

# SELF CARE AND CASE MANAGEMENT IN LONG TERM CONDITIONS: THE EFFECTIVE MANAGEMENT OF CRITICAL INTERFACES

# PSSRU

*Outline of a research project funded by the Department of Health*

*April 2007*

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**BACKGROUND** The Personal Social Services Research Unit has been funded by the Department of Health (DH) through the NHS Service Delivery and Organisation (SDO) R&D Programme to investigate the role of self care in case management for people with long term conditions. The PSSRU has a long history in the development and evaluation of care management services and the study is designed to build on this work.

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**PURPOSE OF THE STUDY** This study has four aims. The first is to map current provision of NHS case management services in primary care for people with long term conditions. The second is to identify the extent and nature of self care initiatives available to these people. The third is to classify programmes on observable features of case management implementation with particular focus upon the integration of care between primary and secondary care and between health and social care. The fourth is to investigate the role of self care initiatives as determinants of entry and, particularly, exit to the services.

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**DESIGN** The study will employ a mixed method approach and will incorporate four phases of research:

- First, a review of the relevant literature, interviews with case management lead managers and consultation with user advisors will identify key attributes of case management arrangements and the role of self care.
- Second, a national postal questionnaire survey of long term condition leads from all Primary Care Trusts (PCTs) in England to establish how case management and self care support arrangements have been implemented.
- Third, a series of analyses to identify: the form and range of variation; potential inequalities in access to case management arrangements; and clarify links with self care for people with long term conditions.

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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:

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A comparison with existing data on care management arrangements for vulnerable adults and older people living at home provided by local authorities will also be undertaken.

- Fourth, a detailed investigation of modes of working in up to six different sites with distinctly different forms of case management arrangements, particularly in relation to self care. Methods will include interviews with case managers and PCT lead managers for case management along with focus groups with service users to evaluate the perceived merits and demerits of the different approaches.

The study will be conducted between April 2007 and June 2009.

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**DISSEMINATION** A report will be provided for the fundor and a multi faceted dissemination strategy will be planned in conjunction with the NHS SDO R&D Programme. This will incorporate materials for PCTs, local authorities, users and carers, along with articles written for publication. Material will be placed on both the PSSRU and SDO websites. The findings will also be communicated by presentations at conferences and through both the PSSRU's and the NHS SDO R&D Programme's formal links with the DH.

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**FURTHER INFORMATION** The staff conducting the study are: David Challis, Kathryn Berzins, Jessica Abell, Jane Hughes and Siobhan Reilly at PSSRU, University of Manchester and Jackie Oldham, Centre for Rehabilitation Science, Manchester Royal Infirmary and Ian Bowns, formally NHS East Midlands. For further information please contact Kathryn Berzins (0161 275 5681) or email [pssru@manchester.ac.uk](mailto:pssru@manchester.ac.uk).

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