



**“Good support isn’t just about  
‘services’ – it’s about having a life.”**

“Good support isn’t just about  
‘services’ – it’s about having a life.”



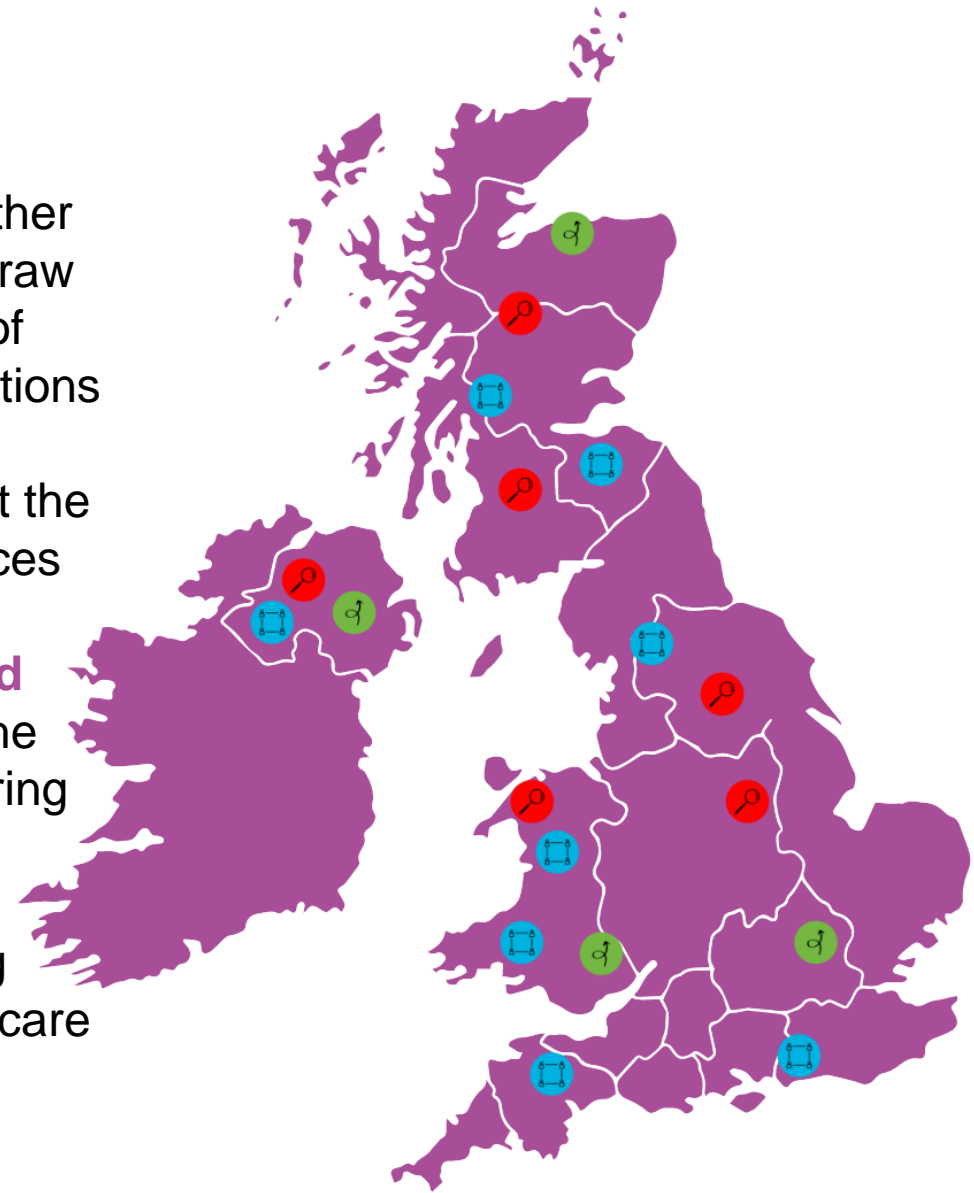
# **IMPACT - co-producing IMPACT**

SCIE Online Co-production Week Conference

“Good support isn’t just about  
‘services’ – it’s about having a life.”



- **£15 million UK centre** funded by the **ESRC** and the **Health Foundation**
- Led by Professor Jon Glasby, with a **Leadership Team** of 13 other academic, policy and practice partners (including people who draw on care and support, and carers), and a **broader consortium** of key stakeholders from across the sector and across the four nations of the UK
- An **implementation centre** (not a research centre) – to support the use of evidence in the realities of practice and to improve services and lives
- IMPACT works **across Northern Ireland, Wales, Scotland and England** to make sure that it is embedded in and sensitive to the very different policy contexts in the four nations, as well as sharing learning across the whole of the UK
- **Inclusive definition of ‘evidence’**: knowledge gained from different types of research, the lived experience of people using services and their carers, and the practice knowledge of social care staff)
- Phases of development: **Co-design** (April-December 2021), **Establishment** (2022), **Delivery** (2023-2027)



“Good support isn’t just about ‘services’ – it’s about having a life.”

# Our four key aims

- **Increasing the use of high-quality evidence**, leading to better care practices, systems and outcomes
- **Building capacity and skills** in the adult social care workforce to work with evidence of different kinds to innovate and deliver better outcomes
- **Developing relationships** between a wide range of stakeholders across the sector, to improve outcomes for people who draw on services and their families
- Improving understanding of **what elements of evidence implementation do and do not work in practice**, and using this to overcome barriers

“Good support isn’t just about ‘services’ – it’s about having a life.”

**Demonstrators** focus on major strategic issues and long-term change. 'Coaches' work with a local system to facilitate an evidence-informed change and embed lessons in national policy and practice.

**2022-23** – Asset-based approaches

**2023-24** – Integrated health and social care teams, wellbeing of PAs, managing waiting lists

**Facilitators** lead more bottom-up, evidence-informed change in a local service.

**2022-23** – Personalisation and people from BME communities, care technology, end of life for carers of people with dementia

**2023-24** – Recruiting more men, tackling loneliness, reducing admissions to mental health hospitals, preventative visits for people aged 75

**Networks** focus on complex but everyday practice issues. Local groups all work on the same practical issue, with learning shared and scaled across the country.

**2022-23** – Choice and control, values based recruitment

**2023-24** – Wellbeing of careworkers, hospital discharge, rural services, remodelling the “front door”, leaving long-stay hospitals, care homes and local communities

**Ask IMPACT** identifies 'hot topics' and produces rigorous, but accessible and very practical guides to the evidence. Aims to build a trusted repository over time.

**2022-23** – Recruitment and retention  
**2023-24** – Lessons from COVID-19, hospital discharge

**Demonstrators**

**Facilitators**

**Networks**

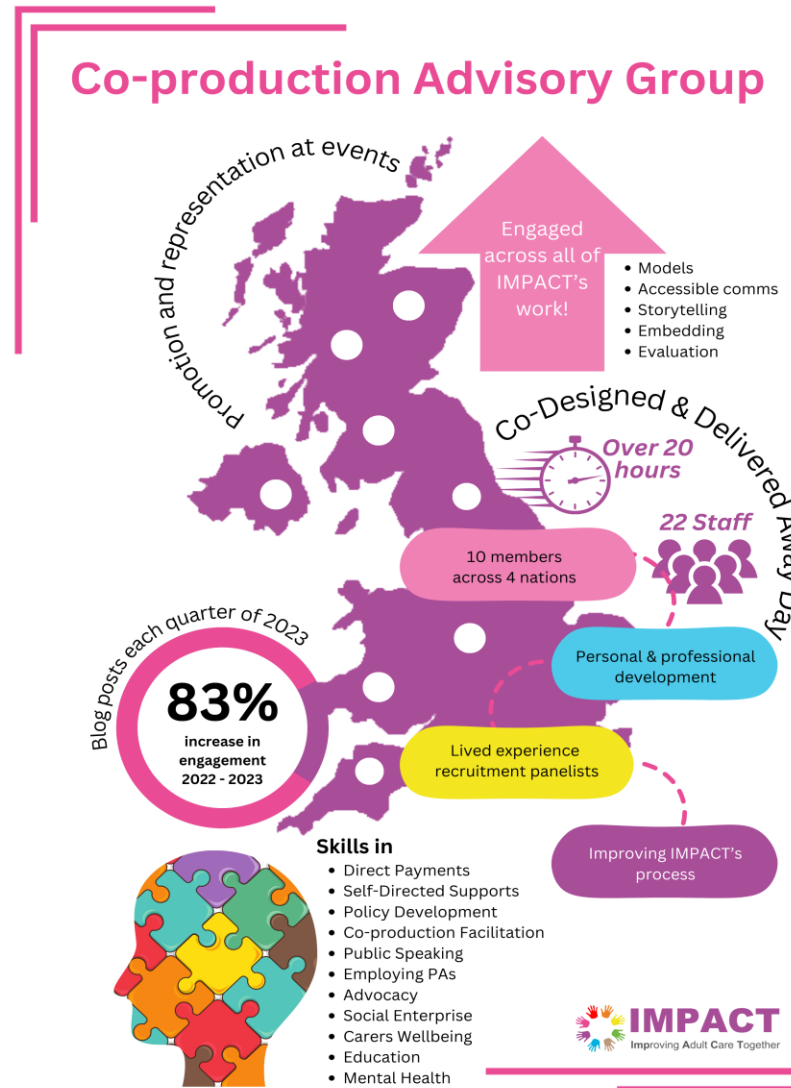
**Ask IMPACT**

# Co-production Advisory Group

The Co-production Advisory Group was set up in May 2022 and our work is supported by the Lived Experience Engagement Lead. Our ten members were recruited from each of the five national IMPACT assemblies from across the UK. Each member has direct experience of drawing on care and support or as a carer. To support their work the group has developed a Charter.

Prior to this group, we had a Co-production Panel. The panel was involved in early plans during the co-design phase of IMPACT.

“Good support isn’t just about ‘services’ – it’s about having a life.”



# Hopes, fears & expectations

Hopes			Fears			Expectations		
Voice for change	Persuasion & bringing along	Proactive	Stigma	Stereotyping	Undervalued	Amplifying our voices	Working in partnership	Changing perceptions and challenging stigma
Group dynamic	Family/ Belonging	Passion	Lack of Implementation	No change	Lack of celebration of successes	Skills & expertise recognition	Stronger in telling our stories	Positive outcomes
Making a difference	Connected through Lived Experience	Focussed	Feeling safe	Letting the beacon go out	Waste of time	Embedding across	Making ourselves visible	Create a legacy
Influence	Storytelling	Safe environments	Distracted from focus	Cost of living		Ambition	Increased expectations	Raising the bar
Peer support	Role modelling respect					Greater sum of our parts	Peer support	Early education

“Good support isn’t just about ‘services’ – it’s about having a life.”

# Deena Nimick

Person with life-long experience as a physically disabled

Wife          Mum          Daughter          Sister          Friend          Volunteer  
Employee          Neighbour          Activist          etc

## Background:

- 40+ years working for inclusion within the C&V sector
- Not an academic - an expert through experience
- Has worked for the Centre for Independent Living (CILNI) for 18 years and recently took up the post of CILNI's Policy & Campaign Manager
- Joined IMPACT's Co-production Advisory Group late 2023

“Good support isn't just about  
'services' – it's about having a life.”



# IMPACT's CpAG

- IMPACT's Co-production Advisory Group works to ensure that people who draw on care and support and carers are meaningfully involved.
- The Group is proactively working to ensure that all activities are as inclusive and accessible as possible.

“Good support isn't just about  
'services' – it's about having a life.”

# How does IMPACT and it's CpAG make this happen?

- involves people who draw on care and support and carers from the start
- values and rewards everyone who takes part, which includes paying members for their time
- ensures there are resources to cover costs
- it makes sure that everyone can communicate with each other
- ensures members have the information, support and resources they need to be a meaningful part of any co-production and decision-making processes, as well as co-produced events
- members are involved in the recruitment and selection of IMPACT staff and leaders

“Good support isn’t just about ‘services’ – it’s about having a life.”

# Why did I apply to become a CoPG member?



“Good support isn't just about  
'services' – it's about having a life.”



# Why did I apply to become a CoPG member?

- I'm sure many of you will be familiar with the term **“Nothing about us without us”**?
- It has always been my philosophy in life (as it makes sense) – but I love the way the term sums it up!

“Good support isn't just about ‘services’ – it's about having a life.”



# What have I been up to as a CpAG member?

- Sat on several IMPACT staff interview panels (and met some awesome people)
- Spoke at a Policy and Practice Roundtable on the need for a proper ICS (Integrated Care System) in NI, on my lived experience and why working in silos causes unnecessary hardship and trauma (and costs more)
- Represented CpAG on the panel at IMPACT's first academic seminar focusing on "Knowledge Mobilisation"
- Attended multiple CpAG briefing and engagement sessions that IMPACT made available to ensure I was well informed of up and coming events, opportunities, new IMPACT projects, etc
- Involved in sessions to support the overall development and future planning of the group

"Good support isn't just about 'services' – it's about having a life."

# What has **IMPACT** and its **CpAG** achieved so far?



- It has invested and created accessible systems and spaces
- Provided support for people with lived experience (academics and non-academics **LIKE ME**) to be involved in meaningful discussions and the co-designing of innovative projects
- Empowered it's CpAG members through
  - introductions to others with expert knowledge
  - “joining the dots” – building networks
  - providing relevant and accessible information
  - confidence building
  - .... and lots more

“Good support isn’t just about ‘services’ – it’s about having a life.”



# Jacqui Darlington



“Good support isn’t just about  
‘services’ – it’s about having a life.”



“Good support isn’t just about  
‘services’ – it’s about having a life.”





“Good support isn’t just about  
‘services’ – it’s about having a life.”

“Good support isn’t just about  
‘services’ – it’s about having a life.”





# Q&A

“Good support isn’t just about  
‘services’ – it’s about having a life.”

Find out more about our projects, people and progress:

**<https://impact.bham.ac.uk/>**

**@ImpAdultCare**

“Good support isn’t just about  
‘services’ – it’s about having a life.”

