

Understanding and supporting older people's transition between different care settings: a scoping review

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BACKGROUND

- Moves between care settings in later life are challenging for older people but are also sometimes unavoidable (Baxter et al, 2020)
- Social care practitioners (e.g. social workers, unregistered care workers, care coordinators, nurses, occupational therapists, care managers and other professionals at different settings) have a significant role in supporting older people moving into and between social care settings (Sandberg et al, 2001; Asquith et al, 2005; Manthorpe et al, 2008; Ray et al, 2015; Tanner et al, 2015)
- However, practitioners may lack understanding of the needs of older people and their carers, and lack the confidence, guidance or resources in practice (Manthorpe et al, 2008; Fabbre et al, 2011; Cole et al, 2018)
- The 'Better Care Moves' project seeks to provide practitioners and other stakeholders with coherent evidence and a practical toolbox that will be used to inform and support older people's moves into and between social care settings.

REVIEW QUESTIONS

What is known about key (unmet) transition-related needs of older people & the approaches used by social care professionals in supporting the transition?

- How do older people experience transition between social care settings or from hospital to social care settings? What are their key unmet transition-related needs?
- How do social care professionals support the transition of older people?

REVIEW PROCESS

Stage 1: develop and refine the review questions

Stage 2: search relevant articles

- **Grey literature:** SCIE, RiPfA, Elderly Accommodation Counsel, Housing LIN, Age UK, Independent Age, Dementia UK, Alzheimer's Society, Care Choices, Which? Later Life Care, Department Of Health And Social Care, British Association Of Social Workers, Carers UK, King's Fund, My Home Life, NICE, Shared Lives Plus, Think Local Act Personal, Laingbuisson, National Care Forum, ADASS, Skills For Care, Nuffield Trust, International Longevity Centre, The Health Foundation
- **Databases:** Abstract in Social Gerontology, Cochrane, PubMed, SCIE social care online, Scopus, Social policy and practice, Web of Science

Stage 3: screen and select relevant articles

Stage 4: extract/chart the evidence

Stage 5: collate, summarize and report the results

- Interpret and refine: co-production group members

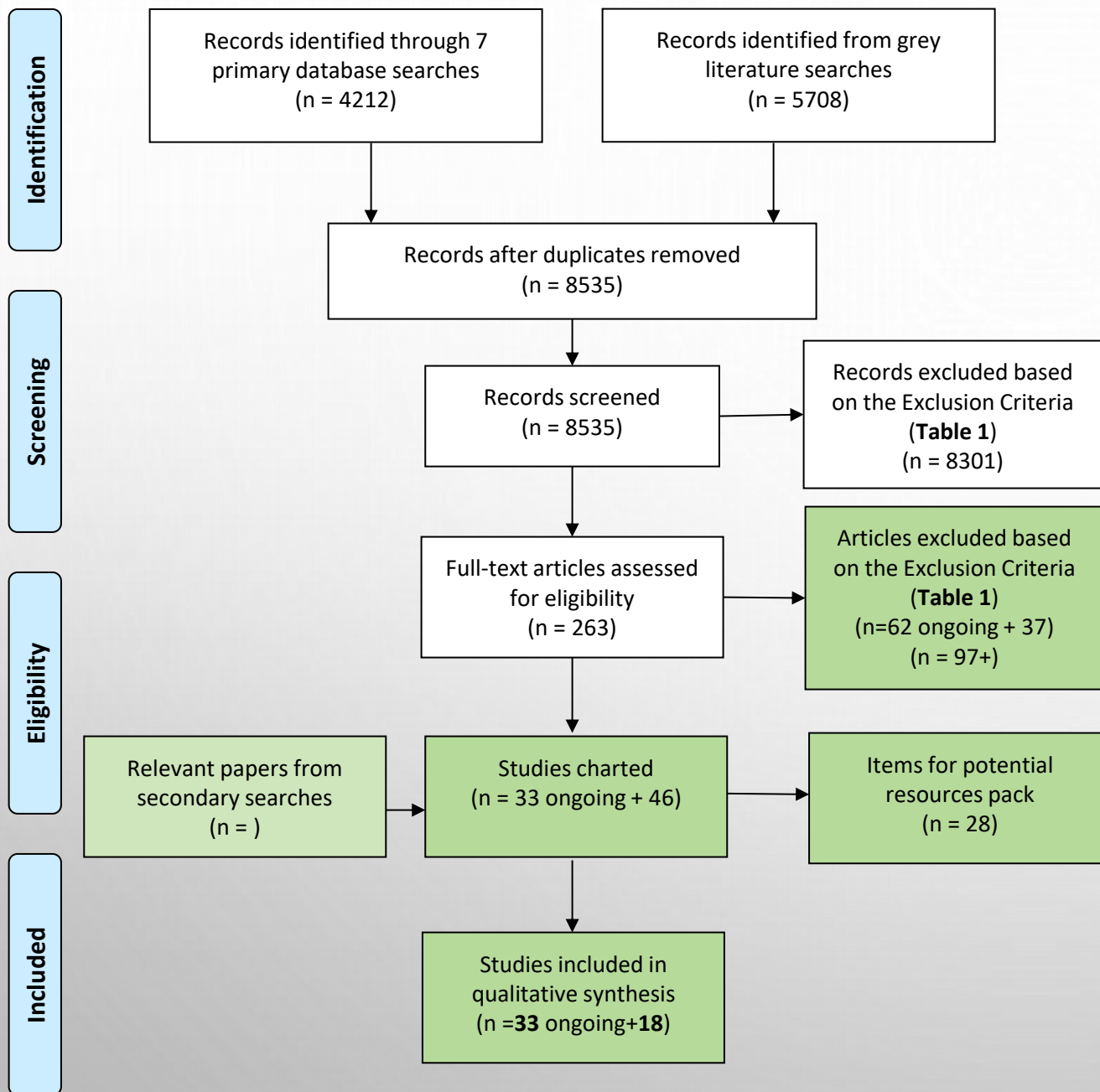


Table 1. Inclusion & Exclusion criteria

Primary Inclusion criteria:

1. Published 2010 onwards
2. UK social care systems (including England, Scotland, Wales and Northern Ireland)
3. Relates to transitions/moves of older people from private home to a social care setting OR between social care settings OR from hospitals to social care settings
4. Relates to social care support OR social care needs

Exclusion criteria:

1. Non-UK based literature.
2. Non-English literature.
3. Relates Only to people who are young adults or children (Not including people aged 65 or more)
4. Relates Only to health-related or clinical support/care needs
5. Destination of moves Not to social care settings (e.g. moves to hospitals)
6. Conference abstracts/proceedings if Not published in full
7. Protocol papers if no findings available
8. Moves to end of life care
9. Moves to short-term Intermediate care
10. Duplicate material of the same studies (e.g. summary of research report)

Figure 1. Search and review flow diagram

Basic Study Characteristics – grey literature

Grey Literature for qualitative synthesis (n= 18)	
Study context - country	
UK in general	8
England	7
England & Wales	1
International (with a focus on the UK)	2
Document type	
Research or organisation report/briefing/summary	10
Guide for carers	1
Government guidance/report	3
Journal article	3
Blog	1
Move-related care settings	
Hospital to social care settings	5
Care homes	1
Housing with care, extra care housing, specialist housing, sheltered housing	5
Diverse/general social care settings	5
Moves across boarder/LAs or to new area	2

Database search results (n=33 ongoing)	
Study context - country	
UK in general	7
England	17
Scotland	1
International	8
Study design	
Literature review	6
Qualitative	16
Mixed methods	6
Editorial/opinion/gov report	5
Move-related care settings	
Hospital to social care settings	10
Care homes	15
Housing with care, etc.	5
Diverse care settings	3

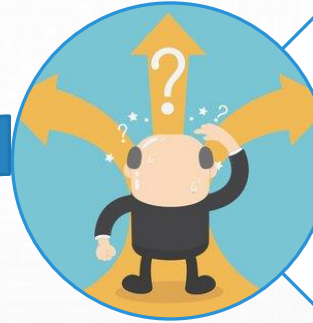
Preliminary findings

- **Experience and challenges during the move process**

- Planning & decision making
- Moving in

- **Move related social care practice**

- Barriers
- Move-related support schemes
- How to improve



Planning & Decision-making

- Challenges
- Unmet needs



Moving-in

- Older people's unmet needs
- Carers' unmet needs



Post-move

Challenges & transition-related needs of older people:

Planning & decision making process



Challenges:

- **Emotional & physical:** exhausting, daunting, resistant, stressful & time pressured
- **Financial:** complexity of funding regimes, difficult to sell houses, financial burdens & unaffordability, top-up payments not well facilitated
- **Practical:** difficult to find quality info, move between care homes, understand how the system works, discuss care/move within the family & limited choice of a suitable property
- More challenging for disadvantaged groups e.g. BAME, LGBT+, people with dementia

Unmet needs:

- Advice on funding
- Advice on move planning
- Information & advice on appropriate accommodation
- How to seek information & research market, e.g. no one authoritative source to ask for support

Challenges & unmet transition-related needs of older people:

Moving in process

Older people's unmet needs:

- Multiple complex needs span service boundaries
- Inadequate notice of or preparation for transition between services
- Inattention to the special needs of particularly vulnerable groups
- Lack of adequate assessment and planning prior to transition
- Lack of practical support to help move



Carers' unmet needs:

- lack of attention to carers' needs following the transition
- insufficiently engaged in developing care plans after admission
- carers' role & caring relationships unrecognised

Move-related social care practice

Barriers in practice

- Structural barriers
 - Cross-sector barriers & inter-agency tensions – e.g. resource constraints; poor communication between services
 - Service pressures and Time-consuming process
 - Services batted away requests
- Limited understanding of transition experience of older people and carers, e.g. oversimplification of the effects on older people
- Inconsistency of social work involvement
- Over-reliance on unpaid (e.g. family/friends) support

Good practice examples/tools

- Support tools: decision aid support tool
- Advocacy service
- Age UK Personal Independence Coordinators
- LGBT+ affirming care (aid audit tool, develop staff interpersonal skills, abreast of current LGBT issues & signpost to other services)
- Integrated care scheme: e.g. Kent Enablement at Home service & employing care navigators & Swale Borough Council provides help and advice for older people dealing with repairs, adaptations and home safety issues to help them to stay in their own home.

How to improve move-related social care practice

All stakeholders:

- Provide up-to-date accurate and accessible info and support
- Encourage older people to think ahead & prepare for future moves & improve proactive/planned/informed decisions
- Improve cross-sector inter-disciplinary coordination

Government:

- allowing & facilitating top-ups
- clear and informed public procurement
- Strategic understanding of housing needs of different groups

Providers & staff:

- proactive support
- personalised services
- Continuing role of social/case worker - beyond signposting
- handling with sensitivity e.g. Intersectionality considerations, CPD in line with EDI

Key Messages & What's Next?

- There is a gap in:
 - Evidence on the views of people who are directly involved in the moves
 - Very few items for disadvantaged groups
 - Very few really focus on guidance to older people or practitioners
- How do older people & carers search for these resources? How could practitioners use them?

Any feedback, please email: w.j.zhang@kent.ac.uk



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