

# SOCIAL CARE SERVICES BEFORE THE INFLUENCE OF MODERNISATION: A REVIEW OF THE STATE OF SERVICE DELIVERY, COMMISSIONING AND SERVICE IMPACT

# PSSRU

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

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**BACKGROUND** The Department of Health has commissioned the Personal Social Services Research Unit to provide a review of the state of social care services at the turn of the millennium. The PSSRU has a long history in the development and evaluation of care management arrangements and this study is designed to build on this work. It started in 2003 and will last for two years. The study is being undertaken at a time when arrangements for the provision of social care services are in the midst of major change.

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**PURPOSE OF THE STUDY** The purpose of the study is to provide a 'pre-modernisation' picture of service commissioning and delivery structures for the four principal user groups: older people, adults with a mental health problem, people with a learning disability and people with a physical disability. The aim of this work is to provide a clear and systematic portrayal of the arrangements for service delivery and commissioning prior to the modernisation process so as to establish a baseline for understanding the forthcoming changes.

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**DESIGN** The study employs multiple research methods:

- A systematic literature review to find, assess and synthesise UK empirical studies on service delivery, commissioning and impact of social care services from 1990 to 2001 organised around the key themes of the modernisation agenda for each of the principal user groups.
- A national survey of services for the principal user groups to provide a representative picture of services before modernisation reforms. Surveys of learning disability and physical disability services will be conducted to

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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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complement existing data on old age and mental health services previously collected as part of the core funded programme of research, '*Coordinated Care, Care Management, Service Integration and Partnerships Programme*'. The data will be analysed in the context of available national data sets.

- A focus group consultation with users of each of the four principal user groups to ascertain their perspective on the key issues of concern arising from the national survey.
- A focus group of managers from health and social services to explore potential difficulties and pressures consequent on the introduction of the modernisation agenda.

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**DISSEMINATION** Dissemination of the findings will involve a report of the study, journal articles and a monograph. The report will also be made available on the PSSRU website.

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**FURTHER INFORMATION** The PSSRU staff conducting the study at the University of Manchester are: David Challis, Chengqiu Xie, Jane Hughes, Sally Jacobs, Siobhan Reilly and Karen Stewart. For further information please contact Jane Hughes Tel 0161 275 5229 email [Jane.Hughes@man.ac.uk](mailto:Jane.Hughes@man.ac.uk)