

Outcome measurement of social services in England: the Adult Social Care Outcome Toolkit

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Outcome measurement in England

- Measuring outcomes of social services
- Adult Social Care Outcomes Toolkit (ASCOT)
- Adult Social Care Outcomes Framework (ASCOF)
- Putting into practice
- Looking forward



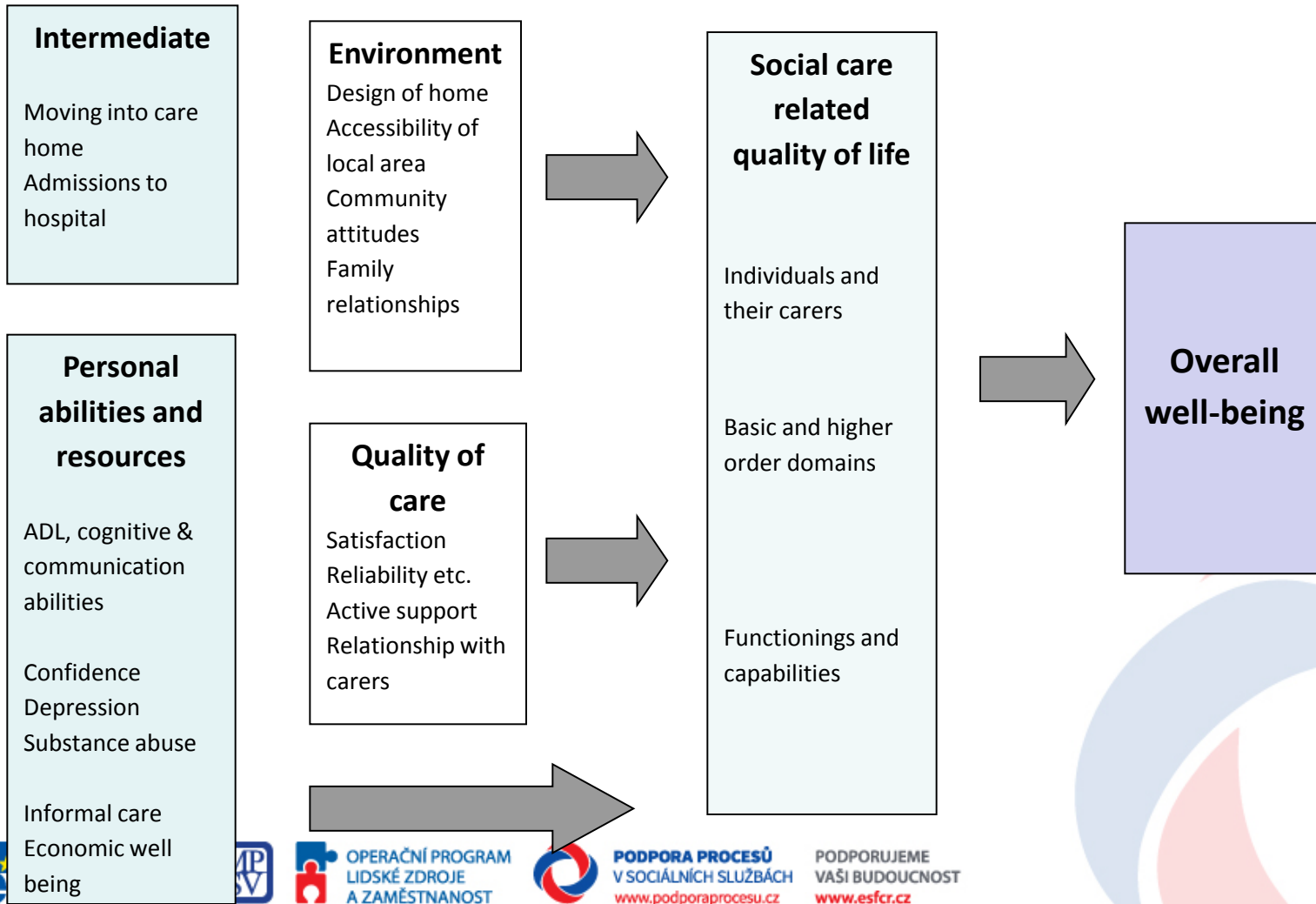
The role of social services

- Usually for people with long-term conditions
 -often deteriorating over time....often multiple
 -resulting in impairment in activities of daily living
- Most social care provision by informal carers
- Services:
 - Substitute for what individuals would have done
 - Home care/personal assistance, care homes/assisted living etc.
 - Improve individuals' productivity
 - Assistive technology
 - Prevent avoidable deterioration/ health problems

Health and social care

- Health
 - Treatment and mitigation of impairment
 - Health related quality of life (HRQoL)
 - *Ability* to undertake activities, pain etc
 - Prevention
- Social care/ social services
 - Compensation for impairment
 - Social care related quality of life (SCRQoL)
 - Personally clean, fed, socially engaged etc
 - Prevention

'Types' of social care outcome



International approaches to measurement

- Activity/process
 - Reduced use of residential care
 - Take-up of services/ cash for care options
- Inter RAI – long-term care
 - Changes in activities of daily living
 - Indicators of (poor) quality
 - Bedsores/weight loss etc
- Experience and satisfaction
 - Satisfaction with assessment and services
 - Quality of care e.g. reliability and continuity
- Growing interest in quality of life



What do we want of quality of life outcome measures?

- Sensitive to social care effects
- Applicable across all social care
 - Ideally including carers
- Valid and reliable
- Reflect importance of dimensions of outcome
- Potential to link to health outcomes
- Meaningful
- Facilitates comparability/ range of uses



ASCOT

adult social care outcomes toolkit

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

Instruments & data entry tools
Guidance & FAQ & References
Feedback
Registration



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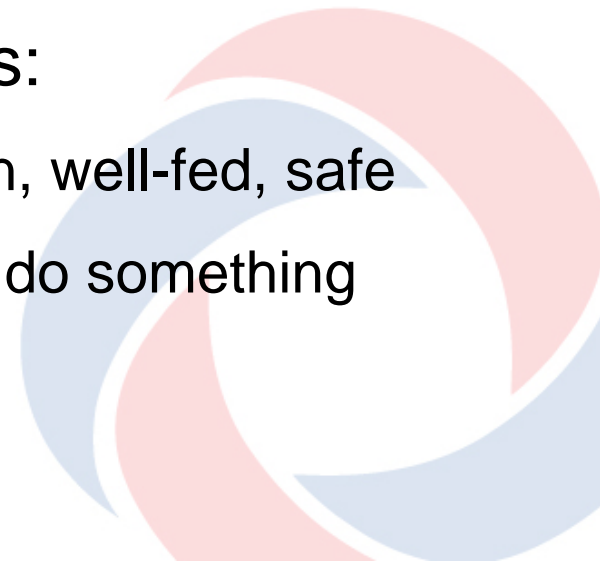
Social care related quality of life (SCRQoL)

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



What does social care do?

- Ensures needs are met
 - Very basic aspects of peoples lives – fed and washed
- Latterly policy emphasis on..
 - Personalisation
 - Giving people control
- Need to reflect relevant aspects of quality of life
- Also objectives within these aspects:
 - Functionings: states of being e.g. clean, well-fed, safe
 - Capabilities: the *freedom to be able* to do something that is valued



Response options

- Needs as functioning i.e. don't do (enough) X
 - Some needs (no health implications)
 - High needs (health implications)
 - For some domains ultimately 'being dead'
- Absence of need as capabilities i.e. able to do X
 - No needs (mustn't grumble, not as much as want)
 - Preferred situation (aspirations, as much as want)

Occupation

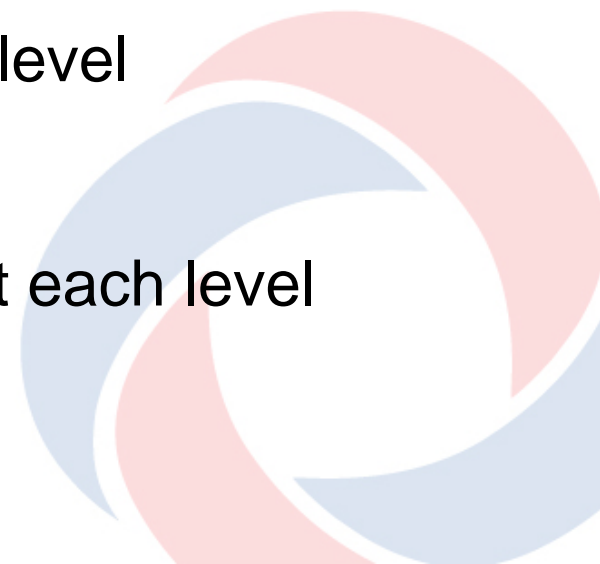
Which of the following statements best describes how you spend your time?

- I'm able to spend my time as I want, doing things I value or enjoy
- I'm able to do enough of the things I value or enjoy with my time
- I do some of the things I value or enjoy with my time but not enough
- I don't do anything I value or enjoy with my time



Construct validity

- Tested with older users of home care services
 - QoL item, GHQ12, CASP-12 control & autonomy
- Overall quality of life and well-being
 - Associated with better SCRQoL
- All domains
 - Significantly better control in ‘ideal’ level
- Control over daily life
 - Significantly better control scores at each level

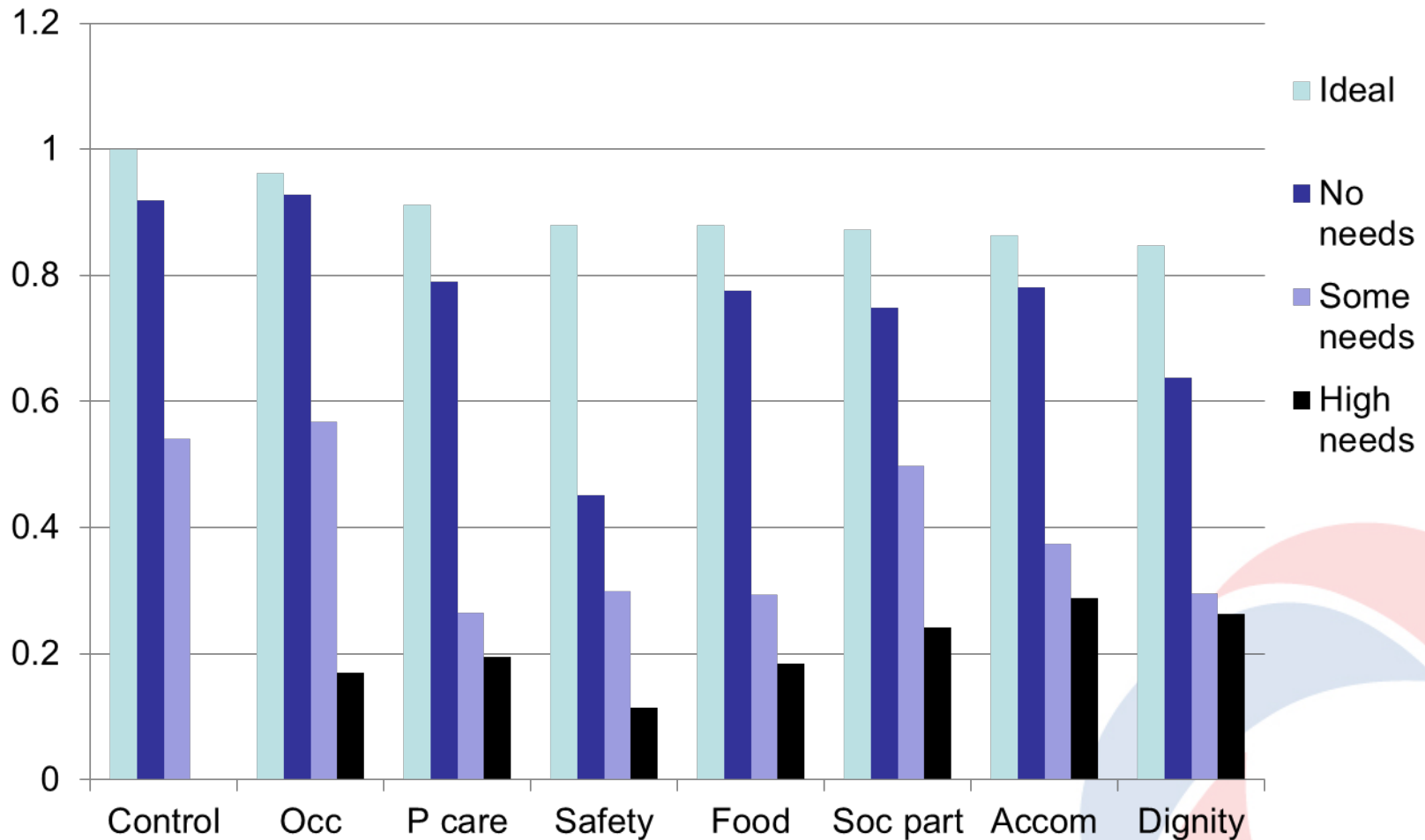


Scoring

- Objectives
 - Reflect relative importance of domains and levels
 - Meaningful scale
- Preference studies
 - General population (1000)
 - Equipment service users (458)
- Scale
 - 0 = 'being dead'; 1= 'ideal' SCRQoL
 - Range = -0.17-1.00
- General population mean=0.86
- Equipment service users mean=0.73

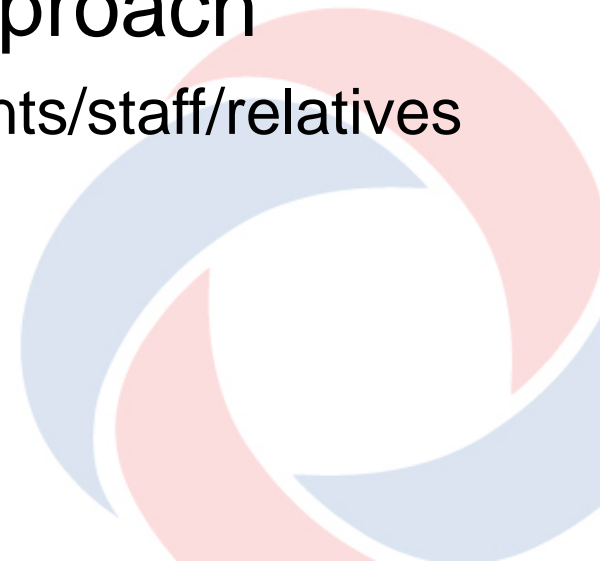


General population preferences



The toolkit

- Self completion questionnaires
 - 4 level version
 - 3 level version developed for day care
 - Generates ‘outcomes’ based on research
- Interview schedule
- Care homes multi-method approach
 - Semi-structured interviews – residents/staff/relatives
 - Observation
 - Rating scale
 - Training



English national outcome frameworks

- NHS, Social care and public health
- Set of outcome measures
 - National monitoring and policy development
 - Local benchmarking and service improvement
- *Not* national performance management tools
- Emphasis on patient/service user reports

Adult Social Care Outcomes Framework

Four domains:

- Enhancing quality of life for people with care and support needs
- Delaying and reducing the need for care and support
- Ensuring that people have a positive experience of care and support
- Safeguarding people whose circumstances make them vulnerable and protecting from avoidable harm

Enhancing quality of life

- Overarching measure
 - Social care-related quality of life
 - Equally weighted ASCOT indicator
- Outcome measures include..
 - % reporting control over daily life
 - Carer reported quality of life
- Also ‘intermediate’ outcomes such as
 - % receiving self-directed support/direct payment
 - % people with ID employed

Other overarching measures

- Delaying & reducing need for care & support
 - Admissions to care homes per 1,000 population
- Ensuring people have a positive experience
 - Overall satisfaction of users with care and support
 - Overall satisfaction of carers with social services
- Safeguarding people
 - % of service users who feel safe



Social care surveys

- Conducted by individual local authorities
 - National guidance on sampling etc.
- Adult Social Care Survey (ASCS)
 - Annual survey since 2011
 - All service user groups
 - Excludes those without mental capacity to consent
 - Includes ASCOT measure of SCRQoL
- Carer experience survey
 - Every 2 years from 2012
 - Includes carer ASCOT equivalent SCRQoL measure



Using survey data

- Are there unacceptable responses?
 - e.g. high-level needs, dissatisfaction...
- How does council 'X' compare to:
 - National results
 - General population
- What explains the differences or variations?
- Evidence of inequalities?

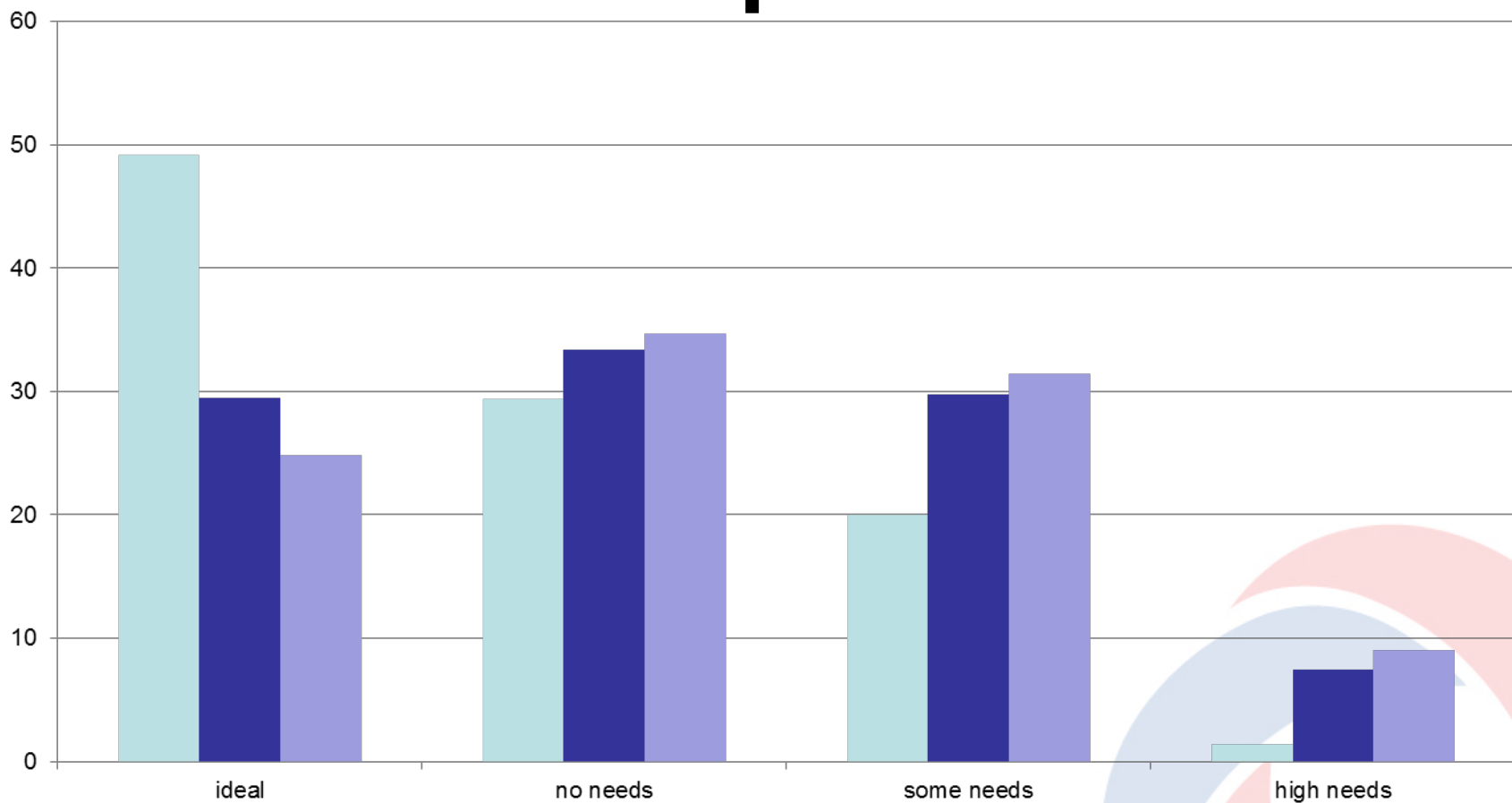


ASCS national sample

- About 150 councils and 60,000 service users
- Distribution
 - Maximum = 1 (i.e. scale max)
 - Minimum = -0.17 (i.e. scale min)
- ASCOT < 0 clustered within councils
 - One council had 11 people (0.9%) < 0



Comparing local results: Occupation



■ Gen Pop ■ National ■ CASSR X

What does ASCS tell us?

- Current SCRQoL of service users
- Comparisons of experience
 - How groups vary in their experiences
 - How councils compare
 - Important to adjust to reflect variations in characteristics
- Basis for setting outcome objectives
 - E.g. Aim to achieve general population levels?

What does ASCS not tell us?

- Outcome
 - What is attributable to services
 - Cost effectiveness of services
- Specific aspects of quality
 - What is the problem?
 - How can it be improved?
- People who lack mental capacity



Measuring outcome

- Challenges to establishing counterfactual
 - Compensation and ‘change’
- Pragmatic approach in ASCOT
- ‘Current’ SCRQoL
 - Before and after
- ‘Expected’ SCRQoL
 - In absence of services/support
- SCRQoL gain
 - Current-expected

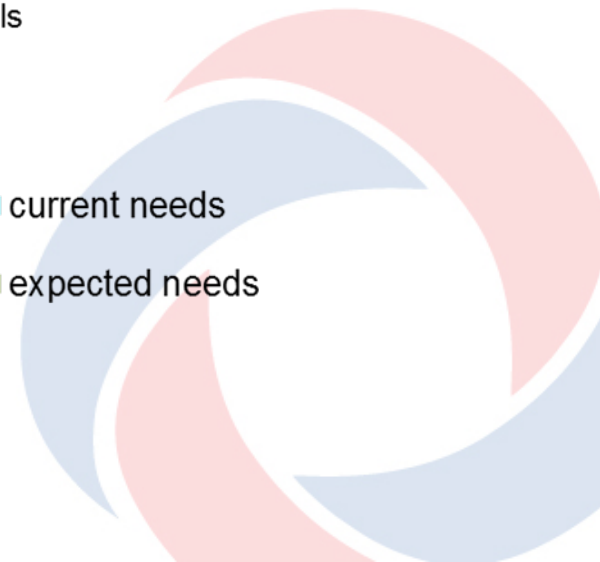
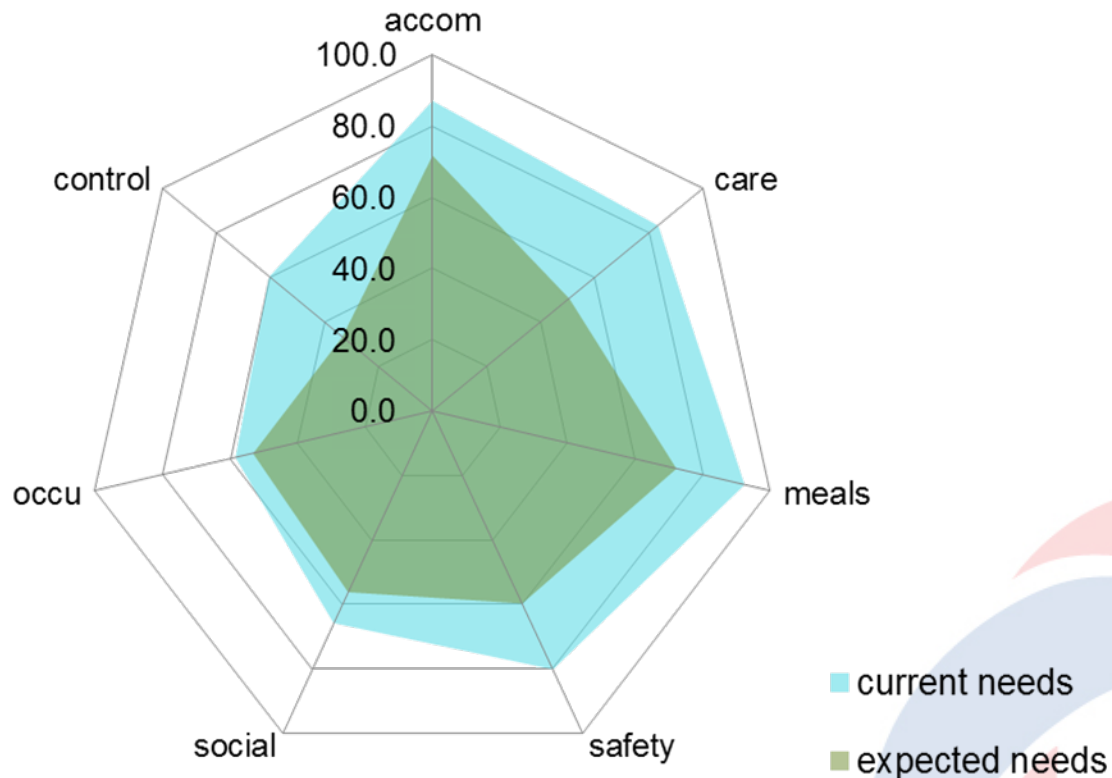


Identifying impact

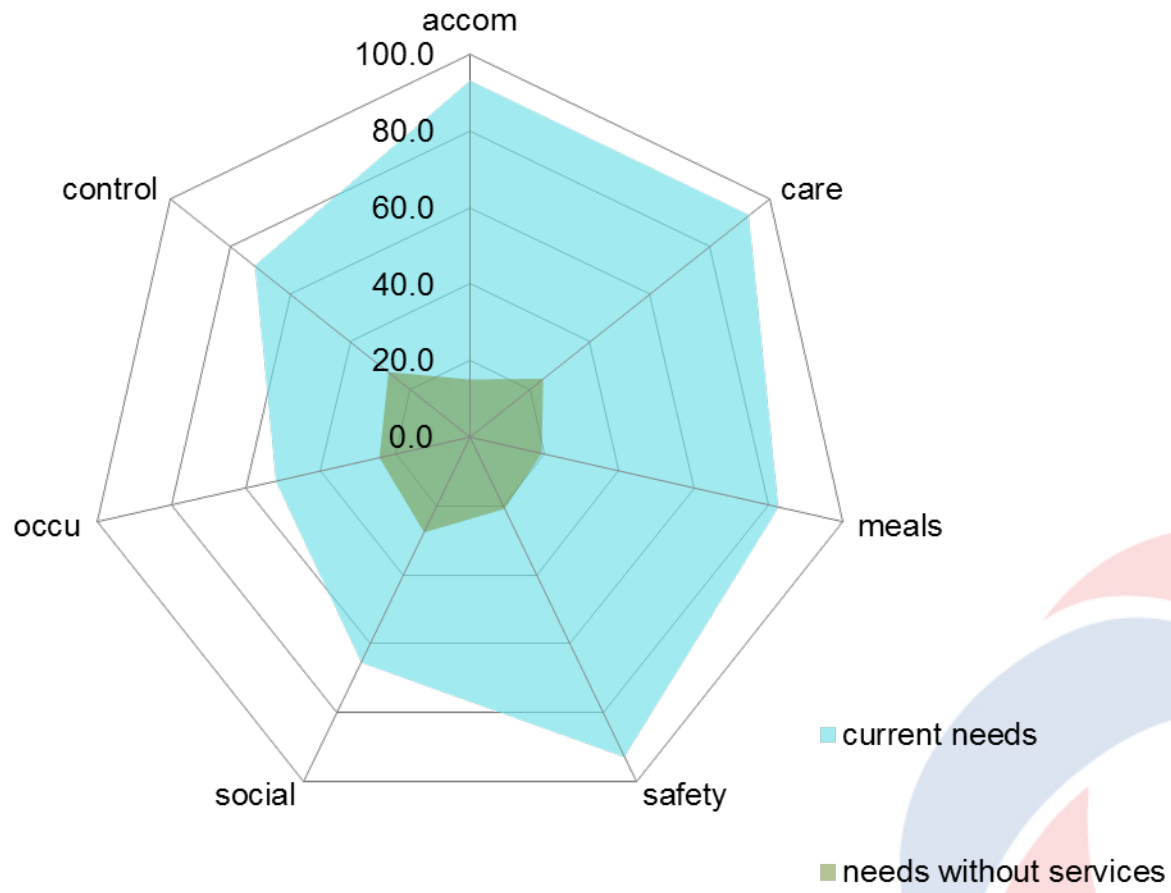
- Interview
 - Three part question for each domain
 - Current situation? Services affect? What if no service?
- Care homes
 - Collect evidence about residents through:
 - Structured observations
 - Interviews with staff and/or family members
 - Interviews with residents where possible
 - Use this evidence to rate residents' needs and produce ASCOT scores



Older home care users' needs and outcomes



Older care home residents' needs and outcomes



Interpretation of measures

- Current SCRQoL
 - Experienced quality of life
- 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



Some uses of ASCOT

- Follow up study to ASCS
 - Identifying the Impact of Adult Social Care
 - Generate outcome estimates from ASCS
 - Investigating inclusion of carer outcomes
- Local authorities
 - Quality monitoring
 - Assessment and review
- Providers
 - Home care and care homes quality assurance
- Researchers
 - Cost-effectiveness evaluations



Measuring outcomes of social services

- Early days!
- Creates the right incentives but challenging in practice
- Councils and providers
 - Starting to use to support good practice
- Ongoing research:
 - Identifying the Impact of Adult Social Care project
 - Practical guide for councils using ASCS data
 - Study of impact of ASCOT on care home practice
 - ‘Home level’ ASCOT for quality measurement

Priorities for the future

- Developing methods for cognitively impaired people living at home
- Including carer outcomes
- Cost-effectiveness benchmarking
- Linking with health outcomes
 - Social care ‘quality adjusted life year’
- International links
 - Setting up an informal network



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