

Invitation to shape the design, progress and findings from a research project about social care

- ❖ Would you like to help the government and local councils improve how they gather information about users' and carers' experience of social care services?
- ❖ Are you a user of adult social care services or do you provide help and support someone who needs additional help because of their age or disability?
- ❖ Would you be able to offer up to 4 days of your time between September 2019 and February 2020 to contribute to the research?

Background to the research

The Adult Social Care Survey and the Survey of Adult Carers in England are important sources of information about the experiences of people receiving local council social care services in England, and their carers. The information is used by the government to plan for and deliver services.

At the moment the surveys do not find out the views of the whole council social care user population. Also, the surveys have not taken advantage of improvements in how surveys are designed in recent years. Ipsos MORI is carrying out a project commissioned by the National Institute for Health Research (NIHR) on behalf of the Department for Health and Social Care (DHSC) to assess whether the surveys cover all the users they could, and how the surveys could be improved. A summary is provided on the last page.

Involvement requested service users and carers

We would like to involve carers in the research project in the following ways:

- **To be members of the advisory group** which will meet two more times during the project in London, with options to join by Skype:
 - Mid project meeting to provide expert review of how the surveys work and findings from our analysis in September 2019

- Final meeting to review outputs, identify any gaps in meeting objectives and to shape recommendations in December 2019
- **To review key documents:**
 - materials for the carer and user interviews to advise on topic guide and participant facing information,
 - final report to provide advice on the recommendations and the way in which the findings are presented, explained and shared.

The key documents would be sent to you to review and could be discussed in a face to face or telephone meeting with a researcher, or you could provide feedback in writing by email or post.

Being involved

The research team would discuss any accessibility requirements for your participation in this role to ensure that you could provide input in the way you would like.

You would be paid for up to four days of your time at £150 per day, funded by the NIHR. Your travel expenses would be reimbursed.

Finding out more

If you would be interested being involved in this research project please contact Amun Rehsi to discuss this further.

amun.rehsi@ipsos.com

020 3059 4774

Plain English Summary

The Adult Social Care Survey and the Survey of Adult Carers in England are important sources of information about the experiences of people receiving local council social care services in England, and their carers. The information is used by the government to plan for and deliver services.

At the moment the surveys do not find out the views of the whole social care user population. Also the surveys have not taken advantage of improvements in how surveys are designed in recent years.

The first aim of the research is to discover whether both surveys include all the groups of service users they should. The second aim is to find ways for the missing groups to tell local councils about their experiences of social care. The overall aim is for the government and local councils to improve the surveys.

The research would take nine months to complete. We will begin by analysing the survey samples (lists of people invited to take part in the surveys), the information from people who actually look part, and the information known about the populations (all the people who use council social care or care for someone with help from the council). This will allow us to understand who is missing from the surveys and how that affects what the survey reports show. We will also read about the best examples of surveys and research with people who need a lot of social care, and about new research methods (e.g. online surveys).

The next stage will involve finding out how the surveys are run by reading information and asking all councils which provide adult social services to fill in an online form. This will allow us to understand the issues faced in running the surveys and to test some new ideas for including different groups of people in the surveys. We will also interview 30 key people, including some councils, to find out whether the surveys include all the groups of service users they should and how more could be included. We will talk to 20 service users and carers to explore what makes it difficult to take part in the surveys and what could be done to make it easier. We will also invite service users and carers to join a group to advise on how we do our research project.

The report will bring all the research findings together and provide practical recommendations. The research could lead to improvements in the experiences of social care users and carers by ensuring the surveys collect data from all the groups who use social care. Then the data could be used to review how well services are working for everyone and identify areas for improvement.