

QORU seminar: Using information on quality and outcomes to improve decision-making about care

24 March 2014, 13.30 – 15.30

Venue: London School of Economics and Political Science, TW1.G.01

Health and social care policy emphasises 'outcomes'. Patient-reported outcome measures (PROMS) and measures of social care-related quality of life are collected. But can we use these outcome indicators to best effect? What other information do we need to interpret them?

This Department of Health-funded policy Research Unit in Quality and Outcomes of person-centred care (QORU) seminar brings together interested parties to discuss the use of 'outcome' data in practice, and what is needed to ensure that policy-makers and practitioners have access to useful information in the future.

Presentations

Online reviews and care, *Lisa Trigg, PSSRU at LSE*

Users need timely, reliable and accurate information to choose social care providers which meet their needs and preferences. Information on social care services in England has typically been limited and difficult to access. Online ratings, such as those on TripAdvisor or Amazon, have become part of everyday life for many internet users, and there is considerable policy interest in extending this type of review to social care. Lisa will outline the challenges of gathering and publishing such online feedback, and recommend ways of increasing the potential of this channel for users, carers and providers.

Use of quality information in decisions about accommodation and support for people with learning disability or autism, *Julie Beadle-Brown and Agnes Turnpenny, Tizard, University of Kent*

Issues around user choice for people with learning disability or autism are complex and potentially controversial. Julie and Agnes will discuss the experiences and present some preliminary findings of a qualitative interview study exploring decision-making processes and the use of quality information in decisions about accommodation and support for people with learning disability or autism.

Is outcomes-based management and policy-making a reality for local government? *Juliette Malley, Clara Heath and Kamilla Razik, PSSRU at Kent*

Current policy encourages local government to use outcomes information to drive local policy-making and service improvement. Juliette & co. report on a study investigating the use of service user-reported outcomes information in the Adult Social Care Survey and the Carers' Experience Survey. Local authorities are enthusiastic about using users' views of social care outcomes, but they make only limited use of the information in practice due to the difficulties of analysing and interpreting the data in a way that is meaningful for informing local policy and practice. They reflect on what can be done to help local authorities make outcomes-based management and policy-making a reality.

How can we make best use of quality and outcomes information?

Facilitated discussion / Q & A
Angela Coulter, University of Oxford

The seminar is free to attend but places are limited. Please register by emailing Amanda Burns: a.i.burns@kent.ac.uk or phoning 01227 823862