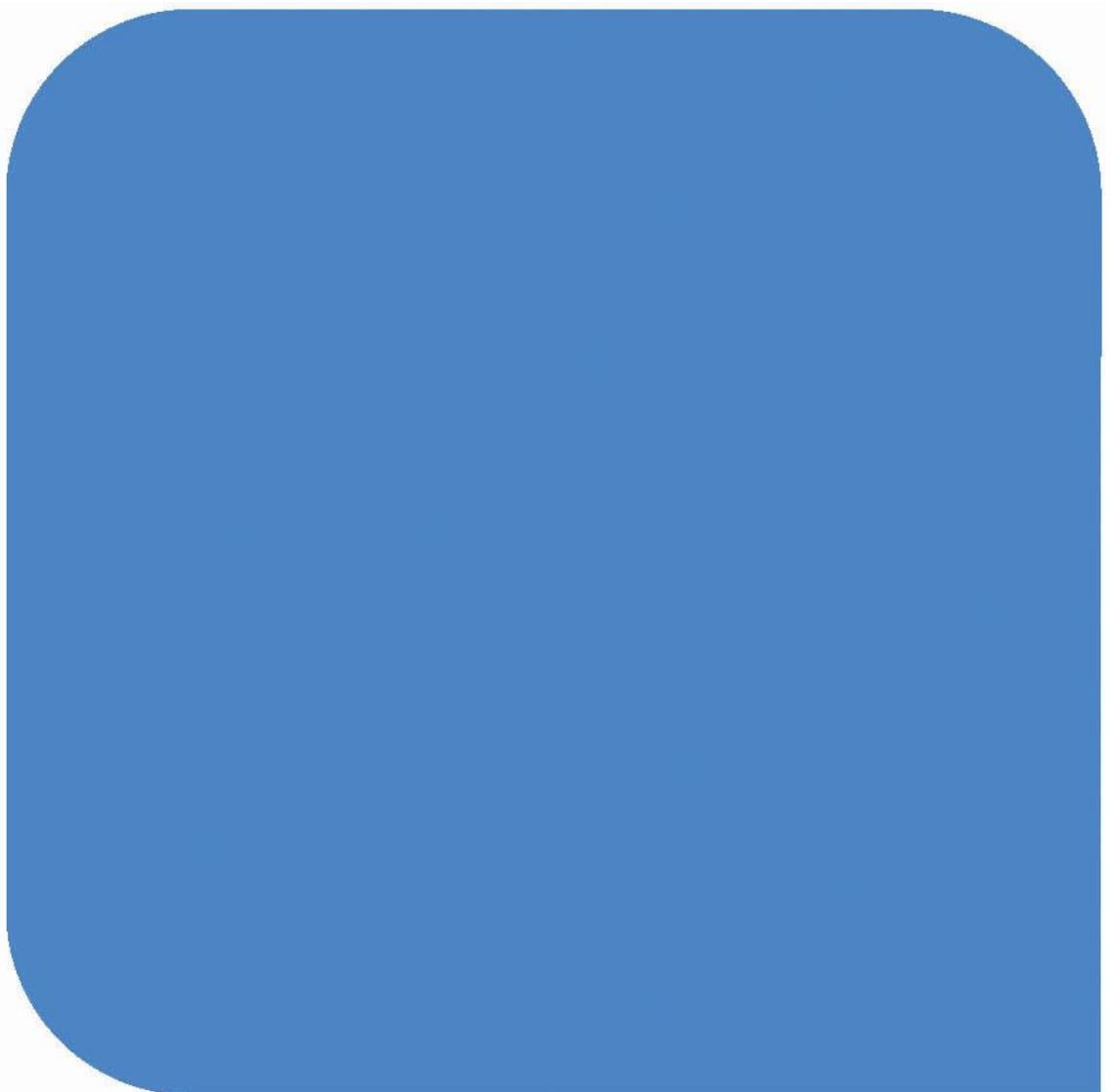




social care
institute for excellence

10th anniversary
2001–2011

SCIE's 10th anniversary film: Interview transcription



Participants

- JULIE JONES CBE, Chief Executive, Social Care Institute for Excellence
- ALLAN BOWMAN, Chair, Social Care Institute for Excellence
- IMELDA REDMOND, Chief Executive, Carers UK
- SIR ANDREW DILLON, Chief Executive, National Institute for Health and Clinical Excellence (NICE)
- SUE BOTT, Chief Executive, National Centre for Independent Living (NCIL)
- MIRANDA WIXON, Executive Director, Ceretas
- DAME CLARE TICKELL, Chief Executive, Action for Children
- PETER HAY, Association of Directors of Adult Social Services (ADASS)

Interviews from the film

IMELDA REDMOND: I think the contribution that SCIE has made has been central to the whole discussion – the big discussions – that we've been having about how we modernise our social care system. We don't have a system that's currently fit for purpose, and I think SCIE is very central to that reform agenda. It brings real integrity, professionalism and knowledge to the sector, so that we can look at really developing the skills of the workforce and carers engaged in delivering social care. The knowledge base of the organisation has been translated into very accessible language, very accessible products. It isn't elitist in any way; it really is about getting information to people at the frontline. It definitely focuses in on high-quality information to the public. No one else is doing that, we're all doing a bit of it, but nobody is doing it right across the piece like SCIE is.

SIR ANDREW DILLON: NICE and SCIE have done some really important pieces of work together already – things as diverse and as important as the care of people living with dementia and support for those who are looking after them, and the health and wellbeing of looked-after children. Both of which I think we'll be able to use as we work together in the future to produce quality standards for social care. All sorts of decisions that are taken in the public service about the right thing to do about the most effective use of resources can be improved by looking at the evidence. And both NICE and SCIE, over the decade or so that we've both been in existence, have really demonstrated both the truth of that and the improvements in services that can be generated if people just take the time to look at the evidence and allow that to influence their decisions. There's already a joint SCIE/NICE brand already out there in the consciousness of people who are part of working in the social care communities – something that we're looking forward to building on.

SUE BOTT: SCIE is very approachable. It's got lots of products of use to individuals using services and to user-led organisations as well. So it really does feel like you're there for everyone – professionals, service users, carers, user-led organisations, voluntary organisations – which I think is a great achievement over the last ten years.

MIRANDA WIXON: People are not very inclined to read reports – they've got busy lives, they've got busy jobs, and yet SCIE tries to tackle information in a very imaginative way, not just in terms of training materials. They can go back in their own time and look at the YouTube channel, or look at things that are presented in a way that they can actually digest in their own way. Knowing SCIE is there, and being able to say 'I know I'll be able to get some information on that in a timely fashion in a way that's very easy to absorb', we can really use that to our benefit. The management team at SCIE are extremely proactive in working with us, not just in terms of face-to-face meetings, but in terms of information blogs, in terms of information sheets that come out to us, in terms of asking *us* questions about things that are relevant. An example of that is Personalisation, and SCIE picked that up very fast, and have produced a lot of different bits of information, very user-focused, very co-produced. Another area which has been a very thorny area for us to grasp is safeguarding. SCIE have been there on hand to help us, when we've really just thought "How are we going to make sure that we do this better next time?"

DAME CLARE TICKELL: I think the joint NICE/SCIE guidance on looked-after children has been very helpful and very important and I think the fact that they've done that with NICE is of real relevance given the fact that health and social care often don't join up, so that's very significant. From a personal perspective, Action for Children have worked alongside SCIE and C4EO and officials in the Department for Education, and the Association of Directors of Children's Services, thinking about troubled families and working with the most disadvantaged families. And SCIE's role in that has been really important, reminding us to think about what the evidence tells us when we're thinking about best practice, and that's been significant and important and SCIE have brought a lot to that party, for which we all need to be very grateful.

PETER HAY: I think SCIE's contribution to adult care over the last ten years has been immense. It's about creating a focus for evidence, a focus for research, and linking that to practice, so the depth of SCIE's reach into the profession, and the number of uses made of its website and its tools I think have been quite important. And the topicality of those tools, whether those are the current ones around care home closures or past ones over safeguarding, has also been a key feature of the relevance and the contribution that SCIE makes to practice. And I think one of the unique features of SCIE has been actually about trying to produce evidence looking ahead. As we've pioneered new ways of working, whether that's personal budgets or enablement, we've been trying to get that new discipline of 'How do you generate research and evidence from your practice', rather than the constant looking backwards at what evidence tells you the practice also needs to be – it's getting the right balance between those two things.

JULIE JONES: When I'm asked 'What is it we're here for?' I say 'It's to help people with the "How", not the "What".' The policy agenda sets the 'What is going to happen next'; what SCIE can do is help people with the 'How', and that's actually the bit that matters most to people who use services and their families – that practice of 'How'. So we're going to carry on focusing relentlessly on improving practice, because we know that's what makes the most difference, but we're going to use new technology differently, because that's the way people run the rest of their lives now. There are lots of opportunities to make what we've always produced and published more available to the general public, and we know there's an appetite for that.

IMELDA REDMOND: I think that SCIE should remain very broad-based in its approach to social care, should remain very closely linked to organisations who are pushing for the reform of social care – both the delivery and the funding of social care. I think it has quite a strong leadership role to play in improving a very under-resourced service that we currently have.

ALLAN BOWMAN: We've helped development of the National Skills Academy, we're helping the development of the national College of Social Work, so again, that role for SCIE as a leader in the social care community should not be underestimated.

SIR ANDREW DILLON: SCIE's going to bring to the partnership with NICE a fantastic reputation in social care, great experience of finding and using the evidence, a rich resource in the people who are working there.

MIRANDA WIXON: People are talking about social care in a way that they didn't do ten years ago, and SCIE has had a clear role to play in that.

SUE BOTT: And I think that's where SCIE's been pretty successful actually, working across that range of interests.

MIRANDA WIXON: We have very challenging times ahead: we've got a significantly ageing population that are going to be depending more and more on different ways of providing services, and our workforce and managers and the people we serve in the community we work in, are looking to SCIE to help us to respond better to that.

DAME CLARE TICKELL: SCIE has developed a significant role for itself as an organisation that emphasises the importance of evidence-based practice and learning from the best possible practice and thinking about outcomes. They play a very important role for us and must continue to do so.

PETER HAY: Looking at the future, of course social care needs SCIE. Social care needs SCIE for several reasons. One of those is [that] what we deal with is fundamentally about the dignity and safety that's afforded to individuals. Three quarters of people will need social care, says Andrew Dillnot, and it's really important that we're able to assure them of the quality of our offer, [and] absolute confidence in meeting those basic values of dignity and safety for all. We've seen in recent times what happens when attention to those values goes missing, and we've really got to continue to drive up the quality of social care overall.

JULIE JONES: If we don't adjust the way we work and change as people's lives change and as the delivery sector changes, then we won't be relevant. We have to be relevant and we have to be one step ahead of what people are going to need help with, so we're a relatively small organisation which means we can be very flexible and very nimble. We've got some very well-qualified technical specialist staff, we've got people at work with us who were very recently in practice, so we've got a range of skills and experience to offer that we think makes a really big difference to those working out on the frontline.

ALLAN BOWMAN: We face a future of a rapidly ageing population, greater life expectancy, there's a range of much greater expectations of people in terms of the services they would expect to receive. What SCIE can do is provide the information, support and knowledge [for] people to take control over their own lives, to decide what services they want, to shape their own futures. We can do this by helping providers, by helping commissioners, by helping those in the health, housing and other related fields, to develop the range of services that people so clearly articulate they need, but are not always currently available. So I don't think there'll be any shortage of work for SCIE over the next ten years.