

# Measuring and Improving Care Home Quality



## Findings Webinar 9<sup>th</sup> December 2020

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# Background (sector)

- Over 400, 000 older people living and dying in care homes in England.
- Many depend on care homes to meet their basic needs in the last years of their life.
- Research with users and families calls for indicators of quality that reflect 'quality of life' as well as 'care'.
- Social care system has been chronically underfunded for years and most care is undertaken by unregulated, low paid care workers.

# Background (staff)

- Unlike in NHS, regulated professionals (e.g. RNs, OTs, social workers) make up the minority.
- Historically, no standardised training for care workers
- CQC expectation that direct care-workers will have been assessed as competent in skills outlined in Care Certificate:

<https://www.skillsforcare.org.uk/Learning-development/inducting-staff/care-certificate/Care-Certificate.aspx>

# HS&DR Call (15/144)

- Measuring quality of care in care homes in ways that are useful to care home providers, regulators and commissioners.
- Some emphasis on role of care staff.
- 3 year study (July 2017-August 2020)
- <https://www.pssru.ac.uk/micarehq/homepage/>

# Study Aims

- Develop new measures for pain, anxiety and depression for use with care home residents unable to self-report (WP1).
- Pilot and psychometrically test the new measures alongside the Adult Social Care Outcomes Toolkit (ASCOT) (WP2).
- Explore the relationship between regulator quality ratings and residents' social care related quality of life (WP2 & 3).
- Understand how skill mix and employment conditions matter for care home quality (WP3).

# Project Team

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# Today's Webinar (12.30-14.00)

1. Developing new items of pain, anxiety and low mood to be used alongside the ASCOT.
2. Psychometric testing of the new items of pain, anxiety and low mood.
3. Regulator quality ratings and residents' social care-related quality of life.
4. The impact of wages on care home quality.

Please type questions for our presenters into the chat. Please keep your microphones on mute.

# DISCLAIMERS

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