

NATIONAL INSTITUTE FOR HEALTH AND CARE EXCELLENCE

Guideline scope

People's experience in adult social care services: improving the experience of care for people using adult social care services

Topic

The Department of Health in England has asked NICE to develop a guideline on the experience of people who use adult social care services.

This guideline will provide recommendations on the aspects of social care services that are important to the people who use them. It will also provide recommendations on how to improve adults' experiences of social care services.

This guideline will be used to develop the NICE quality standard for this topic.

For more information about why this guideline is being developed, and how the guideline will fit into current practice, see the [context](#) section.

Who the guideline is for

- Practitioners working in adult social care services in all settings.
- Care managers and providers (statutory and non-statutory) of adult social care services.
- People using adult social care services, families and carers and the public.

It is also relevant for:

- Commissioners of social care services (including people who purchase their own care).
- Practitioners working in and providing housing support.
- Community and voluntary organisations representing people who use services and their families.

- 28 • Providers and commissioners of health care services that interface with
- 29 adult social care services
- 30 • Health and wellbeing boards
- 31 • Local healthwatch groups.

32 NICE guidelines cover health and care in England. Decisions on how they
33 apply in other UK countries are made by ministers in the [Welsh Government](#),
34 [Scottish Government](#), and [Northern Ireland Executive](#).

35 ***Equality considerations***

36 NICE has carried out [an equality impact assessment](#) during scoping. The
37 assessment:

- 38 • lists equality issues identified, and how they have been addressed
- 39 • explains why any groups are excluded from the scope.

40 The guideline will look at a range of potential inequalities, for example relating
41 to age, gender, disability, race, sexual and gender identity, and religious
42 belief, taking into account the available evidence.

43 **1 What the guideline is about**

44 Different frameworks for people's experience of social care services were
45 used to help develop this scope. These frameworks will be considered by the
46 guideline committee at the start of guideline development to help structure the
47 guideline and recommendations.

48 **1.1 Who is the focus?**

- 49 • All people aged 18 and older who use adult social care services.

50 **1.2 Settings**

- 51 • All settings where adult social care is provided. This includes services
52 funded by local authorities and by people themselves.

53 **1.3 Activities, services or aspects of care**

54 **Key areas that may be covered**

- 55 1 The key aspects of experience that are valued by service users within
56 the following areas:
- 57 – Access to services (including information, advice and support).
 - 58 – Assessment (including financial assessment) and care planning.
 - 59 – Managing care.
 - 60 – Delivering and coordinating care and support, including transition
61 between services.
 - 62 – Monitoring, reviewing and evaluating care.
 - 63 – Involving people using services in policy and strategies for local
64 service improvement
- 65 2 The views of people who use services, including the views of carers, on
66 how well services:
- 67 – support them to be actively involved in their care planning and
68 delivery
 - 69 – support them to participate in family, social and community life
70 (including employment)
 - 71 – work with the people who use them to ensure the right care is
72 delivered at the right time
 - 73 – meet their social and emotional needs.

74 **Areas that will not be covered**

- 75 1 Services and support for carers (this will be addressed in a separate
76 NICE guideline).
- 77 2 Health services, including clinical mental health services.

78 **1.4 Economic aspects**

79 The guideline developers will take into account cost effectiveness when
80 making recommendations. Economic review questions will be identified where
81 appropriate. A review of the economic evidence will be undertaken in line with
82 the methods outlined in [Developing NICE guidelines: the manual](#). Economic

83 analysis, where undertaken, will consider all relevant audiences, including
84 commissioners, decision-makers, providers, people using services and carers.

85 **1.5 Key issues and questions**

86 While writing this scope, we have identified the following key issues, and key
87 questions related to them:

- 88 1 Which aspects of the experience of using adult social care services are
89 valued by people who use services?
- 90 2 How should the experience of people who use services be monitored
91 and evaluated locally?
 - 92 2.1 What methods and approaches are used to monitor and evaluate the
93 experiences of people who use services?
 - 94 2.2 How effective are these methods and approaches for recording the
95 experiences of people who use services?
 - 96 2.3 What methods and approaches are used to help services and
97 organisations learn from the experiences of people who use services?
 - 98 2.4 How effective are the methods and approaches used to help
99 services and organisations learn from the experiences of people who
100 use services?
- 101 3 How effective are tools and approaches (such as digital technologies or
102 advocacy services) that are specifically designed to improve the
103 experience of adults using social care services?
- 104 4 What are the barriers and facilitators related to improving the experience
105 of adults using social care services?

106 The key questions may be used to develop more detailed review questions,
107 which guide the systematic review of the literature. A complete list of review
108 questions will be agreed by the committee at the start of guideline
109 development, covering all areas of the scope.

110 **1.6 Main outcomes**

111 The main outcomes that will be considered when searching for and assessing
112 the evidence are:

- 113 1 Wellbeing and quality of life (related to health and social wellbeing).
- 114 2 Engagement with services and care.
- 115 3 Choice and control.
- 116 4 Satisfaction of people who use services (including carer perceptions of
- 117 how satisfied the people who use services are).
- 118 5 Perceived and objectively measured independence.
- 119 6 Ability to carry out activities of daily living with or without support.
- 120 7 Continuity of care.
- 121 8 Participation in social and community activities.
- 122 9 Cost effectiveness.
- 123 10 Resource use.
- 124 11 Security and personal safety.

125 **2 Links with other NICE guidance, NICE quality**

126 **standards, and NICE Pathways**

127 **2.1 NICE guidance**

128 **NICE guidance about the experience of people using NHS services**

129 NICE has produced the following guidance on the experience of people using
130 the NHS. The recommendations in the following guidelines will be considered
131 for use in this guideline:

- 132 • [Patient experience in adult NHS services](#) (2012) NICE guideline CG138.
- 133 • [Service user experience in adult mental health: improving the experience of](#)
134 [care for people using adult NHS mental health services](#) (2011) NICE
135 guideline CG136.

136 **NICE guidance in development that is closely related to this guideline**

137 NICE is currently developing the following guidance that is closely related to
138 this guideline:

- 139 • [Social care of older people with multiple long term conditions.](#) NICE
140 guideline. Publication expected November 2015.

- 141 • [Transition between inpatient hospital settings and community or care home](#)
142 [settings for adults with social care needs](#). NICE guideline. Publication
143 expected November 2015.

144 **2.2 NICE quality standards**

145 **NICE quality standards that are closely related to this guideline**

- 146 • [Quality standard for service user experience in adult mental health](#) (2011)
147 NICE quality standard QS14.

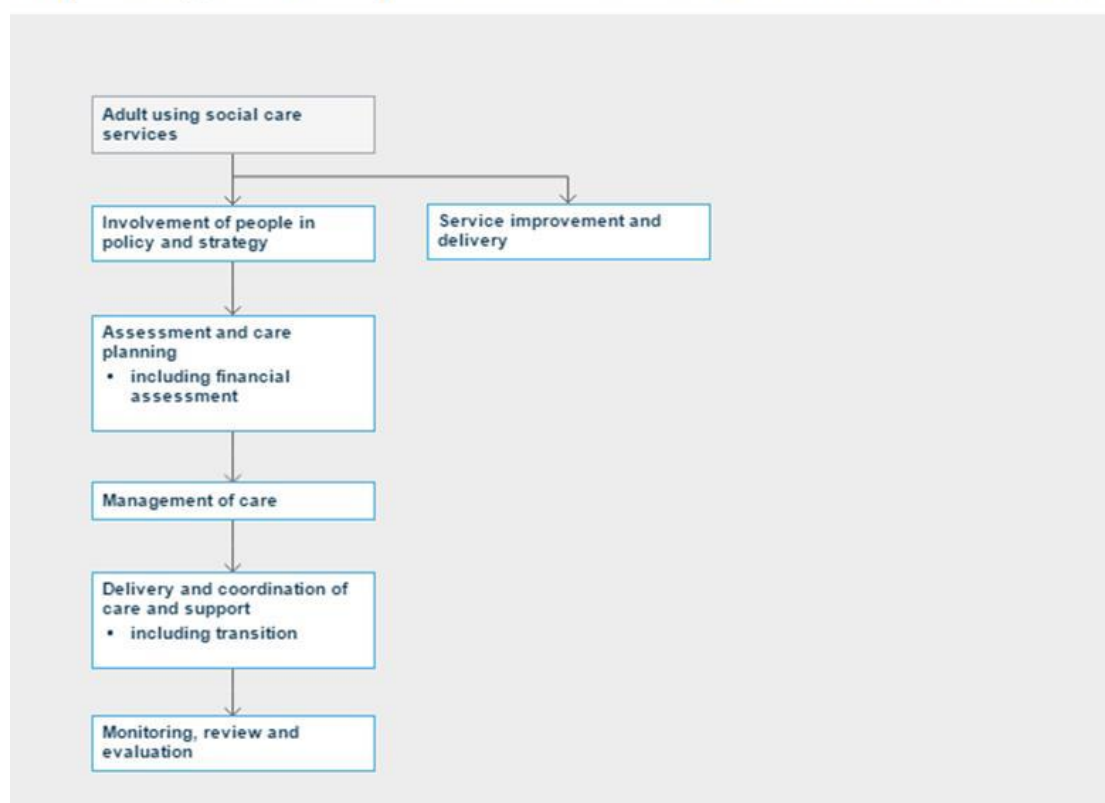
148 **2.3 NICE Pathways**

149 When this guideline is published, the recommendations will be added to NICE
150 Pathways. NICE Pathways bring together all related NICE guidance and
151 associated products on a topic in an interactive, topic-based flow chart.

152 NICE has pathways on patient experience in adult NHS services and service
153 user experience in adult mental health services. We are also developing a
154 pathway on transition between inpatient hospital settings and community or
155 care home settings for adults with social care needs.

156 The pathway on the experience of adults who use social care services will
157 show clearly how they fit together. A draft outline of the pathway, based on the
158 draft scope, is included below. It will be adapted and more detail added as the
159 recommendations are written during guideline development.

Improving adults' experience of social care services overview



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162 3 Context

163 3.1 Key facts and figures

164 Adult social care services include personal care and practical support for
 165 people with learning disabilities, physical disabilities and mental health or
 166 physical conditions. This care and support is delivered in a variety of settings,
 167 for example, in people's own homes and in community or healthcare
 168 environments, and by various services and carers.

169 In conjunction with the [Children and Families Act 2014](#), the [Care Act 2014](#)
 170 places a duty on local authorities to give young people and their families more
 171 choice and control over their care and support (rather than simply providing
 172 services).

173 The Children and Families Act introduced a system of support that extends
 174 from birth to 25. The Care Act covers adult social care for anyone over 18.

175 Both pieces of legislation ensure that people aged 18–25 are entitled to
176 support, and both emphasise the importance of considering the wide range of
177 outcomes people want to achieve in their lives, personalising care and the
178 integration of services.

179 Adult social care represents a significant cost to the public sector.
180 Nevertheless, most social care – with an [estimated value of £55 billion](#) in
181 2012/13 - is provided informally by family, friends and neighbours. The
182 National Audit Office report [Adult social care in England: overview](#) also states
183 that around £19 billion of funds managed by local authorities were spent on
184 adult social care in 2012/13. This included around £2.5 billion paid by users
185 themselves. (Even where local authorities manage services, some users may
186 have to pay a contribution.)

187 **3.2 Current practice**

188 The Health and Social Care Information Centre publishes an [annual personal
189 social services adult social care survey](#) to monitor the views and experiences
190 of people who use services. In 2014, 65% of people who responded said they
191 were either extremely or very satisfied with the care and support they
192 received. However, only 32% reported that they had as much control as they
193 wanted over their daily life, 19% said they had some, but not enough, control
194 and 5% had no control at all.

195 Local authorities, voluntary and community organisations and other care
196 providers use a range of approaches to find out what people who use their
197 services think of them. This data, in turn, supports decision making. The
198 methods used can include providing information and decision support
199 materials, advocacy, outreach and service evaluation activities.

200 **3.3 Policy, legislation and regulation**

201 **Policy**

202 Increasing people's control and choice over the services they use, and
203 ensuring their views and experiences inform service design and planning,
204 have become the central principles of social care policy. In [Putting people first](#)

205 the government outlined how people who use services and their carers should
206 be involved in planning and managing their own support.

207 National and local policy has shifted towards 'personalised' or 'person-centred'
208 approaches.

209 This involves tailoring support to the person's needs and preferences. For
210 example, by providing them with information and advice to enable them to
211 make choices about their care. It also involves working with them, their
212 families, carers and communities to 'co-produce' the services they use, rather
213 than treating them as passive recipients of care.

214 **Legislation and regulation**

215 The principles of user-focused service provision are enshrined in the [Care Act](#)
216 [2014](#). Under the Act, it is the duty of local authorities to support the wellbeing
217 of people who use services and their carers. Wellbeing is defined as including:

- 218 • personal dignity
- 219 • physical and mental health
- 220 • control by the person over day-to-day life
- 221 • participation in work, education, training or recreation
- 222 • emotional, social and economic wellbeing
- 223 • domestic, family and personal relationships
- 224 • the person's contribution to society.

225 The Act also requires local authorities to have regard to the person's views,
226 wishes, feelings and beliefs.

227 People's views and experiences provide vital information about how well the
228 services they use are meeting their needs and supporting their goals.

229 Commissioners and providers can use this data as evidence about how well a
230 service is performing, and where it may need to change.

231 **4 Further information**

This is the draft scope for consultation with registered stakeholders. The
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consultation dates are 23 November to 21 December 2015.

The guideline is expected to be published in January 2018.

You can follow progress of the [guideline](#).

Our website has information about how [NICE guidelines](#) are developed.