

EXTENDED USER EXPERIENCE SURVEY OF COMMUNITY EQUIPMENT SERVICES 2007/08

PSSRU

Outline of a research project

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BACKGROUND

The annual User Experience Surveys (UES) of clients of Social Services are required by the Department of Health (DH) and are regarded as an important part of the overall performance framework for social care. This study builds on previous UES on home care and services for younger people, but is the first to focus on adults who receive community equipment and minor adaptations funded by Social Services.

AIM

The principal aims of the research are to:

- add value to the survey by enhancing comparability between authorities across dimensions not included in the required items
- assess the questions for their suitability as performance indicators
- facilitate the further development of a measure of quality and outcomes of community equipment services
- enable authorities to compare the quality of community equipment service in their authorities with other authorities
- provide a benchmark from which to measure any improvements in outcomes and quality resulting from the care services efficiency and delivery reforms

METHOD

All CSSRs will be invited to participate in the study. Participating authorities will all use the same agreed questionnaire. This questionnaire contains all the questions found in the compulsory Department of Health questionnaire along with another 14 questions that allow quality and outcomes to be explored more fully. 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, the PSSRU has developed a data entry tool 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 the PSSRU website. Articles for peer review journals and conference presentations will draw on these reports.

RESEARCH TEAM

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PUBLICATIONS

The following papers discuss findings from studies conducted either about or around previous UES.

Francis, J. and Netten, A. (2003) *Quality in Home care: Client and Provider Views*, Discussion Paper 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.

For details of other current and completed research from the PSSRU, please visit the website, www.pssru.ac.uk.

The **PERSONAL SOCIAL SERVICES RESEARCH UNIT** undertakes social and health care research, supported mainly by the Department of Health, and focusing particularly on policy research and analysis of equity and efficiency in community care, long-term care and related areas — including services for elderly people, people with mental health problems and children in care. Views expressed in PSSRU publications do not necessarily reflect those of funding organisations. The PSSRU was established at the University of Kent at Canterbury in 1974, and from 1996 it has operated from three branches:

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