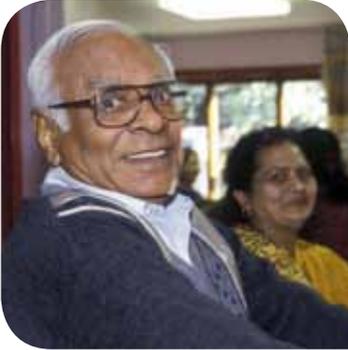


scie

social care
institute for excellence



Sharing knowledge, improving lives

SCIE annual review 2010–2011

Introduction

This year, SCIE marks its tenth anniversary. During this time social care has seen great change and faced great challenges. Over the past ten years, SCIE has built up a broad and reliable evidence base about what works to improve the lives of people who use services – this is what our customers tell us that they value the most.

SCIE has changed as people's lives and the delivery of social care has changed. We help with the 'how' that arises from social care policy. This year we have started to help people to implement our practice guidance within their organisations. We have been working directly with employers in implementing the Mental Capacity Act and are expanding our Training and Consultancy services in other areas where we know that the evidence and guidance that we have can improve practice.

People don't differentiate between health and social care and so we need to work together to provide care and support. The past year has seen significant developments in our work on integration, as joint NICE/ SCIE work on looked-after children and health and social care quality standards has progressed; alongside our guidance for GP commissioners on commissioning services across health and social care. Taking a holistic approach to care and support cuts across both adults'



and children's services. Our guidance on mental health service transitions for young people, and families with multiple problems, promotes this approach.

The progress of personalisation in social care is seeing more people taking control of the services they receive – not just in terms of delivery, but also design and evaluation. SCIE's resources on personalisation, efficiency and personal budgets provide evidence for commissioning personalised services. In the coming year we will provide further resources to help people who use services to make decisions about the care and support they want to purchase.

When SCIE says something works, we say it with great confidence. More and more people now use SCIE as a first point of reference and we take great encouragement from that. We hope to continue to support social care in meeting challenges and improving lives into the future.

Julie Jones CBE
Chief Executive

Allan Bowman
Chair

'SCIE is at the leading edge in ensuring social work and social care staff have easy access to relevant knowledge, best practice guidance and sound evidence to inform their practice. I can think of no other organisation nationally or internationally that manages to bridge the gap between research and hands-on practice so effectively.'

Sean Holland, Chief Social Services Officer, DHSSPS, Northern Ireland

Working together

Integration between health and social care services has become increasingly vital to providing personalised care, improving outcomes for people using services and making the best use of scarce resources.

With an ageing population, people are living longer with more complex long-term conditions that require support from both health and social care.

A divide between services doesn't make sense to most people, who want to be able to access services that meet all of their needs.

The NHS and local authorities face a tough spending climate that requires resources to be used in the most efficient way.

SCIE has made significant progress in promoting integration over the past year. We produced an At a glance briefing to help clinical commissioners to work jointly with social care services in supporting people with long-term conditions.

Our work this year has highlighted some of the cost benefits and improved outcomes from pooling health and social care budgets to provide integrated care packages.

We have been working directly with the health sector; producing joint guidelines with the National Institute for Health and Clinical Excellence (NICE) on looked-after children. SCIE and NICE will be building on this work over the coming year as we pilot NICE quality standards.



'The practical ideas in [SCIE's At a glance on clinical commissioning] will provide a welcome indication of how we can improve... practice... across our commissioning group... I think it's a great resource.'

Dr Robert Varnam, Clinical Lead for Commissioning, NHS Institute for Innovation and Improvement

Making care personal

As personalisation has become more embedded in social care, attention has turned to how to improve processes and make services more efficient, whilst still ensuring choice and control.

SCIE's report *Personalisation, productivity and efficiency* examined how the implementation of personal budgets, new business processes and co-production could result in improved outcomes for people who use services, without costing more than traditional services.

We also produced *Getting Personal* – a web tool to help providers to measure their progress towards personalisation, in conjunction with the Voluntary Organisations Disability Group (VODG), and a suite of

Social Care TV films *Commissioning for a personalised world*.

To support decisions about improving processes, we produced a report *Keeping personal budgets personal*, which presented the experiences of older people and people with mental health problems in using personal budgets.

SCIE also began hosting the Think Local, Act Personal website and Dignity in Care Network this year, both of which support practice in terms of providing personalised care and support.

'SCIE's online resources on personalisation and commissioning are easy to use and helpful when researching innovative practice in other organisations. In the current financial climate, it is vital to save time by accessing these materials, where others have already found solutions.'

Jeremy DeSouza, Head of Finance for Adults and Community Services at the London Borough of Richmond upon Thames



Protecting adults at risk

Everyone has the right to live a life that is free from abuse. Keeping people safe whilst offering services that meet their care and support needs is at the core of social care.

This year, SCIE published the landmark *London multi-agency policy and procedures to safeguard adults from abuse* in conjunction with the NHS, Association of Directors of Adult Social Services (ADASS) and the Metropolitan Police.

This represents a commitment from all organisations to work together to prevent abuse, respond to cases where this does occur, and empower people to be involved in decisions regarding their safeguarding.

To supplement the policy and procedures, SCIE also produced the reports *User involvement in adult safeguarding*, *Self-neglect and adult safeguarding* and *The governance of adult safeguarding*, as well as Social Care TV films on adult safeguarding in practice.

A linked strand of work this year was prevention and reablement which looked at how to prevent harm, promote independence and maintain wellbeing.

SCIE produced a report *Prevention in adult safeguarding* and a research briefing and Social Care TV film on *Reablement*.

Safeguarding adults is also one of the first SCIE Training and Consultancy areas to be developed this year, as well as training on the Mental Capacity Act.



'The Met is resolute in its commitment to improve services to adults at risk and will continue to work effectively with our partner agencies to achieve this. The pan-London policy and procedures provide overarching guidance on how we work as partners to safeguard adults in London who may find themselves at risk of being abused, neglected or exploited.'

DCI Sam Faulkner, Public Protection Team, Metropolitan Police

Supporting older people

Older people are the largest group of people using adult social care services. Care and support for older people should be dignified and personalised, whether this is provided at home or in a residential service.

SCIE's resources supporting good practice in older people's services this year included material about reducing the use of antipsychotics for dementia on our *Dementia Gateway*.

Another SCIE dementia product, the *Open Dementia Programme* elearning resource won second prize at the Jorum Learning and Teaching competition in October 2010.

Our report and At a glance briefing *Keeping personal budgets personal* looked at evidence of how older people are using personal budgets and what could improve their experiences of choosing and purchasing their own care and support.

Our recent research briefing *Social isolation* linked to our work on prevention, by presenting research on what causes isolation and what can be done to reduce loneliness and increase wellbeing for older people. This in turn can reduce hospital admissions and keep people in their own homes for longer.



'Our mother was diagnosed with vascular dementia. We found SCIE's Dementia Gateway website, which could not have been more helpful. It explained everything she was going through and answered all of our questions. As a result we felt more confident in providing her with the right care in her final days and she died peacefully in her own home.'

Promoting mental health and wellbeing

Mental health became part of the 'protected characteristic' of Disability under the Equality Act 2010. This gave added weight to SCIE's resources on mental health and disability, which aim to reduce stigma and promote opportunity, through good practice in social care.

In the past year, we produced several new resources in this area. Our suite of products on *Mental health, employment and the social care workforce* presented findings on what prevents people with mental health problems from gaining and retaining employment in social care, and what can help to counter this. These messages are important for both social care employers and employees.

Our report *Keeping personal budgets personal* presented the experiences of people with mental health problems in using personal budgets, with suggestions for how the personal budgets process could be improved to enable greater choice and control for people using services.

Mental health cuts across all areas of life, and requires a holistic approach. As such, our work on *Parental mental health and child welfare*, and *Mental health service transitions* adopts this approach.



Other major disability projects for SCIE this year were our work on *Autism* and *Challenging behaviour*. For both projects, the guidance was brought to life by accompanying Social Care TV films, which help social care workers and carers to put themselves in the shoes of people using services, in order to think about how to improve practice and thereby improve outcomes.

'People don't often know what challenging behaviour is, let alone how working practices can be improved. So it was great that Andrew and the rest of the family were portrayed in such a positive light. We're happy that we were able to show how people like Andrew can, with support, live at home.'

Jan Seamer, Andrew's mother, featured on Social Care TV

Working with families and children

Keeping children and young people safe and supporting them to develop is a recurring priority for social care.

SCIE's families' and children's work this year has been high profile. The Munro Review, published in July 2011, recommended that all Local Safeguarding Children Boards should adopt 'systems' methods in serious case reviews and learning from practice

SCIE's Learning Together model has been recognised as a workable systems model for this purpose and we have spent much of this year supporting implementation of the model in multiple sites.

We produced an At a glance briefing to share learning from the North West pilots and two Social Care TV films explaining the model.

The Government is committed to investigating a 'whole family' approach to families with multiple problems, including mental health and substance misuse problems. SCIE's Think Child, Think Parent, Think Family approach encourages social care professionals to consider the impact on the whole family when addressing these difficult issues.

This year, we piloted our approach to parental mental welfare in England and Northern Ireland and produced an interim evaluation report of the findings.

We also produced an At a glance briefing for senior managers about how they can implement the approach locally.

This was the third year of the Centre for Excellence and Outcomes in Children and Young People's Services (C4EO) consortium. SCIE's role as a core partner in the consortium has been to deliver the outputs – print and web resources which present research and guidance for the sector, and to lead on two themes: Safeguarding and Vulnerable Children.

In this final year of the first phase, we launched elearning resources tailored for different groups of professionals, produced cross-cutting messages for the health sector, and supported the collection of Validated Local Practice examples to share good practice.

C4EO has received government and sector support and SCIE is proud of our contribution to sharing evidence of 'what works' through this consortium.

'SCIE's Learning Together is a really important contribution to children's services.'

Colin Green, Director – Children, Learning and Young People, Coventry City Council



Involving people

SCIE is committed to ensuring that people who use services and carers are at the heart of everything we do. We continue to involve users and carers in a range of ways; including developing our products and steering our strategic direction as SCIE Board members.

SCIE is committed to continuing the development of our participation function so we commissioned an independent evaluation of participation this year. The report concluded that: 'SCIE practises what it preaches and has a commitment to engagement work that informs many levels and types of activities.'

The evaluation also identified a number of areas where participation in SCIE can be strengthened. This has led to the development of a new programme of work to refresh participation in SCIE and affirm our reputation as a leader in this increasingly important field.

SCIE's Single Equality Scheme sets out targets in relation to addressing equalities issues as an employer and service provider.

We monitor the scheme with an annual report on equality issues to SCIE's Board. This year's report



showed continued progress in the implementation of the Single Equality Scheme, with SCIE's resources in particular continuing to show that issues around equality and diversity are a key concern.

This year we brought together all of our resources on equality and diversity in one place on our website, and added new resources in this area.

These included new personalisation At a glance briefings on *the implications of the Equality Act 2010* and *the implications for lesbian, gay, bisexual and transgendered (LGBT) people*, as well as a research briefing on *Black and minority ethnic people with dementia and their access to support and services*. In addition, SCIE was awarded JobCentre Plus's Positive About Disabled People symbol in 2010.

'The Social Care Institute for Excellence is very strong in stakeholder involvement and in considering the target audience. Service users' views are sought throughout the guidance development process.'

Chair of the NHS Evidence Advisory Committee

Developing skills and services

Good quality social care relies on a skilled workforce, with the knowledge and support to make good decisions.

This year, SCIE focused on supporting frontline social work, with new web resources for social workers and newly-qualified social workers. We are supporting the development of The College of Social Work, which has now recruited prospective members.

We produced significant work to help commissioners and providers to plan for and deliver efficient, high-quality care and support. Our Good Practice Framework has developed as a place to audit, share and learn from examples of good practice. This encourages integrated working and learning, which can be more cost-effective, as well as improving outcomes.

In addition, our Athens service grants access to a wealth of academic resources which support practice. Reflecting on and evaluating practice is vital for both professional development and improved services. We updated our *Social care governance workbook* based on practice in Somerset and Bath. We have a version of the workbook specific to practice in Northern Ireland.

Knowledge of legislation is particularly important with regard to safeguarding adults at risk. SCIE's new Training and Consultancy services provide support with translating knowledge into practice. This year, we have implemented training on the Mental Capacity Act for independent sector providers.

Sometimes service closures are unavoidable, and it is important to ensure good practice and continuity of care in such situations. SCIE's *Short-notice care home closures* guidance was produced to support local authorities to manage closures whilst prioritising the needs of residents and staff.

This year we have seen the impact of the Get Connected project, which has provided access to information and communications technology (ICT) to 950 care providers. Thanks to Get Connected, people using services are keeping in contact with friends and relatives via email and Skype, creating 'life stories' to help staff get to know them and personalise their care, and increasing in confidence as they learn new skills. Staff are able to develop their skills at their own pace through elearning, which is also having a positive outcome on those they care for.

'The computers are so much more than just computers... they bring people together, help to boost confidence and make new friends... We have [also] managed to get people back into work.'

Louise McKiernan, Chief Executive, Birmingham Disability Resource Centre
(recipient of a Get Connected grant)

SCIE management and trustees

Executive management team

Julie Jones CBE
Chief Executive

Amanda Edwards
Deputy Chief Executive

Stephen Goulder
*Director of Corporate Services and Workforce
Development*

David Walden
Director of Adult Services

Trustees

Allan Bowman, *Chair of the Board*

Nadra Ahmed OBE

Dr Louise Brown

Sam Hudson

Sukhvinder Kaur-Stubbs

Mario Kreft MBE

Mike Lauerman CBE

Ann Macfarlane OBE

Jo Munyard

Andy Nash

Jenny Owen CBE

Stephanie Palmerone

Ian Sutherland

 @SCIE_socialcare

 www.facebook.com/socialcareinstitute

Social Care Institute for Excellence

Fifth floor,
2–4 Cockspur Street,
London SW1Y 5BH

Tel 020 7024 7650

Fax 020 7024 7651

info@scie.org.uk

www.scie.org.uk



CORPAR11
November 2011

Registered charity no. 1092778
Company registration no. 4289790