

IMPLEMENTING THE NATIONAL SERVICE FRAMEWORK FOR OLDER PEOPLE: LOOKING AT OLDER PEOPLE AND CARER INVOLVEMENT

PSSRU

Outline of a research project funded by the then North West NHS Executive and undertaken by the Personal Social Services Research Unit (PSSRU) and the North West Dementia Centre (NWDC)

Judy Scott, Reba Bhaduri, Jane Hughes, David Challis and Alistair Burns

September 2002

BACKGROUND

The National Service Framework (NSF) for Older People was published in March 2001 and includes clear reference to the importance of involvement of older people and their carers in the planning and implementation of health and social care developments. The vehicle for taking the NSF forward is designated as the Local Implementation Team (LIT) made up of representatives from local Primary Care Trust(s); Hospital Trust(s), Social Services Department(s), Borough Council(s), the private sector, voluntary organisations and older people and carer representatives. Each LIT is required to produce a Joint Action Plan and a Joint Investment Plan annually, which detail how health and social care services will be developed in that area.

In the North West, to assist in this process of involvement in the NSF, 7 Age Concern Groups have been funded to take forward the development of a 'Critical Network' approach involving older people and carers.

PURPOSE OF THE STUDY

The study will examine how the NSF involvement requirements have been put into practice in the North West and particularly in the areas in which the 'Critical Network' approach to older people and carer participation is being piloted. Although LITs are at an early stage of their development having only completed two planning cycles, it is anticipated that different approaches to involvement and outcome will be discernable. The study will attempt to identify and categorise this. In addition, it will examine the perceptions of older people and carers involved in the work of the LITs and whether different approaches to involvement lead to different outcomes.

continued/...

The **Personal Social Services Research Unit** undertakes social and health care research, focusing particularly on policy research and analysis of equity and efficiency in community care and long term care and related areas, including services for elderly people, people with mental health problems and children in care. The Unit's work is funded mainly by the Department of Health.

The PSSRU Bulletin and publication lists are available free of charge from the PSSRU librarian in Canterbury (01227 827773) and on the Internet the Unit Web site can be found at <http://www.pssru.ac.uk> The PSSRU was established at the University of Kent at Canterbury in 1974 and from 1996 has operated from three sites:

The University of Kent at Canterbury
PSSRU
Cornwallis Building, University of Kent at Canterbury,
Canterbury, Kent CT2 7NF
Tel: 01227 823963 Fax: 01227 827038
Site Director: Professor Ann Netten
Email: PSSRU@kent.ac.uk

The London School of Economics
PSSRU
London School of Economics,
Houghton Street, London WC2 2AE
Tel: 020 7955 6238 Fax: 020 7955 6131
Site Director: Professor Martin Knapp

The University of Manchester
PSSRU
Dover Street Building
The University of Manchester, Oxford Road,
Manchester M13 9PL
Tel: 0161 275 5250 Fax: 0161 275 5790
Email: pssru@man.ac.uk
Site Director: Professor David Challis

The study also aims to assist in the development of user and carer participation in policy implementation at a local level. To this end, it is planned to produce for LITs a good practice guide to user and carer participation and a self-evaluation tool to enable LITs to monitor their performance in this respect.

DESIGN

The 7 LITs in the North West given 'Critical Networks' funding have been selected for inclusion in the main study which began in April 2002. This will be supplemented by additional data from other LITs in the North West. The study, conducted over 2 years, has 3 stages.

- In stage one, the ways in which LITs are presently involving older people and carers will be detailed and the different approaches analysed.
 - The second stage will examine whether different approaches lead to different outcomes.
 - The third stage will translate evidence about effective involvement from all North West LITs into a good practice guide.
-

DISSEMINATION

Dissemination of the findings will be at both local and national level, involving a report of the study, journal article and good practice guidance. The report will also be made available on the PSSRU website.

FURTHER INFORMATION

The PSSRU/NWDC staff conducting the study at the University of Manchester are Judy Scott, Reba Bhaduri, Jane Hughes, David Challis and Alistair Burns of the Manchester Mental Health and Social Care Trust. For further information please contact Jane Hughes tel 0161 275 5229, email Jane.Hughes@man.ac.uk
