

PSSRU

Personal Social Services Research Unit

ASCOT
adult social care outcomes toolkit

Using ASCOT to improve care practice and monitor quality in residential care

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NHS

*National Institute for
Health Research*

www.pssru.ac.uk

School for Social Care Research

ASCOT tools

- All the ASCOT tools began life as research instruments

BUT

- The care homes version of ASCOT (CH3) has potential to be used as a tool for both improving practice and quality monitoring

Self-completion version of ASCOT (SCT4)

Thinking about the food and drink you get,
which of the following statements best
describes your situation?

I get all the food and drink I like when I want	16%
I get adequate food and drink at OK times	25%
I don't always get adequate or timely food and drink	53%
I don't always get adequate or timely food and drink, and I think there is a risk to my health	6%

Care homes version of ASCOT (CH3)

- Measures individual current SCRQoL, expected SCRQoL and SCRQoL gain
- 3 levels (no needs, some needs, high needs)
- Uses a mixed methods approach (observations and interviews)

Care homes version of ASCOT (CH3)

Food and drink (current)

No needs	45%
Some needs	55%
High needs	0%

Observational data

GH: Is sitting in the dining room, she is at a table on her own. Staff bring food round. It is a small roast dinner (chicken). GH doesn't eat it. Staff, who are busy, tell her as they pass that it is a 'tasty diner' and that she should eat it. Resident talking to herself – she is saying she doesn't eat meat. Staff haven't heard and GH still not eating. After ten minutes a member of staff comes over. They engage in a discussion about the food. GH tells staff that she doesn't eat meat, staff says they will get her something else. Five minutes later returns with a cheese sandwich. GH eats it, then eats a pudding (apple pie with custard).

Interview data

SA: I really like the food here. It is really good, but best of all there is always a choice and they know what I like and what I don't like. They know that I can't stand eggs. When I first arrived they were always asking me 'do you want an egg for breakfast' and I'd tell them 'no' but it wasn't long before they all knew that. So I get a choice, they come round and ask me before every meal, but they never ask me if I'd like an egg.

Care homes version of ASCOT (CH3)

- Provides 'rich' data about residents' 'lived' experience and care practice
- Has potential for use in quality monitoring and practice improvement

ASCOT: improving care practice and quality monitoring

2 projects funded by NIHR School for Social Care Research (SSCR)

- ASCOT feedback intervention study (AFIS)
 - Ann-Marie Towers, Nick Smith, Sinead Rider & Elizabeth Welch
- Care home quality indicator development
 - Ann-Marie Towers, Jacquetta Holder, Nick Smith, Elizabeth Welch, Tanya Crowther & Grace Collins

ASCOT feedback intervention study (AFIS)

- Background – anecdotal evidence from ASCOT users
- Feasibility study of using feedback from CH3 to improve the quality of life of care home residents

AFIS

- 4 care homes (2 nursing/2 residential) plus 2 pilot homes
- ASCOT CH3 used to measure participating residents SCRQoL at two time points 3 months apart
- After the first time point staff were given detailed (and anonymised) feedback on residents SCRQoL

AFIS feedback

- Aim was to share information on residents' SCRQoL and their 'lived' experience with all staff
- Foster a discussion on the findings and how SCRQoL can be improved

Occupation (current)

No needs	47%
Some needs	44%
High needs	9%

Occupation (current)

- Just under half of the residents spent their time doing things they value and enjoy
 - Reading
 - Exercise sessions
- Just under half did some of the things they enjoyed but not enough
 - Long periods with no activity but did something later or we were told about other activities they do
- A few residents who had high needs – did almost nothing they enjoyed
 - Resident who we saw do no activities and staff confirmed they did not do anything
 - Resident who feels very bored and clearly states she does nothing

Occupation (current)

- Fed into a new set of activities – designed by a company who run dementia specific services.
- Themed sessions, music, movement, remembering, sharing, visual

Care home quality indicator development

- Interest from quality monitoring and improvement teams
- Like the CH3 tool but too time consuming to collect data on individual residents
- Development of a 'home' level tool

Care home quality indicator development

- Conceptual development
- Consultations with professionals (providers, local authorities, CQC, SCIE, HealthWatch, provider representatives)
- Piloting with Quality Monitoring team in one LA

The draft tool

- Measures how well a care home supports residents' current SCRQoL
- 4 levels
- Mixed methods, combining observation and interviews
- Lots of potential but lots of questions about who would use this tool and how
- <https://www.surveymonkey.com/s/GH2C3Q8>

Concluding remarks

- The care homes version of ASCOT (CH3) has real potential to be used in to help improve practice and monitor quality
- ASCOT users and PSSRU projects are exploring possible uses

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