

PROGRESS REPORT @ 22/02/17

Health & Social Care Work Programme 2016-17

Domain: Social Care Services

Priority 1: Home Care

Project Plan Aim D (To produce a report detailing project findings and recommendations for commissioners)

1.1 Explain why the project was carried out

In order to help explain why the project was carried out it is expected that the structure of the report (based on Healthwatch England guidance) will be as follows:

Title

The aim of the title should engage the reader and tell them what they might find in the report. The main title should be reinforced by a sub title that explains more. For example:

Home Care in Kingston Upon Thames

Understanding people's experiences of support at home

About Us

A short paragraph that explains who we are and our role.

Contents

Executive summary

The aim of this section is to briefly explain the whole report in brief. This saves the reader's time in finding out if the issues are of interest to them. The summary should be no more than 500 words long and should aim to cover:

- The context for the research and purpose, or put another way why the report has been written?
- What has been found in terms of key findings and how we did this?
- What should happen next? Or in other words any key issues that should be looked at or next steps

Key findings

	In this section there should be 6-8 key findings in bullet form. They must relate to the report's recommendations (see 1.4).
1.2 How feedback was gathered	<p>Understanding the issue The aim of this section is to introduce the reader to the issues the report addresses, as well as any context they should be aware of (e.g. national and local picture, current and future commissioning arrangements). This should be brief and highlight why we are looking at these issues.</p> <p>What we did in brief The aim of this section is to provide a summary of our approach to finding out what people think about their home care provision (e.g. surveys, outreach sessions, conversations with key stakeholders). The full methodology should go at the back of the report as it will not be of interest to every reader (see 1.4).</p>
1.3 Identify key themes	<p>What people told us This is the most important section. The aim is to set out what the research found and describe the outcomes of our research. Evidence that is clearly communicated, in an engaging way, is more likely to be acted upon. For instance the use of graphs and pie charts will help communicate our findings more effectively.</p> <p>What sets this work out as research is the insight the report draws from the data. It is therefore important not just to report our findings but to compare responses, draw out key themes and use our conclusion to suggest if appropriate further work that could be undertaken by Healthwatch Kingston (e.g. coproduction/codesign).</p> <p>It helps the reader if this section tells a story, for example by going through opinions on a home care service stage by stage, or arranged by themes. This could be supported by including case studies to help get the message across as indicated in 1.6.</p>
1.4 Provide a conclusion and recommendations	<p>What should happen now? The aim of this section should be to set out a concise conclusion supported by realistic</p>

recommendations. It is anticipated the recommendations will relate to areas that the social care sector might wish to explore further or seek redress. These need to be:

- Clearly stated
- Primarily related to the purpose of our research
- Self-evident from our findings (a reader should be able to see the finding that led to that recommendation)
- Proportionate
- Achievable
- Small in number for maximum impact and focus

It is important not to dictate a course of action, but suggest a goal to be achieved (e.g. we recommend to decision makers that they review X to achieve Y).

Thank you

The aim of this section is to acknowledge those who helped make the report possible.

What we did in full

The aim of this section is to explain how we undertook the research, related methodology and the evidence base.

Notes and references

Appendices

It is good practice to share our report (or relevant sections) with any organisations that it mentions prior to publication and include their responses in the appendix (see 1.5)

Report Timeframe

As indicated in the revised project plan the deadline for the report is March 2017. In order to ensure

	<p>that Community Care Task Group members and external stakeholders have an opportunity to comment and provide responses a draft report will need to produced by 15 March 2017 (one week before the Community Care Care Task Group meeting on 22 March). Afterwhich the draft report will be submitted to the Healthwatch Kingston Board Meeting on 29 March 2017 for approval.</p>
<p>1.5 Include responses from providers and commissioners</p>	<p>As indicated above external stakeholders will be requested to submit a response to the draft report. These include:</p> <ul style="list-style-type: none"> ● Home care providers ● Social care commissioners ● Care Quality Commission ● Staywell ● Your Healthcare
<p>1.6 Include anonymous case studies in final report to help get message across</p>	<p>At the time of writing we approached five people for case studies. Further case studies related to the Kingston Coordinated Care Programme have been requested as indicated in previous progress reports. The deadline for these case studies will be 28 February 2017.</p>