in community development and management roles in local government, community health and the non-government sector.

As an academic, she’s taught and researched in areas of social policy, community development and social planning. She was a member of the team which conducted the evaluation of the Social Services and Well-being (Wales) 2014 Act and led the work on prevention.

Presentation summary

The independent national evaluation of the act – the IMPACT study – ran from November 2018 to October 2022. This presentation will provide an overview of the key components of the study and the findings of the study team. It’ll describe how the journey towards the realisation of the ambitious aim of the act is not complete, and will offer a series of insights into the key questions and challenges facing the sector in Wales, which emerge from the evidence base generated by the research team.

Speakers and presenters | A-Z



Dr Rebecca Oatley
Cardiff University

Rebecca is a researcher and lecturer on the MA social work (two-year) qualifying programme at Cardiff University. She previously worked as a qualified social worker across statutory and third-sector services for older adults and people living with dementia in Wales and England.

Her research interests include diversity, gender, and the lived experience of dementia, social work with older adults, post-diagnostic community-based support interventions, and translating research into practice. She's passionate about including the voices of people living with dementia and family carers in research and teaching.

Presentation summary

This presentation will draw on ethnographic research on sport reminiscence activity groups for people living with dementia. It'll discuss the broader benefits and challenges of group support and consider lessons for practice (beyond sport reminiscence activities) in community-based group support for people and families affected by dementia.

'Bigger is not always better: Community group support for people living with dementia'

People living with dementia and their informal care partners are at higher risk of loneliness and social exclusion than age-related peers. Group sport reminiscence is an example of community-based group support suggested to be increasingly popular. It's thought to be enjoyable, promote social engagement, support individual and shared identities, offer a chance to demonstrate agency and expertise and provide gender role opportunities.

This refers to opportunities for people to enact behaviours and activities that fulfil common gender roles, which they may not have the opportunity to do in their day-to-day lives.

This presentation will draw on research undertaken at four sport reminiscence groups hosted by professional sports clubs for people living with dementia, as well as qualitative interviews with seven women affected by dementia. The findings will be discussed, and the presentation will consider who benefits from particular group approaches.

Speakers and presenters | A-Z



Dr Georgina Powell
Cardiff University

Georgie is a lecturer in the school of psychology at Cardiff University. She's interested in the use of technologies (particularly smart tech) in health and social care settings. In her Health and Care Research Wales fellowship, she's studying the use of smart speakers and smart homes by people with a learning disability and older people living in social housing.

She's exploring whether these technologies could empower people to live more independently and improve well-being, loneliness, and digital inclusion. Georgie is working with social care organisations in Wales who are leading in digital innovation, including Innovate Trust and Newydd Housing Association.

'Using smart technology to empower people to live happier and more independent lives'

Presentation summary

Speech-controlled smart technology, like smart speakers, can offer a more accessible way of engaging with the internet than traditional devices like smartphones and tablets. Users can also control aspects of their home environments, like turning electrical equipment on and off, accessing entertainment and setting reminders. This presentation will cover recent research into how smart speakers (and other smart technology) could be used in social care settings to help people live happier and more independent lives.

Speakers and presenters | A-Z



Dr Diane Seddon
Bangor University

Diane is a reader in social care at the Centre for Ageing and Dementia Research, School of Medical and Health Sciences, Bangor University.

She's led a social care research programme attracting grants totalling approximately £10.5 million. With an established reputation for completing policy-relevant, impactful research, she's advised on national policy development (specialist advisor, Welsh Affairs Select Committee) and led reviews of national policy implementation, including the Carers Strategy for Wales (for Welsh Government) and the Carers Strategy for England (for the Department of Health). She's a member of the Ministerial Advisory Group for Carers (Welsh Government) and the steering committee of the international Building Respite Evidence and Knowledge (BREAK) Exchange.

'Making personalised short breaks meaningful: Research to connect academia, policy, and practice'

Presentation summary

Welsh Government recognises the importance of short breaks for unpaid carers, traditionally called respite care, and supporting a life alongside caring is one of four national priorities for unpaid carers in Wales.

This presentation describes research and practice development activity to innovate short breaks for unpaid carers and the people they support. It reports findings from a review of the international evidence base, as well as collaborative, pan-Wales work that developed key principles for future short break options and prioritised areas for investment and practice development.

Speakers and presenters | A-Z



Dr Nicole Steils
King's College London

Nicole is a research fellow at the NIHR Health and Social Care Workforce Research Unit (HSCWRU) at King's College London. She led an NIHR School for Social Care Research-funded study on responses to self-neglect and hoarding behaviour among older people in England. She's now part of a team exploring involvement of professional decluttering services in cases of hoarding behaviour.

Before becoming a researcher, Nicole worked in out-of-school education and social work in Frankfurt, Germany. Nicole's other research interests are the use of technologies, counselling/mentoring, social policy, personal identity/identities, and bringing theory and practice together.

'Responses to self-neglect and/or hoarding behaviour among older people in England'

Presentation summary

This presentation reports findings from an NIHR School for Social Care-funded study exploring the question 'what works in practice?', aiming to improve service provision and responses to self-neglect and/or hoarding behaviour among older people.

The English Care Act 2014 recognises self-neglect including hoarding behaviour as a possible safeguarding concern. Older people are often reluctant to acknowledge any associated risks and refuse to accept treatment, services or support. This study used a mixed-method approach consisting of literature and document reviews and interviews with safeguarding adults leads and practitioners in 31 English areas.

Findings focus on referral and assessments, practitioners' perceptions, the role of mental capacity, availability of treatment and services, and multi-agency working. Recommendations to improve policy and practice are made.

Speakers and presenters | A-Z



Professor Gill Windle
Bangor University

Gill is a gerontologist with a background in psychology who specialises in interdisciplinary research. She's the director of Dementia Services Development Centre Wales (DSDC), director of research impact in the School of Medical and Health Sciences at Bangor University, and the Bangor lead of the Wales Centre for Ageing and Dementia Research (CADR). Gill's research aims to improve the health, well-being and resilience of older people, people with dementia and their supporters, and improve care and service provision.

'An online resource for self-care and learning: iSupport for dementia carers'

Presentation summary

NHS guidelines recommend that informal carers of people living with dementia, such as family and friends, should be offered training to help them develop care skills and manage their own physical and mental health. The World Health Organisation recommends access to affordable, proven, well-designed online technologies for education, skills training and support for dementia carers.

In response to these recommendations, the first study in the UK of the benefits of an online training and support programme is currently being undertaken. This was developed by the World Health Organisation and is called 'iSupport'. It's designed for dementia carers to help them provide good care and take care of themselves. This presentation gives an overview of the research and progress to date.

Speakers and presenters | A-Z



Dr Sarah Wydall
Aberystwyth University

Sarah is a reader in criminology, director of the Centre for Age, Gender and Social Justice and principal investigator on the Dewis Choice Initiative 2015-2023 at Aberystwyth University. In 2022, Sarah was awarded a Vice Chancellor's Award for exceptional impact beyond academia. Sarah is also the recipient of a Welsh Crucible award for research leadership, and in 2016 she won the Audrey Jones Memorial Award for Feminist Scholarship. Sarah's publications focus largely on gendered harms.

'A chasm rather than a gap? Transforming the response to older victim-survivors of domestic abuse'

Presentation summary

Dewis Choice is a co-produced service providing long-term, intensive support to older victim-survivors of domestic abuse. It uniquely combines longitudinal research, capturing the 'lived help-seeking experiences' of older victim-survivors, with the provision of a platform for older people to speak 'truths to power' about their justice-seeking experiences. Service users use their voices to co-create resources to transform the response to domestic abuse in later life.

This presentation will give an overview of the research findings to date and show how legislation, policy and practice have led to a chasm rather than a gap in appropriate support for older victims. It'll show how service poverty is frequently experienced by those with complex needs, especially in using the range of domestic abuse protections available to keep older people safe from harm and effectively supported, so they are able to make informed choices.

Partners and exhibitors

ADSS Cymru

The Association of Directors of Social Services (ADSS) Cymru is the voice of the professional and strategic leadership of social care services in Wales. We represent the collective view of all 22 local authorities' social services departments across Wales, and deliver positive outcomes for our communities by informing and influencing legislation, policies and practices in the social care sector.

adss.cymru

Canopi

Canopi provides free and confidential mental-health support for social care and NHS staff in Wales. We particularly aim to support people who feel unable to access help from their employer-based services. We offer various levels of support, including self-help, peer-support, guided self-help, and therapy with accredited specialists.

canopi.nhs.wales

CADR

Centre for Ageing and Dementia Research (CADR) aims to improve the lives of older people through research, policy, and practice. CADR is based at Swansea, Bangor and Aberystwyth universities, ensuring that research into ageing is completed across Wales. CADR researches several disciplines such as:

- environments of ageing
- characterising dementia and cognition in ageing
- social inclusion for health and well-being in later life
- research methods, public and professional engagement and involvement.

CADR is funded by Health and Care Research Wales and Welsh Government, and is a national, multi-faceted virtual organisation comprising several distinct elements. It integrates multi-disciplinary activity and develops areas of expertise from biological, through psycho-social and environmental, to social policy in ageing and dementia.

cadr.cymru

Partners and exhibitors

Carers Wales

Carers Wales is part of Carers UK - the UK's only national membership charity for unpaid carers. Founded nearly 60 years ago, our mission is to make life better for carers. We provide information, advice and support.

carerswales.org

ENRICH Cymru

ENRICH Cymru is a network of research-ready care homes across Wales aimed at supporting the delivery and development of research in care homes. This includes supporting care home staff, residents, and resident families to be involved in research and how that can contribute to practice. We also support researchers in undertaking care home research.

enrich.nihr.ac.uk

ExChange

ExChange Wales brings together leading researchers, practitioners and service users to share expertise, research evidence and care experiences.

exchangewales.org

HTW

Health Technology Wales (HTW) was established by Welsh Government to produce national guidance on the use of non-medicine health technologies in Wales. HTW is funded by Welsh Government and hosted by Velindre University NHS Trust but is independent of both.

Working with partners across the health and care sectors, our multi-disciplinary team carries out health technology assessments of health or care technologies that are not a medicine and publishes national guidance on their use in Wales.

healthtechnology.wales

Partners and exhibitors

NHS Wales e-library

The NHS Wales e-Library is home to NHS Wales' largest source of evidence and digital information including e-Journals, e-Books, databases, evidence summaries, medicines information, guidelines, e-Learning and more.

From January 2023, social workers and social care managers in Wales can now access resources to support their practice.

Through this collaboration, the e-Library collections have grown with the addition of new social care subject matter, including databases, e-books and e-journals.

The e-Library is easily available through a self-registration account for social workers and social care managers, who can now sign in using their preferred device, at home, work, or wherever and whenever they need.

**For more information visit the e-library website - elh.nhs.wales/
or contact the e-Library team: elibrary@wales.nhs.uk.**