

EXTENDED USER EXPERIENCE SURVEY FOR OLDER PEOPLE 2008–09

PSSRU

Outline of a research project funded by the Department of Health

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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 similar studies conducted in 2002–03 and 2005–06.

The 2002–03 and 2005–06 UES extension studies investigated the validity of performance indicators based on the national survey and used the items to develop measures of quality of home care. Analyses identified individual, provider and area factors associated with perceived satisfaction and quality of services (Netten et al., 2004) and changes in perceptions of quality and satisfaction over time (Malley et al., 2007).

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
- Investigate what explains changes in quality over time
- Investigate the impact of factors beyond the control of the authority on performance indicator estimates

METHOD

All CSSRs will be invited to participate in the study. Participating authorities will all use the same agreed questionnaire. This is principally the questionnaire used for extended survey in 2005–06, 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 Information Centre for Health and Social Care (IC).

As part of the national UES, councils will be responsible for entering and returning anonymised individual-level data in a common format to the IC. To minimise the burden on participating councils PSSRU have developed a spreadsheet for data entry, which automatically creates the required dataset in the correct format for submission to the IC.

Analyses will include structural equation modelling to investigate changes in perceptions of quality over time and the reasons for such changes. Multi-level models will be used to explore the impact of factors beyond the authority's control on perceived quality.

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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PUBLICATIONS

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

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.

Malley, J., Netten, A. and Jones, K. (2007) *Using Survey Data to Measure Changes in the Quality of Home Care. Analysis of the Older People's User Experience Survey, 2006*, Discussion Paper 2417, Personal Social Services Research Unit/Personal Social Services Research Unit, University of Kent, Canterbury. Available at www.pssru.ac.uk.

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.

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