Institution: Swansea University

Unit of Assessment: 20

Title of case study:Improving policy, practice and lives through the meaningful use of evidence in social care and health

Period when the underpinning research was undertaken: 2014-2016.

Details of staff conducting the underpinning research from the submitting unit:

Name(s):	Role(s) (e.g., job title):	Period(s) employed by submitting HEI:
Nick Andrews	Research and Practice Development Officer	01st December 2012 - Present

Period when the claimed impact occurred: 2014-2020

Is this case study continued from a case study submitted in 2014? No

1. Summary of the impact

A Swansea University-led research team working co-productively with older people, carers, practitioners and managers, created Developing Evidence-Enriched Practice (DEEP), an approach to make it easier for policymakers and practitioners to improve social care by meaningfully engaging with and using research findings.

DEEP is now embedded in three national social policies, diverse learning and development programmes in at least 9 local authorities, a health board, 10 social care providers and third sector organisations across Wales. Furthermore, it underpinned the development of a regional review of respite services and the development of an international network to support the redesign of respite services for carers.

2. Underpinning research

The Developing Evidence-Enriched Practice (DEEP) approach builds upon the Joseph Rowntree Foundation (JRF) programme A Better Life (ABL) which ran from 2009 to 2014 and highlighted research evidence on what factors influence and improve the lives of older people with high support needs.

It arose following a presentation in London by Swansea's Nick Andrews about what is now the Wales School for Social Care Research, when he was invited to submit a proposal for an action research project to explore how the research evidence from ABL might be used in policy and practice development. Led by Andrews and jointly funded by JRF and Health & Care Research Wales (HCRW), this participatory action research project was undertaken across 6 sites in Wales and Scotland, involving at least 60 people.

The project ran from January 2014 to June 2016 and included older people, carers, practitioners, managers and researchers working collaboratively to explore ABL research evidence and how this might influence and shape policy and practice. Participants at the 6 sites chose to engage in one of the 7 ABL challenges which ranged from 'See the person behind the diagnosis' to 'Recognise that *little things* as well as significant innovations can make a big difference'. They examined the challenge that most resonated with them through a story format in a series of focus groups and were encouraged to add their own experiential knowledge as well as evidence from their organisations.

The 6 groups looked at different aspects of service and workforce developments, from looking at positive risk management within dementia care in Carmarthenshire to developing meaningful short breaks for carers in Neath and Port Talbot.

As a result of this action research and development project, we created an approach to using evidence that they entitled Developing Evidence-Enriched Practice (DEEP). It consists of five key elements, all of which need to be addressed for research evidence to make a positive difference:

- The creation of supportive and relationship-centred research and practice environments.
- The valuing of diverse types of evidence (i.e., research findings, lived experience, practitioner knowledge and organisational knowledge).
- The use of engaging narratives to capture and share evidence.
- The use of dialogue-based approaches to learning and development.
- The recognition and resolution of systemic barriers to development. (**R1, R2**)

Based on the research which involved an older person with dementia in the Carmarthenshire site, we melded the ABL research evidence with this person's life story to develop a narrative learning resource which has been distributed by social care organisations throughout Wales (**R3**). The risk-taking element of the JRF project, focusing on how to support staff who work in dementia services to put positive risk-taking into practice, was incorporated into a training programme for Carmarthenshire County Council (**R4**) developed in partnership with a training consultant.

3. References to the research

This research has made important contributions to the discipline internationally and contributes important knowledge to the field likely to have a lasting influence. Whilst all papers have been peer reviewed.

[R1] Andrews, N., Gabbay, J., le May, A., Miller, E., O'Neill, M. and Petch, A. (2015) *Developing Evidence Enriched Practice in Health and Social Care with Older People*, York, Joseph Rowntree Foundation. https://www.jrf.org.uk/report/developing-evidence-enriched-practice-health-and-social-care-older-people

[R2] Andrews, N., Gabbay, J., le May, A., Miller, E., Petch, A. and O'Neill, M. (2020) 'Story, dialogue and caring about what matters to people: progress towards evidence enriched policy and practice' *Evidence and Policy* (DOI: 10.1332/174426420X15825349063428).

[R3] Andrews, N. and Beer, C. (2019) 'The Story of Georgie Muscles: A narrative approach to nurturing well-being and evidence-enriched practice in health and social care', *Story, Self, Society,* 15(1): 92-107 https://digitalcommons.wayne.edu/storytelling/vol15/iss1/6/

[R4] Morgan, S. and Andrews, N. (2016) 'Positive risk-taking: From rhetoric to reality', *The Journal of Mental Health Training, Education and Practice*, 11(2), 122-132 https://www.emerald.com/insight/content/doi/10.1108/JMHTEP-09-2015-0045/full/html#loginreload

In addition, N. Andrews won the 2019 'Spirit of Social Work' Award from the British Association of Social Workers (BASW) Cymru for his work in developing and co-ordinating the DEEP impact programme.

Grantee	Title	Sponsor	Duration	Value
Nick Andrews	DEEP	Joseph Rowntree Foundation	Apr 14-Mar 15	GBP60,000
Nick Andrews	DEEP – Phase 2	Joseph Rowntree Foundation	Apr 15- Jun16	GBP15,000

4. Details of the impact

DEEP's design arose from a need to address previous difficulties in implementing research findings to improve social care. Its success in overcoming obstacles is demonstrated through uptake across at least 20 Welsh organisations and beyond and is largely as a result of the stakeholder participation and their feeling of being valued - to quote one dementia participant and subject of a journal article **[R3]**: Before: *"I think it is better not to involve me in this… because of my age and my failure in memory… because of my uselessness"* After: *"We have done a good job, haven't we".*

The project impacted at an organisational level - a Welsh third sector social care provider revised its professional boundaries policy as a result of participating, thereby allowing staff to practise in more relationship-centred ways in 2 extra care housing complexes with day centres and 5 nursing homes (**C1** and **C2**): *"The results of this work were significant… there are many stories in these services now of staff taking service users to a football match, bringing their children and pets into the service, taking them on train journeys and simply giving them a lift to the bus stop (all things which had previously restricted by our guidelines)"* (Service manager).

Wider strategic and service impact since May 2015.

1.Improving national policies.

1.1: Embedding DEEP *within* national policies: Following DEEP project success, Andrews was commissioned by Social Care Wales (SCW) in 2016 to co-write *Good Work:* **A National Dementia Learning and Development Framework for Wales,** refer p. 29 (**C3**). Incorporating DEEP values and practices, this framework is now a nation-wide policy implementation requirement for dementia learning and development. Andrews has worked with SCW and Improvement Cymru on putting the framework into practice, through developing and facilitating training in the DEEP approach and associated training resources (**C4**).

SCW and HCRW have also included the DEEP approach in their **Social Care Research and Development Strategy for Wales 2017-22** (**C6**), specifically in Focus Area 5 (communicating and using research):

 'Objective 1' that DEEP is used to 'develop and support on-going formal arrangements for social care researchers, leaders, and practitioners to regularly engage in focused dialogue to forge much stronger links between research and practice' (p. 22).

1.2: Using DEEP approach *to develop* a national policy: The DEEP approach has been used in the participatory development of national standards for memory assessment services in Wales and an associated learning resource published by Improvement Cymru (**C5**).

2.Improving social care services and the lives of service users, carers and frontline staff

One strand of DEEP work involved presenting evidence in story format and applying collective dialogue-learning techniques to learn from these stories and then do things differently to enhance the lives of services users, carers and staff. The Older People's Commissioner for Wales, 3 local authorities and Care Forum Wales (representing 450+ care homes, nursing homes and other independent health and social care providers across Wales), wanted to see this work applied in care homes. The result was the production and use of the **Magic Moments (MM) in Care Homes** learning resource (**C7**).

'The magic moments in this booklet provide real life examples of how small things, such as enabling a resident to assist in the kitchen can give individuals a sense of value and purpose, as well as providing reassurance that they matter and still have something value to share'

(Older People's Commissioner for Wales, 2018). The MM programme has since been extended with SCW support, to include social work practice, homecare, day services extra care, and end-of-life care (**C4**).

2.1. Swansea Adult Service Provision applied the DEEP approach in culture and practice development across 5 older people's care homes, 5-day centres for older and disabled people, 12 Learning disability day services and a mental health recovery college employing 490 staff. MM and associated DEEP learning and development activities resulted in 3 workforce and service development managers and 4 lead practitioners being trained in and applying the DEEP approach. Practitioners created a DEEP learning resource focussing on risk and dementia in collaboration with Andrews and others. A short film which illustrates a set of provocative risk cartoon cards (associated with dialogue learning exercises) is now supporting less risk-averse practice to the benefit of people with dementia in Swansea. (**C8**).

2.2. National remodelling of homecare services
Andrews helped shape the new SCW *Care and Support at Homework* programme away from 'time and task' towards being more flexible and responsive (**C4**). As a result, Gwent Regional Partnership (4 local authorities and 1 health board who oversee a range of integrated service developments) has adopted DEEP and MM to meet the requirements and the spirit of the Social Services and Well-being (Wales) Act 2014. A vision for homecare based on MM (**C9**) and associated resources have been incorporated into a national on-line learning resource hosted by SCW. Andrews has worked with these organisations and 2 other organisations (Gwynedd County Council and the National Commissioning Board) to re-design commissioning and service delivery to support the development of flexible, responsive and outcomes focused homecare (**C4**).

2.3 Regional review of respite care services
The DEEP approach was used in the development of a review of respite care across West Wales (3 local authorities and 1 health board) working with local carers and practitioners (**C10)**. This review has been used as the basis for ongoing development to better support the 45,000 carers in West Wales.

5. Sources to corroborate the impact

C1: Gwalia Sharing Lives and Professional Boundaries Policy.
C2: Gwalia testimony letter.
C3: Good Work: Dementia Learning and Development Framework for Wales.
C4: Social Care Wales testimony letter.
C5: National standards for memory assessment services and associated resources.
C6: Social Care Research and Development Strategy for Wales 2017-22.
C7: Magic moments in care homes learning resource.
C8: Using DEEP approach to improve risk taking with people with dementia in Swansea.
Council https://vimeo.com/354913136/0c7d929f74
C9: Magic moments in homecare learning resource.
C10: 'Refreshing Respite' regional review of respite care across West Wales.