The Adult Social Care Outcomes Toolkit (ASCOT)

Ann-Marie Towers, Reader in Social Care, CHSS.

Kent, Surrey, Sussex Care Home Safety Network
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The ASCOT

- Adult Social Care Outcomes Toolkit (ASCOT)

- Measures of 'social care-related quality of life' for adults who use services *and* their informal carers.

- The aspects of quality of life most affected by social care services and support.

- Developed by researchers at the **University of Kent**
  - Rigorous development process
  - Involved service users, carers and professional stakeholders (local authorities, NHS Digital, DHSC)

The ASCOT measures

- To collect info about people using services:
  - Interview questionnaire
  - Self-completion questionnaire
  - Easy Read
  - Proxy questionnaire
  - Mixed-methods (care homes, research/audit)
  - Care planning/assessment and review (care homes)
- To collect info about their informal carers:
  - Interview and self-completion questionnaire
  - Care planning/assessment and review

The ASCOT domains

Dignity

Control over daily life

Occupation

Social participation

Personal safety

Accommodation cleanliness

Personal cleanliness

Food and drink

Outcome states

- Each domain has **four** outcomes states
  - **Ideal** (person's wishes/preferences are met)
  - **No unmet needs** (it's ok, mustn't grumble)
  - **Some unmet needs** (affect QoL)
  - **High unmet needs** (affect mental/physical health)
- Conceptualised as 'response options'
- Person chooses which response option best suits their situation.
- Example….

Food and drink (current)

5. **Thinking about the food and drink you get, which of the following statements best describes your situation?**

Interviewer prompt: If needed, please prompt: *When answering the question, think about your situation at the moment.*

Please tick (☑) one box

I get all the food and drink I like when I want ☐

I get adequate food and drink at OK times ☐

I don't always get adequate or timely food and drink ☐

I don't always get adequate or timely food and drink, and I think there is a risk to my health ☐

Food and drink

- I get all the food and drink I like when I want.

- I get adequate food and drink at ok times.

- I don't always get adequate or timely food and drink.

- I don't always get adequate or timely food and drink, and I think there is a risk to my health.
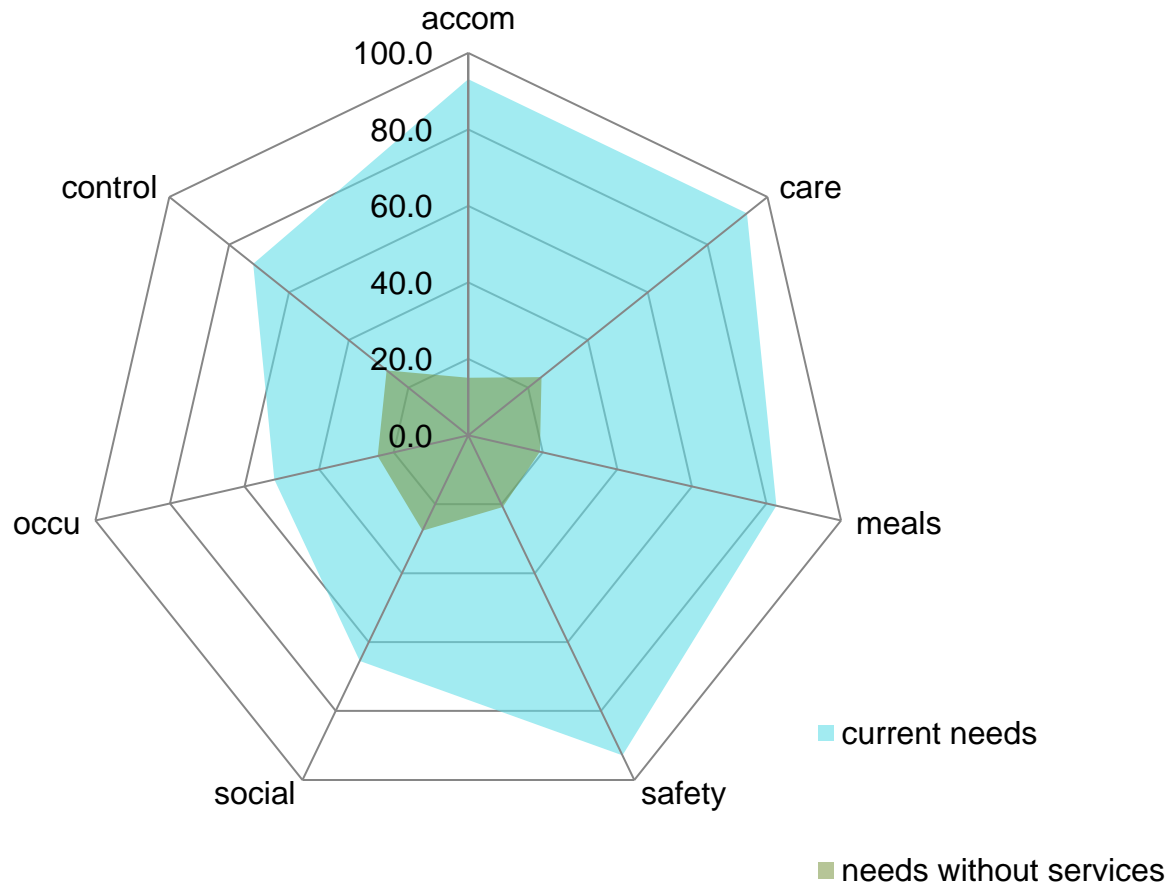
- Ideal State
  – Individual preferences are met.

- No (unmet) needs
  – Mustn't grumble.

- Some (unmet) needs
  – Affecting quality of life.

- High (unmet) needs
  – Health risk.

Why use ASCOT?

- Developed and tested thoroughly through research

https://www.pssru.ac.uk/ascot/references/

- Recommended for use in care homes and own homes:
  - UK: NHS England, National Institute for Clinical Excellent (NICE)
  - Australia: National Aged Care Quality Indicator Program Pilots
- Fills an evidence gap: quality of life not health
- Can be used to demonstrate the impact of the service on client's lives.

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Older care home residents' needs and outcomes in England

Radar chart showing older care home residents' needs and outcomes across eight dimensions: accom, care, meals, safety, social, occu, control. Scale from 0.0 to 100.0. Two series: current needs (light blue) and needs without services (green).

www.pssru.ac.uk/ascot

Older home care users' needs and outcomes in England
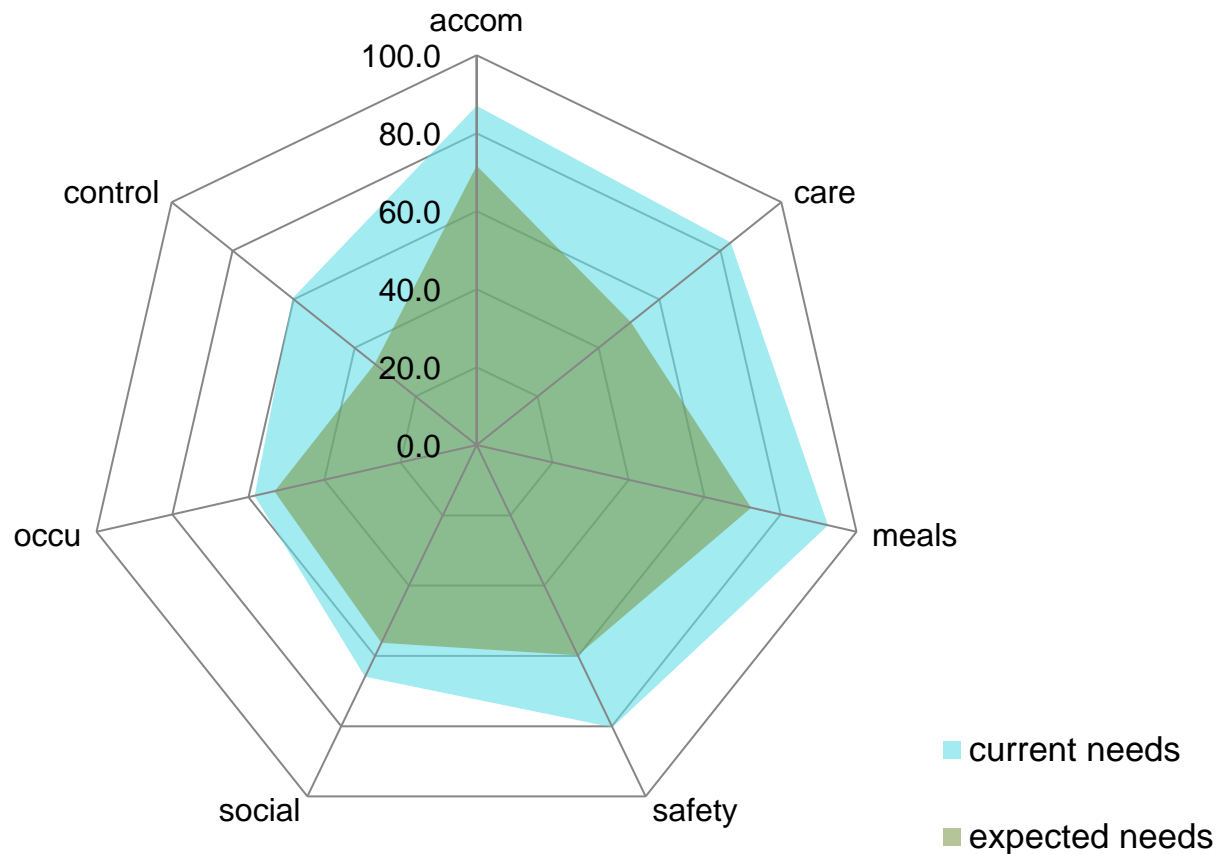
How can care homes use ASCOT?

- Client experience surveys:
  - Quick and easy
  - Skewed towards most able clients or proxies
- Quality monitoring/auditing:
  - Special data collections (including mixed-methods)
  - Limited capacity to drive change?
- Care planning:
  - Routine data collection
  - Potential to impact on practice because staff will focus on quality of life outcomes.

ASCOT Circle of Care Interview

Co-produced with providers

- In Australia with the Whiddon 2015-2016

- Towers, A. Nelson, K. Smith, N. and Razik, K. (*2018*). Using ASCOT in Care Planning Conversations. *Australian Journal of Dementia Care.* December 2018/January 2019.

- Approach has since been adapted and improved

- Now being integrated in care planning software and rolled out across organisation.

- Piloted in England http://dachastudy.com/care-planning-for-quality-of-life-in-care-homes-a-circle-of-care-approach-involving-residents-and-their-families/

- And Sweden (October 2021).

Format

- A relaxed conversation between:
  - Client, family member & key worker/carer
- Conversation follows the ASCOT interview.
- Trying to get the client's view but sometimes the person will need prompting and input from circle of care (e.g. those with dementia).
- Conversation led by a trained RN or senior care worker.
- Aim is to reach agreement about ASCOT ratings, set goals, improve clients' quality of life outcomes.

Implementation challenges

- COVID 19 making face-to-face training difficult.

- Can offer remote/online training (3 two hour webinars with practice in between).

- Developing an online version of the course for ease of learning.

- Let us know if you are interested.

- A.Towers@kent.ac.uk or N.J.Smith@kent.ac.uk

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Some Resources

- https://www.pssru.ac.uk/ascot/how-providers-can-use-ascot/

- https://www.pssru.ac.uk/ascot/ascot-tool-resources/

- https://www.youtube.com/watch?v=Lj1RZnC k0I

- https://www.pssru.ac.uk/ascot/frequently-asked-questions/

Thank you for listening.

https://www.pssru.ac.uk/ascot/

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