NICE National Institute for Health and Care Excellence

NATIONAL INSTITUTE FOR HEALTH AND CARE EXCELLENCE

The remit of NICE Social Care Guidelines

1. Purpose of this document

The purpose of this document is to set out the remit of NICE social care guidelines, in terms of:

- the key principles of development for NICE social care guidelines
- the audience for NICE social care guidelines
- what NICE social care guidelines do and don't cover

2. Who this document is for

This document is for:

- NICE staff
- NICE Collaborating Centre for Social Care (NCCSC) staff
- social care stakeholders, specifically stakeholders that attend scoping workshops or comment on social care guideline scopes or draft guidelines
- guideline development group (GDG) members.

3. Key principles of development

NICE social care guidelines are developed through a robust, systematic assessment of the best available evidence. Evidence is drawn from wide range of sources and study designs, including: experimental and observational studies; quantitative and qualitative research; descriptions of experience; case studies; expert testimony and formal consensus methods (where appropriate).

NICE social care guidelines are developed in accordance with the core principles of NICE, including:

- real engagement with the people affected by our work, including people who use services, carers, practitioners, commissioners and providers
- independence and objectivity, with transparent reporting
- solid methods and processes
- consultation on both draft scope and draft guidelines
- effective dissemination and implementation

- regular review

4. Audience for NICE social care guidelines

NICE social care guidelines are aimed at social care practitioners, social care providers (including the independent and voluntary sectors), commissioners, communities, service users and their carers. Some NICE social care guidelines include a significant healthcare component. These guidelines are also aimed at healthcare practitioners, healthcare providers, commissioners, users of healthcare services and their carers.

NICE social care guidelines cover care and support for people whose care is funded and organised by local authorities (including personal budgets), funded by local authorities by direct payments, or funded by the individual or their family (or a combination of these).

5. The remit of NICE social care guidelines

5.1 What do NICE social care guidelines cover?

The primary role of NICE social care guidelines is to provide recommendations on "**what works**" in terms of both the effectiveness and cost-effectiveness of social care interventions and services.

NICE social care guidelines may cover, where there is evidence of what works, and depending on the topic:
- Interventions, services and care packages to support social care needs, including personal care and practical support
- Interventions to support people with social care needs to maintain and develop independence
- Interventions to promote social participation
- Assistive technology (including telecare, telehealth and equipment)
- Integration and joint working between health and social care
- Identification and assessment of social care needs
- Care and support planning and review
- Access to and provision of information for service users, their carers and families

- Support to allow service users to exercise choice and control (where they wish to do so)
- Self-directed support and support for self-management of conditions
- Support for carers
- Advocacy
- Communication and information sharing
- Training, support and supervision of care staff

Please note the above list is based on work undertaken on the first four social care guidelines. This list can be expected to be added to as we work on new social care topics.

For some topics, social care guidelines may also focus on aspects of service provision, with recommendations developed primarily for service providers and commissioners. This may, for example, include:

- Effectiveness of particular service models
- Timing of an intervention and referral
- Who should deliver interventions and where they should be delivered
- Access to services.

5.2 What do NICE social care guidelines do not cover?

NICE social care guidelines do **not** cover how care and support is funded, or the mechanisms of commissioning, setting up personal budgets or making direct payments. This means that the following are **not** routinely covered unless these areas are specifically described in the remit:

- Commissioning procedures, procurement models (such as block contracting or spot purchasing), and contractual arrangements
- Practical, financial and administrative arrangements for personal budgets and direct payments
- Financial assessment procedures, eligibility criteria and charging policies

Although NICE social care guidelines do not cover mechanisms of commissioning or funding, they may include specific recommendations for commissioners. These

recommendations are likely to focus on which services and interventions should be commissioned (based on effectiveness and cost-effectiveness).

NICE do not develop guidelines on the implementation of legislation (e.g. the Mental Health Act) or national policy unless specifically requested to do so by the Department of Health. NICE guidelines may, however, recommend interventions and approaches that are included in national policy (where there is evidence of effectiveness).

Quality Standards

NICE social care guidelines (and other NICE accredited sources) are used to develop quality standards. These are concise sets of statements (usually 6-8), designed to drive and measure priority quality improvements within a particular area of care. Quality standards are not mandatory; they are intended for use in conjunction with the frameworks and regulation already in place, providing practical support to help drive up the quality of adult and children's care.

Support for implementing NICE social care guidelines and quality standards

A key feature of the support NICE provides is to work in partnership with other relevant organisations in order to encourage them to embed NICE guidelines and quality standards into their initiatives, standards or guidance or regulatory frameworks. NICE also looks for examples from practice and experiences of service users to illustrate either shared learning or how NICE guidelines and quality standards can be used to improve the quality of care.

In addition, NICE produces a range of support tools to help people with care and support needs, practitioners, providers and commissioners to understand social care guidelines and quality standards and put them into practice. These include (see attached table for further information):

- Tailored versions – for service users, carers and practitioners, including information for the public (IFP)
- Support for commissioners and commissioning tools
- Costing tools
- Audit tools
- Baseline assessment tools
- E-learning resources

- Online web and film resources using examples from practice and other sources to promote awareness and improve understanding as well as a learning support tool

The above list will be added to as new tools and products are developed.

Principles for NICE social care guidelines, quality standards and implementation resources

Product	Purpose / role	Audience	Format
Guidelines	• The primary role of social care guidelines is to provide recommendations on 'what works' in terms of both the effectiveness and cost-effectiveness of social care interventions and services. • Social care guidelines with a service delivery focus may also look at questions of how services should be configured and the processes that need to be followed to ensure the efficient provision of effective and cost-effective social care interventions. • Recommendations for social care guidelines are not about how social care is funded or the practical arrangements for funding.	**Social care practitioners:** To provide guidelines on the social care interventions and services which are effective for service users with a range of different needs and in a range of different circumstances. This information will be used by social care practitioners to support the planning and delivery of care– including when working with service users that commission and/or fund their own care. **Healthcare professionals:** Some topics (e.g. older people with long-term conditions) may also make recommendations about how health and social care practitioners should work together to provide person centred care and who should carry out which tasks. **Providers:** To provide guidelines on the effectiveness and cost-effectiveness of social care interventions and services. **Commissioners:** The purpose of NICE guidelines is to define what works and what good looks like in health and social care. This should support commissioners	A single electronic version of the full guidelines will be published. Social care guidelines will also appear in many NICE Pathways. This is a practical online resource for health and social care professionals. The recommendations from each social care guideline will be presented in a pathway or added to an existing pathway on a closely related topic. The pathway contains all the recommendations from the guidelines, as well as any other NICE guideline that is directly relevant to the topic (for example, clinical or public health and

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		to make evidence-based decisions at a local level about the interventions and services that they purchase to meet local needs.	quality standards). It also contains links to support tools and to related NICE guidelines and pathways.
		As previously noted topics with a service delivery focus (e.g. home care) may also make recommendations for commissioners and providers on the organisation and configuration of services.	A range of resources will also be published to support implementation of the guidelines, including tailored versions of the guidelines (where appropriate). For further details see implementation resources.
		People receiving social care services, their families and carers and the public: Social care guidelines provides information about what interventions and services are effective, and what care service users should expect from providers.	
		The guidelines may be used by service users and their families / carers to as an information source of 'what works' when making decisions about the care and support they access (including though personal budgets or self-funding).	

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Principles for NICE social care guidelines, quality standards and implementation resources

Product	Purpose / role	Audience	Publication Format
Quality standards	• Concise sets of statements (usually 6-8 statements) designed to drive and measure priority quality improvements within a particular area of care. They are developed using NICE guidelines and other sources accredited by NICE. • Quality standards are not mandatory; they are intended for use in conjunction with the frameworks and regulation already in place	• **Health professionals and public health and social care practitioners:** To make decisions about care based on the latest evidence and best practice • **Service providers:** To examine the performance of their organisation and assess improvement in standards of care they provide. • **Commissioners:** To assess whether the services they are purchasing are high quality and focussed on driving up quality. • **People receiving health and social care services, their families and carers and the public:** To find information about the quality of services and care they should expect from their health and social care providers.	Electronic (web-based)

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Remit for NICE social care guidelines, quality standards and implementation resources

Product	Purpose / role	Audience	Format
Support tools produced by NICE	• **Support for commissioners and commissioning tools -** these resources support users to commission high-quality evidence-based care. Making commissioning decisions based on NICE guidelines and standards and other NICE accredited evidence can help commissioners use their resources effectively to improve quality.	Commissioners, managers and practitioners	Online and web-based web viewer with links to other tools and shared learning
	• **Costing tools –** potentially including: ➢ **Costing templates -** allows local health and social care economies to quickly assess the impact guidelines will have on local budgets. ➢ **Business case -** presents the financial costs and benefits of implementing guidelines	Commissioners and providers	Web-based with links to costing and audit templates in excel
	• **Baseline assessment tools** – assist organisations to carry out a baseline check of whether each recommendation is met or unmet to inform action planning.	Providers and practitioners	Web-based excel spreadsheet
	• **Care audit tools –** subject to progress on HQIP's care audit project, these tools may be developed to assist organisations with carrying out a care audit, helping them to ensure that practice is in line with the NICE recommendations.	Providers and practitioners	To be confirmed subject to HQIP project

Support tools produced by the NCCSC on behalf of NICE	• **Tailored versions** - to translate social care guideline recommendations into a format and language suitable for identified key target audiences. This might include Easy Read versions where relevant. These are usually produced in partnership with other relevant bodies and also link to case studies and other resources available. Work is also in progress to consider how option grids may assist with shared decision making.	Selected audiences informed by the needs assessment may include providers, service users and carers.	In html format with links to related resources and information. Also available in downloadable PDF format and/or in e-(reader) book formats. Work in progress http://www.optiongrid.org
	• **E-learning resources** - to provide an interactive online learning resource based on multiple choice targeted at specific audiences.	Selected audiences informed by the needs assessment may include care providers, team leaders, frontline staff and trainers.	Online interactive e-learning resources combining text, interactive quizzes, and films.
	• **Online resources** using examples from practice and other sources to promote awareness and improve understanding as well as a learning support tool.	Selected audiences informed by the needs assessment may include care providers' team leaders, frontline staff and trainers Also useful for carers and people who use services to demonstrate 'what good care looks like'	Online films with related links which can be downloaded and used in training. It can be edited and used to support other content, activities and tools.
	• **Other education and learning resources** – training or educational slide sets, podcasts or other group learning packages may be produced.	Selected audiences informed by the needs assessment.	Downloadable slide-sets, podcasts.