

CASE STUDY: QUALITY OF LIFE MEASURES IN ADULT SOCIAL CARE RESIDENTIAL AND SUPPORTED LIVING PREMISES

Context: The Adult Social Care (ASC) commissioning and market management team asked Aqua to support them to measure the quality of life (QoL) for adults in the Salford social care system.

- Problem: No existing approach to collecting QoL data that can be used to inform service gaps or unidentified quality-of-life needs.
- Hypothesis: Collecting and analysing QoL data will help inform improvement activities and commissioning based on identified needs from the users of adult social care.
- Goal: Identify the measures; test and embed.

What We Did:

- The stakeholders worked together to define QoL measures, reviewed what data is required and currently collected, gaps in data and additional data requirements.
- Aqua completed desktop research, including on the evidence base for defining QoL measures and the domains to explore.
- Stakeholders tested the Adult Social Care Outcomes Toolkit (ASCOT) questionnaire for capturing QoL data from care home residents.

Result:

- Embedding an evidence-based approach to measuring quality of life.
- An evidence-based bespoke questionnaire was designed with the support of the Experience and Engagement team. This was added to care records to be used during adult social care package of care reviews.
- The opportunity to triangulate and utilise existing data in care records and survey databases to inform targeted quality improvement was recognised.
- Involving quality assurance leads helped to identify operational practicalities and sped-up testing of improvement ideas.
- The feedback from the ASCOT questionnaire test of change indicated the need for a easy and visual alternative for residential and assisted living residents, a benchmark for QoL measures and additional resource for administrative and analytic input.

Our solution was to apply a person-centred approach by asking ‘what matters to you?’ in current questionnaires. This will capture what is important to service users and families, and identify common themes that can drive improvement.

What we found

Data sources

- QoL domains
- Requirements
- Methods

Collection methods

- Survey's
- Face to face
- Yearly package of care review - liquid logic

Additional requirements for QoL data

- Location, Ethnicity, Sexuality, Performance against specified domains
- System and process for social care related QoL measures to evidence voice, choice, and control (quality of life) of users
- Collect data in a way that can be interrogated to identify
 - providers and improvement opportunities.
 - areas of commissioning gaps

Domain	Definition
Control over daily life	The service user can choose what to do and when to do it, having control over his/her daily life and activities
Personal cleanliness and comfort	The service user feels his/her is personally clean and comfortable and looks presentable or, at best, is dressed and groomed in a way that reflects his/her personal preferences
Food and drink	The service user feels his/her has a nutritious, varied and culturally appropriate diet with enough food and drink his/her enjoys at regular and timely intervals
Personal safety	The service user feels safe and secure. This means being free from fear of abuse, falling or other physical harm
Social participation and involvement	The service user is content with their social situation, where social situation is taken to mean the satisfaction of meaningful relationships with friends, family and feeling involved or part of a community should this be important to the service user
Occupation	The service user is sufficiently occupied in a range of meaningful activities whether it be formal employment, unpaid work, caring for others or leisure activities
Accommodation cleanliness and comfort	The service user feels their home environment, including all the rooms, is clean and comfortable
Dignity	The negative and positive psychological impact of support and care on the service user's personal sense of significance

HW Dom Care survey

Statutory ASC surveys

PAMMS

QoL

Outcomes stories Dom and Home care

Staff insight

CQC reports

What matters to you

Survey approaches - Data sources

QoL feedback

•Home Care
•Care Home
•Assisted living

•HW Survey
•ASC survey,
•PAMMS,
•Liquid logic yearly POC review,
•CQC
•Staff insight

Themed output by location/ identified categories.

For further details about this piece of work, or to discuss how we can support you, please get in touch:

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“This is very helpful for our CQC self-assessment preparations. I’ll include it as evidence of the work you’re doing.”

Senior Project Manager