Social Care
Institute for Excellence
2004-5

work plan

Contents

Welsh, Braille, tape, large-print and 'easy read' versions can be made available on request.

About the Social Care Institute for Excellence (SCIE)

SCIE's role

SCIE was launched in October 2001 as part of the Government's drive to improve social care. We are an independent, registered charity, governed by a board of trustees. Our role is to develop and promote knowledge about good practice in social care.

There are many examples of good practice in social care, but they are often localised and seldom widely applied. By making knowledge about good practice readily available to the sector, SCIE's work will contribute to good service delivery and positive practice change.

What we do

SCIE works with people and organisations throughout the social care sector to identify useful information, research and examples of good practice. Using this information, we produce free paper and web-based publications which bring together existing information about a particular area of social care, draw out key messages for good practice and identify areas where more research is needed to inform good practice. In this way, people can use SCIE's publications as a central point of evidence-based information. Our publications are useful for social care workers, managers, academics, practice teachers, policy makers, service users, carers and others with an interest in social care.

SCIE's work covers the breadth of social care including services for adults, children and families; participation; human resource development; social work education; e-learning and the use of knowledge in social care.

SCIE also owns and runs the electronic Library for Social Care (eLSC), an extensive online resource of free information about social care. It has around 70,000 abstracts of books, reports, research papers, official publications and articles and is a pivotal tool for social work students, managers, academics, front line practitioners and service users.

Who we work with

SCIE works with many organisations throughout the social care sector to ensure that our information is up-to-date, comprehensive and reflects the views of people working in the sector and those who use social services. By working in partnership, our work will be trusted and supported by the people who use it. SCIE's principal stakeholders and partners include:

- service users, carers and their representative organisations
- social care workers and managers in the voluntary, statutory and independent sectors
- national organisations in social care and related sectors
- policy makers and government departments in England, Wales, Northern Ireland and Scotland
- social work educators, including academics, practice teachers and service users
- researchers.

We also work with our Partners' Council, which advises the board on its priorities, programmes and performance, and our Practice Partners' Network which helps SCIE to identify, develop, share and support good practice across the social care sector.

Our values

SCIE promises to:

have a service user focus

be independent in our research and findings

promote empowerment and change

work in partnership

be accessible in all our work

employ and work with people with diverse experience

be transparent

be accountable to our stakeholders.

About SCIE's work

SCIE's work themes
SCIE's work this year is centred around eight themes including:

- effective services for adults
- effective services for children and families
- e-learning
- the development of the electronic Library for Social Care (eLSC)
- human resource development in social care
- understanding how knowledge works in social care
- social work education
- stakeholder participation.

How SCIE determines its work projects
SCIE has developed the following criteria to develop its priority areas:

- support from groups that SCIE serves and/or a matter of topical interest
- strong sponsor support
- the suggested topic is well-defined and topical, with a critical body of knowledge to examine
- similar work, as far as we know, is not being done elsewhere and/or is unlikely to be supported or undertaken by another organisation
- it will be useful for practice and service development
- it will achieve an equitable balance across all user groups.

SCIE's publications and products

SCIE produces free paper and web-based publications based on our research of good practice. They include:

- **knowledge reviews** – knowledge reviews look at the existing research and literature about a particular area of social care. This can include the views of users and carers, practitioner knowledge, knowledge gained from inspection and monitoring and knowledge gained from research. In this way a knowledge review improves understanding about a particular aspect of social care by presenting a summary of common practices and identifying areas where more work is needed to inform good practice. Knowledge reviews are available both in hard copy and on SCIE's website.

- **resource guides** – resource guides are based on the evidence from SCIE's knowledge reviews. They direct people to information about a particular area of social care, especially where there is a lot of information and it is hard to know what information to use, or where there is a new area of social care that people aren't familiar with. Resource guides are available both in hard copy and on SCIE's website.

- **practice guides** – practice guides are based on SCIE knowledge reviews and are developed where evidence supporting good practice is especially strong. They bring together information, research and ideas from practice. Practice guides summarise key messages for good practice and help users to develop their own knowledge and apply it effectively in their day-to-day work. Practice guides are developed especially as online resources.

- **position papers** – position papers are an analysis of current and topical policy issues, for example, service user involvement in social care services. They are available both in hard copy and on SCIE's website.

- **reports** – SCIE produces reports from time-to-time about various areas of social care.

- **the electronic Library for Social Care (eLSC)** – eLSC provides a single point of access to an extensive range of social care knowledge from around the world, including practice information, skills tutorials, and around 70,000 abstracts of books, reports, research papers, official publications and articles. It is a pivotal tool for social work students, managers, academics, front line practitioners and service users. It can be accessed free at elsc.org.uk.

Adult services

SCIE's work on effective services for adults includes:

• the future of adult services
• person-centered approaches and community-based day activities
• direct payments
• independent living and human rights
• advocacy services
• mental health.

Topic	About this project	Product
The future of social care	SCIE's *Looking to the future project* is considering the present and future role of social care at a critical point in its history. It aims to define the characteristics of good support and care, to ask what service users, their families and carers value about current practice and to consider how these models can be sustained and developed. **This project crosses several of SCIE's work themes.**	
Stage 1: Vision and direction	This phase of the project will involve literature surveys, focus groups, interviews and consultative workshops.	• Position paper
Stage 2: Frameworks for delivering social care	This phase of the project will involve literature surveys, focus groups, interviews and consultative workshops.	• Report
Stage 3: Integrating vision and delivery	This phase of the project will involve bringing together the findings and conclusions from the first two stages and formulating recommendations.	• Report
Managing the transition from children's to adult services for young people with learning disabilities and their families	SCIE will develop an electronic resource for young people with learning disabilities and their families to help with the transition from children's to adult services. SCIE is working with the Rix Centre at the University of East London and will publish the results on www.bigtree.org.	• Web-based resource
Community-based day activities for people with learning disabilities	This project will review the different models of community-based day activities for people with learning disabilities to develop understanding and identify areas for development. Key messages for practice and practice examples will be provided in an online practice guide.	• Knowledge review • Practice guide and easy read summary
Adult placements and person-centred planning	This project will review different types of adult placements and person-centred planning to develop understanding and identify areas for development. Key messages for practice and practice examples will be provided in an online practice guide.	• Knowledge review • Practice guide and easy read summary

Adult services continued

Topic	About this project	Product
Outcome-focused services for older people	This work will review examples of outcome-focused services for older people to develop understanding and identify areas for development. Key messages for practice and practice examples, with particular reference to domiciliary care, will be provided in an online practice guide for commissioners and providers.	• Knowledge review • Practice guide
Direct payments	This project will identify key messages for good practice and provide good practice examples in the implementation of direct payments.	• Practice guide (available on SCIE's website and in hard copy)
The development of a social perspective on mental health	This project includes a joint SCIE/National Institute for Clinical Excellence project to develop joint health and social care guidance on dementia care.	• Dementia guidelines
Advocacy services, including: • models and quality • specialist mental health advocacy with particular reference to the needs of African-Caribbean men.	This project will look at advocacy support workers including who they are, what roles they perform, and what employment conditions they work in. It will also look at the specialist mental health advocacy needs of African-Caribbean men. The project will present key findings and areas for development as well as key messages for practice and practice examples.	• Position paper • Knowledge review • Practice guide
Assessing the mental health needs of older people	This project will see SCIE's existing practice guide on assessing the mental health needs of older people updated with new information from research and inspection findings. The guide will be relevant for health and social care staff.	• Practice guide
Independent living and human rights	This project will look at independent living and human rights and will be carried out jointly with the Disability Rights Commission. It will be based on work previously done by the Joseph Rowntree Foundation. SCIE will host a conference to debate these issues.	• Conference

Children and families' services

SCIE's work on effective services for children and families includes:

• good outcomes in fostering
• family support and parenting programmes
• the interface between children's services and adults services
• child protection.

Topic	About this project	Product
Promoting resilience in fostered children and young people	This project will look at how child care professionals can make a difference to young peoples' experiences of foster care by supporting caring relationships, ensuring that school is a positive experience and promoting self esteem. A resource guide will explore the concept of resilience and provide helpful hints for practice as well as access to further resources.	• Resource guide
Good practice in fostering	This project will see the development of a practice guide bringing together key messages from *Knowledge review 4: Innovative, tried and tested: A review of good practice in fostering* and *Knowledge review 5: Fostering success: An exploration of the research literature in foster care*. The guide will be a central point for information about foster care and will provide practice points and examples.	• Practice guide
Support for families with a child with a conduct disorder	SCIE is working with the National Institute for Clinical Excellence to consider the clinical and cost effectiveness of parent training programmes for the treatment of conduct disorders in children.	• Practice guide
Managing risk and minimising mistakes in child care services	This project will look at what we can learn about how to protect children by examining mistakes or 'near misses' in child care services. This approach is widely used in other fields such as health care but is especially relevant in social care where it is difficult to learn from mistakes because practitioners avoid reporting or talking about them because they fear the consequences. The project will include work with Wales under the auspices of the Safeguarding Children initiative.	• Position paper

Children and families' services continued

Topic	About this project	Product
Promoting better joint working between parental mental health and child care services	SCIE's Parental Mental Health and Child Welfare Network is a development network set up to promote joint working between social care and health staff working with parents with mental health problems or their children. The network is funded and organised by SCIE and is led by a steering group of representatives from leading mental health and children's organisations and service users.	• Network • Website • Newsletter
Joined up services for children and young people with complex health needs	Help for children and young people with complex health needs and their families is often provided by many different sources and it is important that the different services work together and are user-led. **Phase 1** The first phase of the project will establish whether other organisations or individuals have done any work in this area. **Phase 2** If no other organisation has completed this work already, SCIE will review how services work together for children and young people with complex health needs to develop understanding and identify areas for development. We will produce a practice guide with practice messages and examples.	• Knowledge review • Practice guide
Family support for disabled parents	This project will build on the work SCIE has already done on the interface between children's and adult services, in particular *Resource guide 1: Families that have alcohol and mental health problems: A template for partnership working* and *Report 2: Alcohol, drug and mental health problems: Working with families*. The project will focus on the needs of families with disabled parents.	• Resource guide

E-learning

E-learning in its broadest sense is the use of information and communications technologies, such as mobile phones, computers and the internet, to support or enhance teaching and learning. SCIE's focus on e-learning is on using communication networks, specifically the internet and the world wide web, to improve education and training in the social care sector.

Topic	About this project	Product
e-learning strategy consultation	Conducted jointly with Topss England, this consultation project includes publication of a discussion paper and questionnaire (paper and online) about the direction e-learning should take in social care.	• Consultation paper • Consultation questionnaire
e-learning materials to support the social work degree	SCIE will commission the development of learning content to support educators teaching the social work degree. Materials will include learning objects and other forms of digital resources. Learning materials will be developed from existing SCIE materials as well as from newly-commissioned content.	• Suite of e-learning resources
Web resources on e-learning	SCIE will pull together information for educators on where to find e-learning content related to social care, and how best to use it.	• e-learning for social care website
e-learning readiness survey	Commissioned jointly with Topss England, this project will establish some benchmark data on the current state of e-learning in the sector including its readiness to develop e-learning infrastructure, content learner/employer/educator skills, the funding environment and its cultural and organisational readiness.	• Survey
Quality assurance process for e-learning materials	This project will establish a set of quality criteria and standards for e-learning content for social care, which will be a resource for both commissioners and developers of e-learning content for the sector.	• Quality guidelines

Electronic Library for Social Care (eLSC)

eLSC provides a single point of access to an extensive range of social care knowledge, including practice information, skills tutorials, and around 70,000 abstracts of books, reports, research papers, journals, official publications and articles. You can access it free at elsc.org.uk.

SCIE is undertaking a major redevelopment of eLSC which is due to be completed in early 2005. The development project will:

• make eLSC easier to navigate and more user-friendly
• integrate the content into one repository
• make it more accessible
• expand the content and coverage
• make it more widely known and used
• add an email alerting facility.

Topic	About this project	Product
Making the user-interface and functionality of eLSC more accessible	Build an interface to allow single search, browse and navigation.	• Single user interface
Content development	Commissioning research briefings and ongoing maintenance and updating.	• Full text content
Development of a definitive subject taxonomy	A subject taxonomy is a search mechanism which can recognise a variety of terms, including preferred and non-preferred terms in a search. For example, if a person searched under 'handicapped' it would indicate that this is a non-preferred term and redirect them to the term 'disabilities' instead. SCIE will make the taxonomy free for other organisations to use in their online products.	• Subject taxonomy
Publicise and promote eLSC, including an education and training programme for users	SCIE will develop a strategy to publicise, promote and educate target audiences on the redeveloped eLSC.	• Programme of publicity, promotion and training
Development of an e-learning tutorial for using eLSC	SCIE will develop an online tutorial to enable people to teach themselves how to use the redeveloped eLSC.	• Online tutorial

Human resources

SCIE's work on human resource development is about bringing together good practice in human resource development across social care and making this information available in useable and relevant ways.

Topic	About this project	Product
Human resource audit tool and network	SCIE will develop a web-based human resources audit tool for use in the social care sector. We will establish and coordinate a national network of human resource managers in social care, with regional or sector-based 'champions'. The network will develop and test the audit tool.	• Audit tool • Network
Human resource website	SCIE will develop a human resource website which will act as a key point of information for human resource managers in social care. It will contain key practice messages and links to key resources	• Human resource website
Leadership development for:		
• front line managers	• SCIE will develop a training programme to be run in-house which will help front line managers to develop their leadership skills.	• Front line managers' development pro-gramme available electronically
• black and ethnic minority managers	• SCIE chairs the Social Care Leadership Development Initiative (SCLDI) on behalf of the social care sector. Current activity includes a black and ethnic minority manager programme which is run by the Improvement and Development Agency.	• Black and ethnic minority managers' programme
• social care managers	• On behalf of the SCLDI SCIE will commission a social care leadership programme.	• Social care leadership programme

Knowledge in social care

SCIE's work on understanding how knowledge works in social care includes:

• creating an inclusive, rigorous and constructive consensus on what counts as knowledge
• developing methods to seek out knowledge from the whole social care arena, including hidden
  and unrecognised knowledge
• capturing and updating that knowledge
• enabling everyone in social care, including service users and carers to access the knowledge easily
• continuing the development and expansion of the electronic Library for Social Care.

Topic	About this project	Product
Developing systematic reviews on social care	A systematic review is a report that looks at a whole body of work on a given topic, using set ways of deciding what is relevant, how the quality of different studies should be judged and how the messages should be brought together. Looking at a whole body of work in this way means that there is more chance of finding messages that can apply to the field as a whole. SCIE is working with other organisations to develop a way of performing systematic reviews that takes account of a range of different types of knowledge in social care. This includes helping people to identify where to look for material and to work methodically and consistently.	• A revised set of guidelines for SCIE knowledge reviews • A report on the systematic review of qualitative studies • A report on the effects of increasing access to databases of research
The effectiveness of SCIE's practice guides	This project tests the impact of SCIE's practice guides. It adapts the NHS 'collaboratives' methodology to measure practice change based on guide material. The project will be evaluated independently through a SCIE commission.	• Report
Learning organisation resource guide	This project brings together the available research and information on learning organisations and presents them in an easy-to-use set of cards.	• Resource guide
Mapping the knowledge base of social care	You cannot build reliable messages for policy and practice without evidence, yet in many aspects of SCIE's work we find very few examples of evaluated work. One remedy is to encourage people to evaluate their work, but evaluation costs money, and there are few sources of funding in social care. SCIE will work with the Economic and Social Research Council (ESRC) and the Joint University Council Social Work Education Committee (JUC/SWEC) to undertake a review of social work research across the UK.	• Audit of social work research in UK (jointly with JUC/SWEC and ESRC)
SCIE Practice Partners' Network	The Practice Partners' Network helps SCIE to ensure that its publications are fit-for-purpose. The network is made up of 26 statutory and voluntary organisations from across the social care sector and helps SCIE to identify, develop, share and support good practice.	• Network

Participation

SCIE's work on stakeholder participation includes:

- enabling service users, carers, stakeholders and interest groups to influence SCIE's work programme
- establishing links with other networks in social care and allied fields.

Topic	About this project	Product
Participation strategy for SCIE	SCIE's participation strategy sets out the values and principles that underpin SCIE's participation work and provides a framework for what we plan to do in the future.	• Participation strategy document
Database of service user networks	The database of service user networks will provide an up-to-date contact list for service user organisations. It will facilitate SCIE's contact with these groups.	• Web-based electronic database
Participation with adults and children and young people	SCIE is developing two practice guides on the participation of service users in social care in England, Wales and Northern Ireland. The first guide will focus on how children and young people are involved in the development and delivery of services. The second will look at the participation of adult service users including older people, disabled adults, people with learning disabilities and mental health problems and people with dementia and severe communications difficulties.	• Practice guides
The participation of carers and supporters in changing and improving social care	The participation of carers and service user supporters in social care has become an increasingly important issue. However, knowledge about the extent, quality and efficacy of carer participation in the planning, review and improvement of social care is limited. This project will look at existing literature on the involvement of carers and supporters to improve understanding and practice in this area.	• Knowledge review

Social work education

SCIE's work on social work education focuses on the teaching and learning of core skills. It follows the introduction in 2003 in England and 2004 in Wales and Northern Ireland of a new undergraduate qualifying degree. SCIE's work on social work education will look at the teaching and learning of:

• assessment skills
• communication skills
• human growth and development
• legal issues in social care
• partnership working
• inter-professional working.

Topic	About this project	Product
Teaching and learning law in social work education	This project will look at different methods of teaching and learning law in social work education to develop understanding and identify areas for development. A resource guide will provide practice examples and links to more information	• Knowledge review • Resource guide
Teaching and learning partnership working in social work education	This project will look at different methods of teaching and learning partnership working in social work education to develop understanding and identify areas for development. A resource guide will provide practice examples and links to more information.	• Knowledge review • Resource guide
Teaching and learning assessment skills in social work education	• Following the publication of *Knowledge review 1: Teaching and learning assessment skills in social work education*, SCIE is developing a practice guide to provide a central point of information on how to teach assessment skills. • *Knowledge review 1* also highlighted a need for more information on the teaching and learning of assessment frameworks at qualifying level. SCIE will look at the different methods of teaching and learning assessment frameworks in social work education to develop understanding and identify areas for development.	• Practice guide • Knowledge review
Teaching and learning communication skills in social work education	*Knowledge review 6: Teaching and learning communication skills in social work education* highlighted a need for more information on teaching and learning communicating with children and young people. SCIE will look at the different methods of teaching and learning communicating with children and young people in social work education to develop understanding and identify areas for development. A resource guide will provide practice examples and links to more information.	• Knowledge review • Resource guide
User participation in social work education	This project builds on SCIE's earlier work on participation in the new degree. SCIE will support user-led organisations to develop a strategy for involving users in social work education. This project will run in parallel with projects by Topss England and the General Social Care Council to further user participation in this area.	• Strategy paper

Join SCIE's update list

If you are interested in a particular element of SCIE's work, or perhaps all of it, you can register your interest with us by filling out this form and posting it or faxing it back to us.

When a new publication, new information, a new event or a new commission becomes available we will let you know either by email or by post.

Please enter your details here

Name

Job title

Organisation

Address

Telephone   Facsimile

Email

Please tick what areas of SCIE's work you are interested in:

☐ adult services
☐ children and families services
☐ e-learning
☐ electronic Library for Social Care
☐ human resource development
☐ knowledge in social care
☐ participation
☐ social work education.

SCIE commissions out much of its work. If you are interested in applying for SCIE's commissions, please tick here ☐

Data protection
The information you provide on this booking form will be held on a database so that we can keep you up-to-date with relevant publications and other SCIE news. We will not pass your details on to any other company.

Please fill out the form overleaf and return to SCIE at:

Communications Team
Social Care Institute for Excellence
Goldings House
2 Hay's Lane
London SE1 2HB

or fax it to 020 7089 6841

Social Care Institute for Excellence

SCIE's aim is to improve the experience of people who use social care services, by ensuring that knowledge about what works is readily accessible. We pull together knowledge from diverse sources through working with a broad range of organisations and people. We share this knowledge freely, supporting those working in social care and empowering service users.

This publication is available in an alternative format upon request.