

EXTENDED USER EXPERIENCE SURVEY FOR OLDER PEOPLE 2005–06

PSSRU

Outline of a research project

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BACKGROUND

Three-yearly User Experience Surveys (UES) for older people receiving home care services are required by the Department of Health and are regarded as an important part of the overall performance framework for social care. This study is a follow-up to a similar study linked to the first national home care service UES conducted in 2002–03 (see PSSRU Research Summary 29).

The 2002–03 UES extension study investigated the validity of performance indicators based on the national survey and used the items to develop measures of quality of home care. The results also fed into the development of the 2005–06 DH questionnaire. Analyses identified individual, provider and area factors associated with perceived satisfaction and quality of services (Netten et al., 2004) that are currently being explored further through a linked study with a sample of providers.

AIMS

The principal aims of the research are to:

- Add value to the UES for a sample of participating local authorities by enhancing comparability across time and in dimensions of quality not included in the compulsory items.
 - Explore in more depth the relationship between individual characteristics and reported quality and any changes in these relationships.
 - Validate the measures of quality for wider use.
 - Enhance the value of the national data, including the use of the results for measuring the value of PSS outputs and potentially efficiency gain.
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METHOD

All Councils with Social Services Responsibilities will be invited to participate in the study. Participating authorities will all use the same agreed questionnaire. This is essentially the questionnaire used for the extended survey in 2002–03, with minor amendments that reflect the results of previous analyses and developments in our thinking. Councils will organise the sampling and conduct the survey based on the national guidance provided by the Department of Health.

As part of the national UES, councils will be responsible for entering and returning anonymised individual level data in a common format to the Department of Health. To minimise the burden on participating councils PSSRU has developed a spreadsheet that allows councils to enter all the data from our extended questionnaire and automatically create the required dataset for the Department of Health.

OUTPUTS AND DISSEMINATION

All participating councils will receive a short feedback report summarising key findings and providing comparative information. Research summaries will be circulated to those participating in the survey. These and full research reports will be made available on our website (see below). Articles for peer review journals and conference presentations will draw on these reports.

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RESEARCH TEAM

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If you are interested in seeing the type of work we are involved in and the results of our previous research please visit our website at www.pssru.ac.uk.

PUBLICATIONS

The following papers discuss findings from studies conducted either about or around the UES for older people.

- Francis, J. and Netten, A. (2003) *Quality in Home Care: Client and Provider Views*. Discussion Paper No. 2017, Personal Social Services Research Unit, University of Kent, Canterbury. Available at www.pssru.ac.uk.
- Francis, J. and Netten, A. (2004) Raising the quality of home care: A study of service users' views, *Social Policy and Administration*, 38, 3, 290-305.
- Netten, A., Francis, J., Jones, K. and Bebbington, A. (2004) *Performance and Quality: User Experiences of Home Care Services*, Discussion Paper 2104/3, Personal Social Services Research Unit, University of Kent, Canterbury. Available at www.pssru.ac.uk.
- PSSRU (2004) *Extension to the 2003 Home Care User Experience Survey*, PSSRU Research Summary 29, Personal Social Services Research Unit, University of Kent, Canterbury. Available at www.pssru.ac.uk.

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