





social care
institute for excellence

Developing our understanding of the difference Co-production makes in social care

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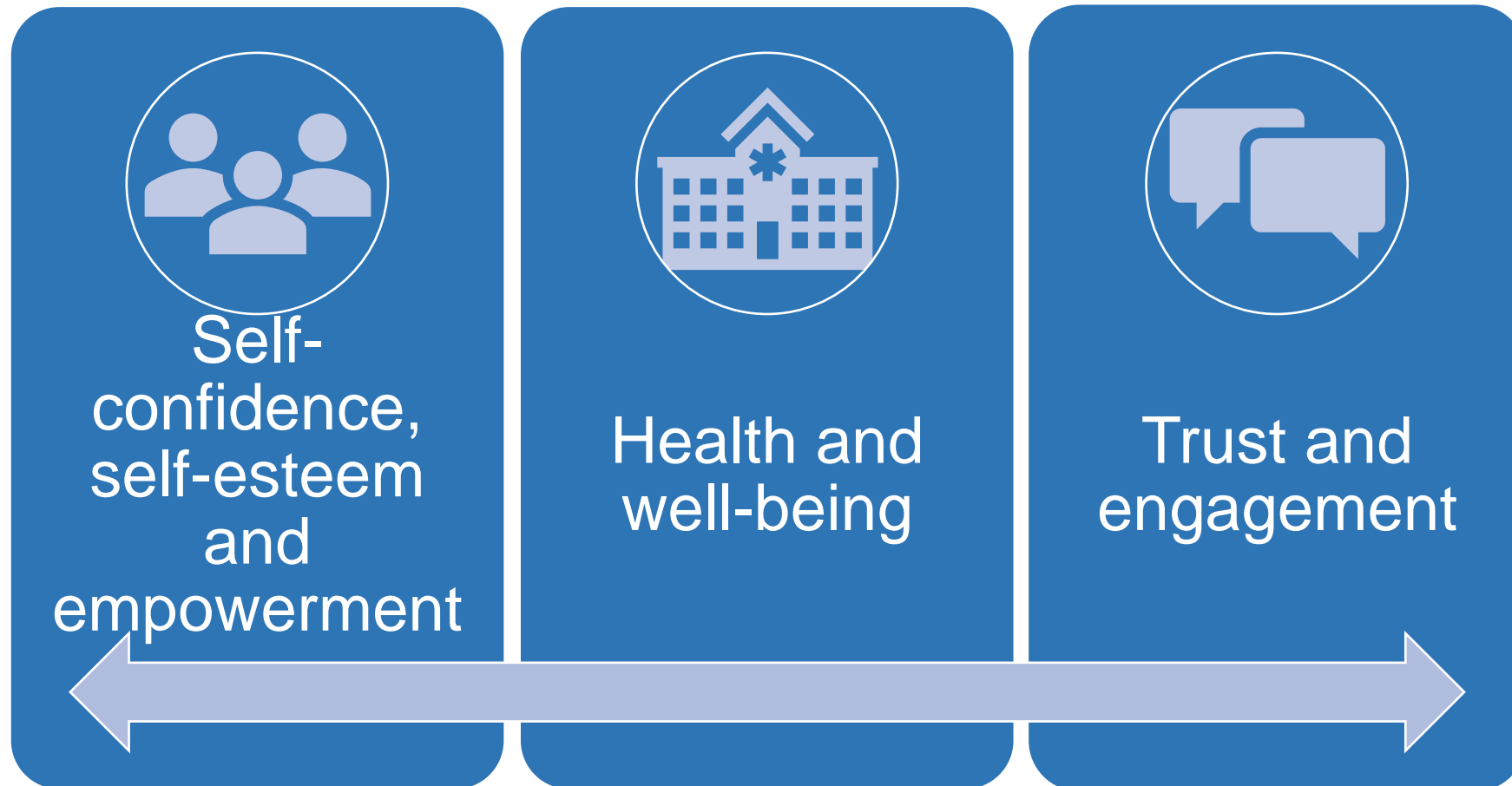
What we did - review of existing evidence





Benefits of co-production

Benefits for those who draw on services



Benefits for those who draw on services

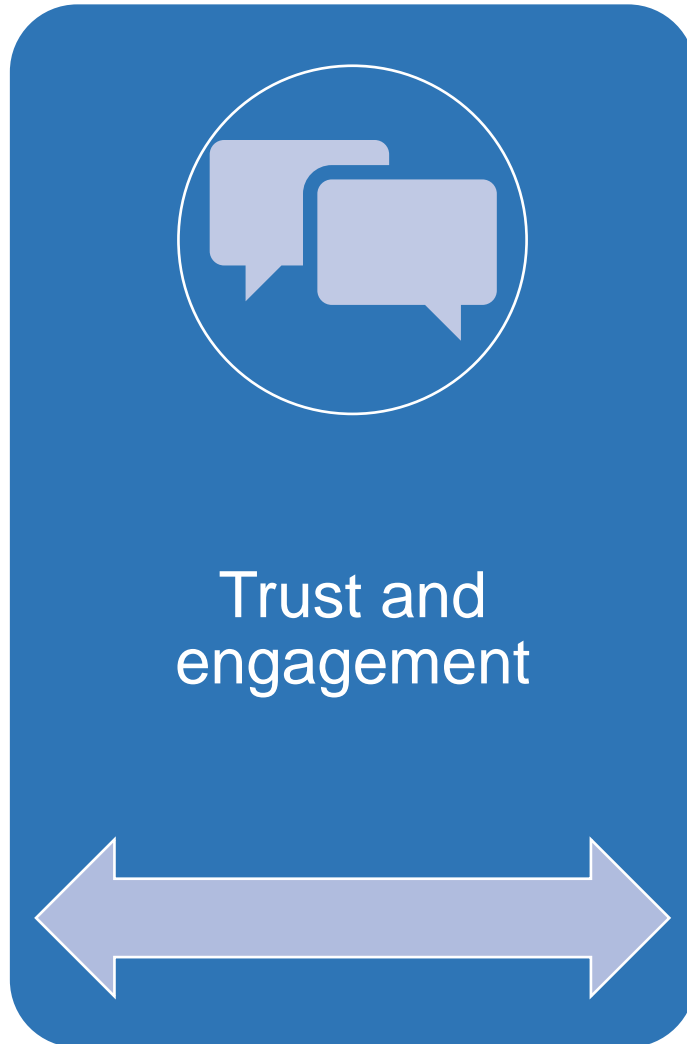


Self-confidence, self-esteem and empowerment



- Giving something back (Baldwin et al.2018).
- Increases in self-confidence, self-esteem and sense of empowerment (Callan et al.2020, Hannibal and Martikke, 2019, Mayer and McKenzie 2017).

Benefits for those who draw on services



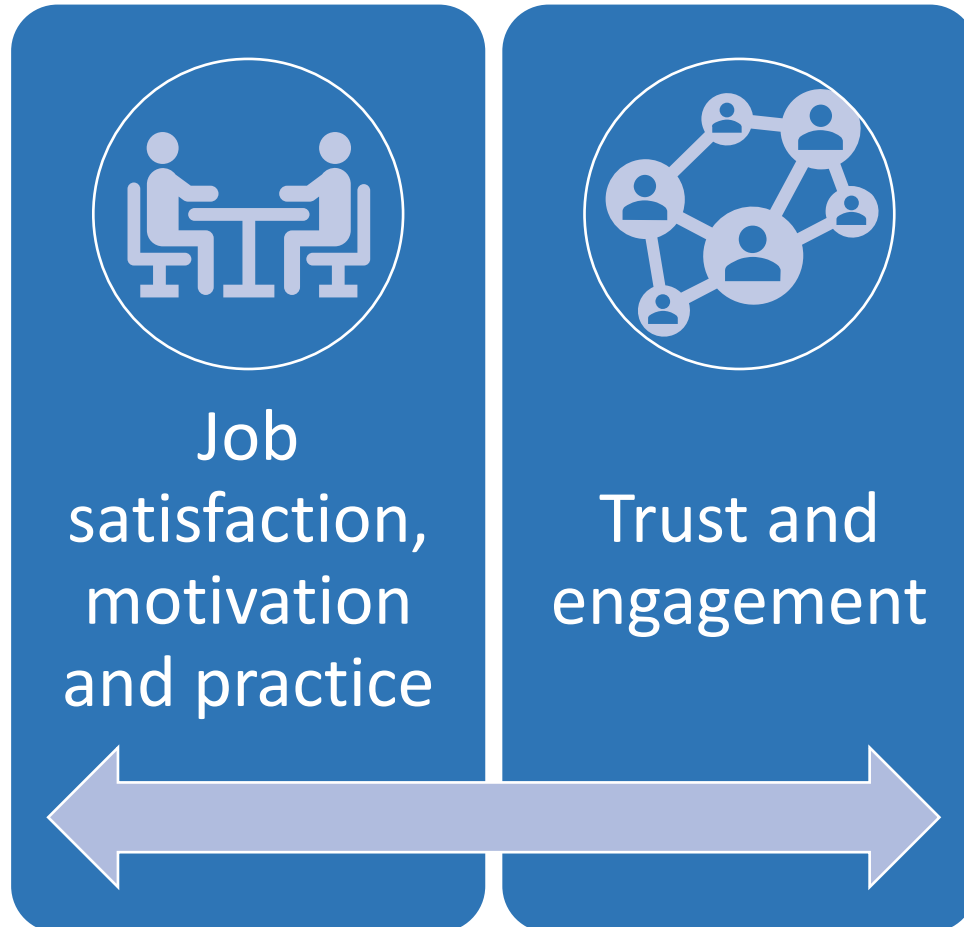
- Improvements in trust in those who draw on services towards organisations and feelings of empowerment (James and Buffel 2022)
- Health settings increased in uptake of services (Lim et al. 2020 and (Lwembe et al. 2017)).

Benefits for those who draw on services



- Improved knowledge, confidence and understanding and able better able to self-manage better (Clarke et al. 2017, Mccarron et al. 2019, Lim et al. 2020)
- Increased patient understanding of medication(Mccarron et al. 2019).
- Mental health reduction in accessing acute services and improvements in wellbeing (Kay and Edgley, 2018).

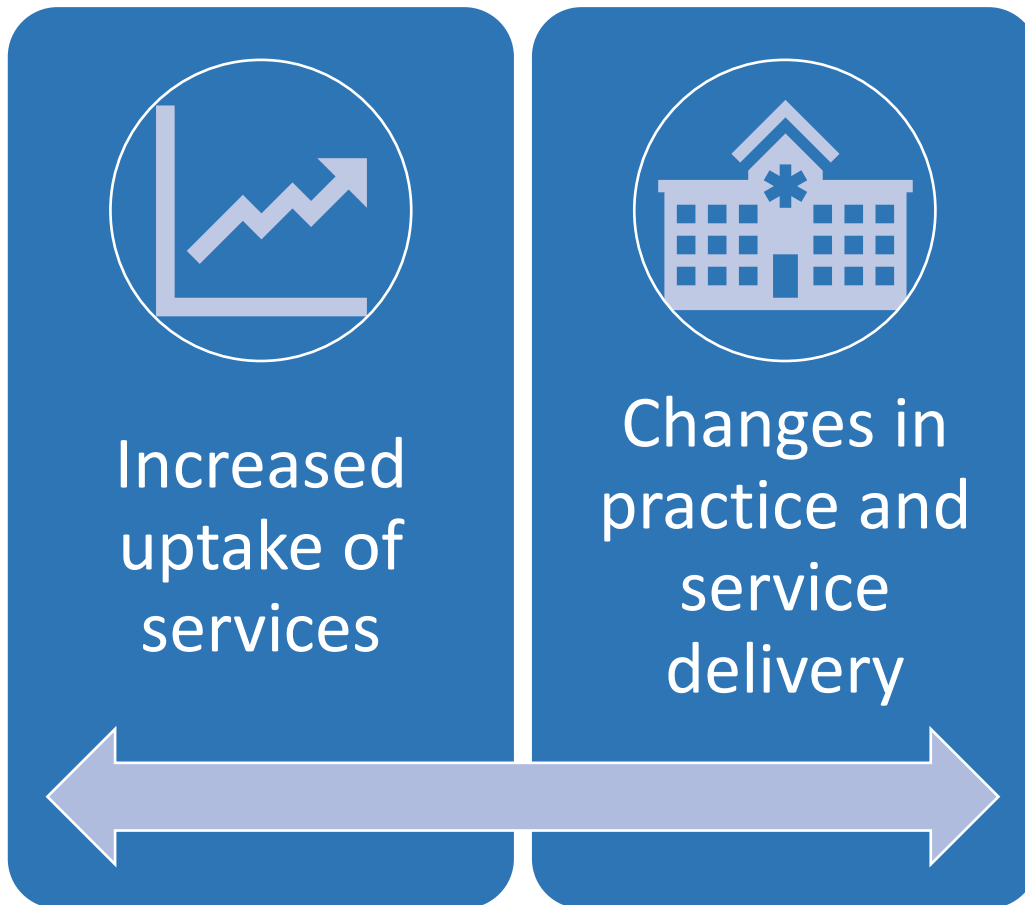
Benefits for people who work in services



- Increased job satisfaction and motivation (Marsilio et al. 2021)
- Greater understanding of those who draw on services resulting in changes in practice (McLaughlin et al. 2021)

“As a professional, working with customers on something and doing things slightly differently and seeing different points of view and working in a slightly different way, it adds to my ability to be a professional. I really enjoy the process” (Stockport Homes).

Benefits for organisations



Most published studies within health settings

- Increased uptake of services (Kay and Edgley, 2018, Lewembe et al. 2017).
- Reduction in non-attendance (Lim et al. 2020).



Priorities for co-production in social care and recommendations



Enablers and barriers to co-production

Enablers

- Resourcing of evaluation
- Skilled Facilitators
- Involvement and support of management to enable the impact of co-production to be measured
- Shared outcomes considering the impact on the people who use services which have been developed through participation

Barriers

- Lack of resourcing
- Complexity of data
- Power imbalance between those who draw on services and professionals.
- Determining evaluation outcomes

Priorities for co-production in social care

- Increasing knowledge base about co-production.
- Challenges in determining outcomes and the impact of co-production in social care.
- Lack of definition and understanding of co-production principles.
- Limited amount of research studies and evaluations which include the outcomes and impact of co-production currently available.



Recommendations



A more universal understanding of co-production is developed within social care.

Evaluation of the impact coproduction in adult social care is undertaken as standard for relevant project and programmes of work, including underrepresented groups.

Evaluations of Co-production in social care are refocused onto assessing outcomes and impact and away from the Co-production process and output.

Greater investment into resourcing of evaluation of Co-production.

Involvement of people with lived experience to identify the outcome measures, involvement of senior leadership and management.



The Impact of Co-production

Learning from Experience

Patrick Wood

SCIE Co-production Network

Introduction

- Online sessions
- People with lived experience
 - Members of SCIE Co-production Network
- People who work in organisations supporting co-production
 - Local authorities, national charities, statutory and voluntary service providers

What difference does co-production make to people's lives?

Topics

- Overall benefits of co-production
- Benefits for people who access services
- Benefits for people who work in services
- How co-production improves services
- Drawbacks and challenges

What is co-production?

- Sharing power and joint decision making
- Partnership, equity, and being on the same page
- Doing with, rather than to
- Challenging poor services and gaps in provision

Overall benefits

- The potential to transform lives
- Greater sense of purpose
- Creating a powerful voice for change
- Credible services

Overall benefits

“Co-production doesn’t feel tokenistic anymore which is a huge change. We aren’t just stoking the engine; we are driving the train.”

- Changing mindsets
- Greater recognition of expertise of people with lived experience
- Relationship building
- Providing solutions to problems that you might not have known where to begin with

Benefits for people who access services

- Expanding networks
- Challenging barriers
 - Developing into Experts by Experience
- Increased self-confidence
- Self-management, recovery, peer learning
- Giving something back

Benefits for people who work in services

- Creating dynamic environments
- Greater job satisfaction
- Developing empathy and emotional responsiveness
- Greater enthusiasm, passion and creativity
- Increased productivity, reduced wastage

Improved services

- Greater input from people who use services
 - Scrutiny, governance, regulation
- Greater community focus
- Major role in the development of social prescribing
- Supporting people with lived experience to make contributions to decision making boards

Service planning, delivery, outcomes

- Development of mental health crisis cafes
- Local authority Co-production Toolkit
- Borough wide children and young people's plan
- National personalisation panel
- Contributions to research
- Design of genetic centre

Drawbacks and challenges

- Need for consistency
- Funding and resources
- Managing expectations
- Critique of support and services can be difficult to navigate
- Access
- Emotional impact