How to Support Older People's Care Moves

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Background & Aims

- **Context**

  - Moves between care settings in later life are challenging for older people

  - Moves may be for positive reasons, as well as for unavoidable reasons

  - Social care practitioners have a significant role in supporting older people moving into and between social care settings

  - However, practitioners may lack understanding of the needs of older people and their carers, and lack the guidance or resources in practice
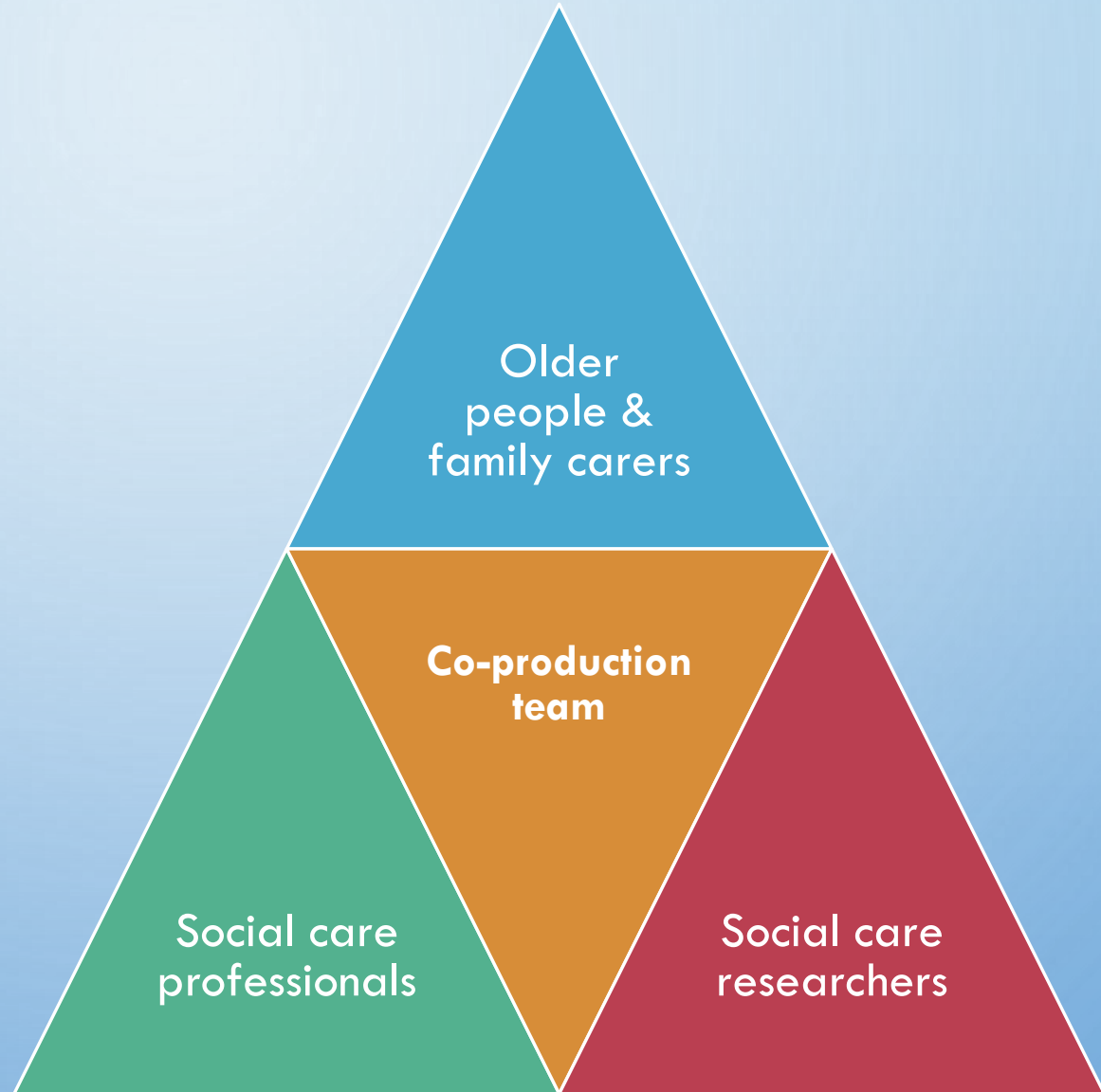
- **Research objectives**

  - Investigate how social care practitioners currently support and could better support older people's moves

  - Identify the move-related experience and expectations of older people and their carers

  - Co-design practice recommendations, aligned to the needs of older people, to guide practitioners during the process of supporting older people and their families

Co-Production

'Co-producing a research project is an approach in which researchers, practitioners and the public work together, sharing power and responsibility from the start to the end of the project, including the generation of knowledge.' (INVOLVE, 2018, p4)

Older people & family carers

Co-production team

Social care professionals

Social care researchers

CORE TEAM

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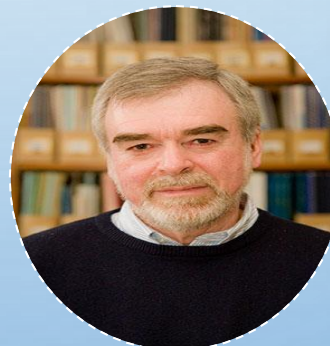EXPERT BY LIVED EXPERIENCE

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Research activities

Findings - key themes

- **Move-related challenges**

- **Barriers in practice**

- **Move-related social care practice**

- **Support for social care practitioners**

The Journey of Older People's Care Moves
https://youtu.be/Er6xz6j-158

How to improve move-related practice?

- **Approaches**: person-centred, strength-focused & more flexible approach

- **Better understanding of different care settings & charities by adult social care & health care staff**

- **Build trust & listen to older people & carers**

- **Consistent support between services**

- **Proactive & timely support, esp. decision making**

- **Support carers**

- **Inclusive practice**
  - Consider intersectionality
  - Raise awareness of supporting diverse groups
  - Local Authorities commissioning consider inclusive practice

"we can't use a blanket approach for everybody because not everybody needs the same thing… It's always making sure that that person is in a centre of any decisions that are being made."
— CP04, Social care discharge coordinator

"Just because somebody is a certain race or a particular religion it doesn't mean that that's necessarily important to them in that day. So it's about clarifying through our assessment process what is important to you."
— CP08, Social worker

Support for practitioners

- **Allowing more time to support each person**

- **Supervision and peer support for staff**

  - Discuss options with team

- **Information**

  - Info about move agencies

  - Mapping of the system & organisations & process

- **Network with other professionals**

  - How to reach people & promote services

"It would be really handy if there was some kind of […] mechanism or some kind of team or something that we could use, even if it's just like we have preferred providers who are aware of what those circumstances may or may not be like."

– CP10, Case manager at a LA

"In terms of resources for ourselves, I think it comes down to training and opportunities to network with other professionals."

– CP05, Community navigator

Practice guidance –structure of online resources

Overview

– Introduction
– Why **important** Practitioner's talk
– **How to improve?** People with lived experience talk

The journey of older people's care moves

– Animated care journey video
– Move-related challenges

How to improve move-related practice?

– Suggestions for practitioners

How to better support staff?

– Targeted for managers and organisations

Move-related inclusive practice

- Gaps & good practice examples and recommend-ations

Useful resources

Thank you!

If you'd like more information or to get in touch with Better Care Moves project team, please feel free to contact Wenjing w.j.zhang@kent.ac.uk

Disclaimer

This presentation summarises independent research funded by the National Institute for Health and Care Research School for Social Care Research. The views expressed are those of the author(s) and not necessarily those of the NIHR SSCR, the NIHR or the Department of Health and Social Care.