

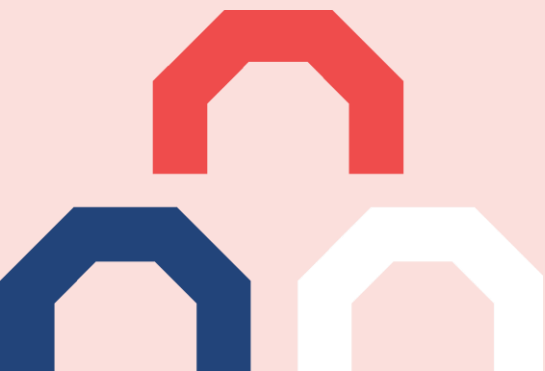
Social Care Theme: Oct 2019 – Sep 2024



End of programme highlights and overview summary of work

‘Adult social care covers social work, personal care and practical support for adults with a physical disability, a learning disability, or physical or mental illness, as well as support for their carers.’

National Audit Office, 2018. *Adult social care at a glance*, <https://www.nao.org.uk/report/adult-social-care-at-a-glance>



What is NIHR ARC South London?

- Part of the National Institute for Health and Care Research (NIHR), the [NIHR Applied Research Collaboration \(ARC\) South London](#) is a research organisation that brings together researchers, health and social care practitioners, and local people to improve health and social care in south London.
- We aim to conduct research that delivers clear evidence to people who commission and provide health and social care to help inform decisions about how health and social care is delivered.
- Our applied research is designed to solve practical problems faced by local health and social care services. The aim is to help local NHS and social care services offer excellent care, based on sound evidence.
- Research themes are supported by expert teams covering applied informatics, economics and biostatistics teams, and implementation science.

Seven core research areas:

- alcohol
- children and young people
- maternity and perinatal mental health
- palliative and end of life care
- patient and public involvement (PPI) research
- public health and multimorbidity
- **social care.**

Social Care Theme objectives

To strengthen and support adult social care in south London.

To design and implement sustainable community capacity among day services for adults accessing care and support.

Research team

Theme leads

Dr Kritika Samsi, (lead from March 2023; previously Deputy) (KS)
Prof Jill Manthorpe (lead until March 2023) (JM)
Caroline Norrie (Deputy lead from March 2023) (CN)

PPI Contributors

Rekha Elaswarapu (RE)
Stan Burrige (SB)

Post-doctoral Fellows

Dr Katharine Orellana (KO)
Dr Monica Leverton (ML)
Dr Antonina Semkina (AS)
Dr Caroline Green (until Nov 2023) (CG)

National Priorities work

Dr Chloe Waterman - Adult Social Care & Social Work (CW)
Dr Cat Forward - National Health Ageing, Dementia and Frailty (CF)

NIHR & Alzheimer's Society DEM-COMM

Dr Olivia Luijnenburg (Post-doctoral Fellow) (CL)
Dr Lesley Williamson (joint post with Palliative & End of Life Care theme) (LW)

Contents

Core project 1: "Mapping & Community Engagement" (MACE)

- [Rapid responses to COVID-19](#)
- [Strand 1 – Mapping day services](#)
- [Strand 2 – Building engagement](#)

Core project 2: Setting And Responding to Priorities (SARP)

- [Strand 1 - Priority projects for London Association of Directors of Adult Social Services \(ADASS\)](#)
- [Strand 2 - Sector involvement & engagement – examples](#)
- [Strand 3 - Co-producing a Day Centre Resources Hub](#)

Building social care research capacity through ARC

- [Building social care researcher capacity](#)
- [Methodological work](#)
- [DEM-COMM: ARC Post-doctoral Dementia Capacity Building through National Community of Practice](#)
- [Social Care Capacity Building Programme](#)

National ARC Priorities work and Cross-theme working within ARC SL

Adopted studies

Dissemination work

ARC SL 18-month extension plans

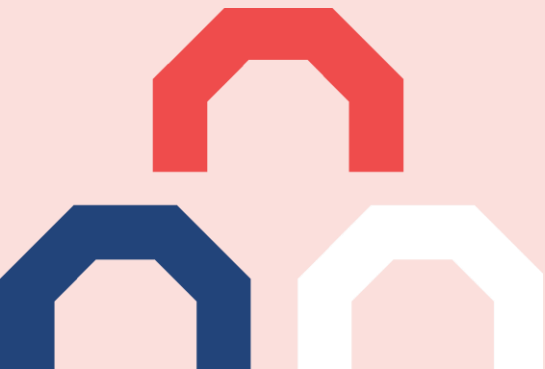
Core project 1: **Mapping And Community Engagement (MACE)** and rapid responses to the Covid-19 pandemic



Aims: To produce a detailed map of day services in four boroughs of South London to ascertain strengths and gaps in provision and demand.

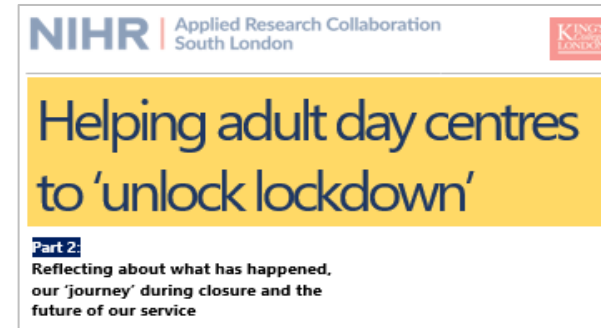
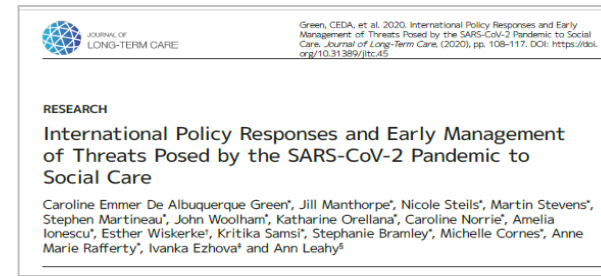
To engage with the community of day services, social care practitioners, local authorities etc., to build a strong network for the next study.

- Rapid responses to the Covid-pandemic
- Strand 1 – Mapping day services
- Strand 2 – Building engagement

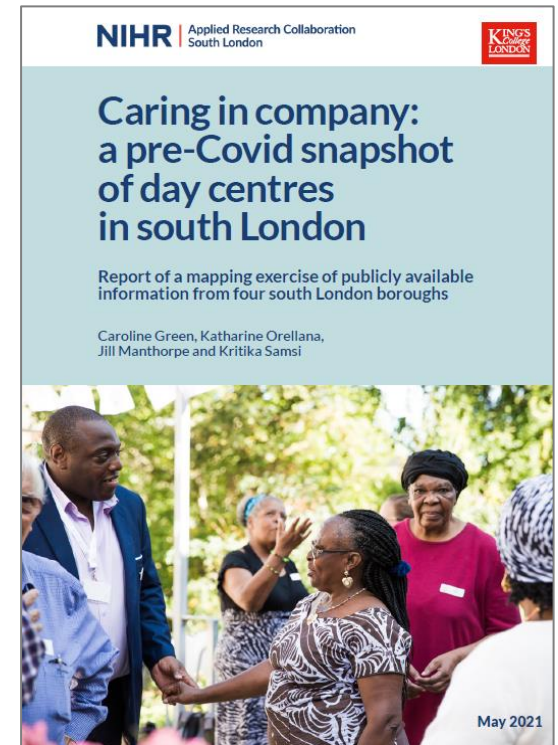


Rapid responses to the COVID-19 pandemic

- **Rapid review and briefing for DHSC about social care responses to Covid-19** (see subsequent [article](#))
- **Helping adult day centres to ‘unlock’ lockdown Guidance**
 - developed guidance ([Part 1](#) & [Part 2](#))
 - reissued by Social Care Institute for Excellence as DHSC guidance.
 - an added value case study for NIHR ARC 2020-21 Annual Report
- **Reviewed SL day centre provision for homeless people during Covid and engaged statutory stakeholders** (e.g. Ministry for Housing, Communities and Local Government) (see published [article](#))
- **Involved with UCL in developing Guidance for Managers and Decision Makers in Supporting Care Home Workers during COVID-19** (see [guidance](#))
- **Analysed worldwide Gerontological Societies’ Covid-related position statements** (see [article](#))
- **Covid-themed Day Centre Research Forum event** (see [slides](#))



- **Mapped pre-Covid South London (SL) day centres**
- ([Report](#) prefaced by the London Association of Directors of Adult Social Services. Informed [‘Mail on Sunday’ coverage](#)).
- **Met DHSC policymakers** (March 2021)
- to discuss our *‘Helping adult day centres to unlock lockdown’* and day centres’ support for unpaid carers.
- **Launched Day Centre Research Forum** (Jan 2020)
- an opportunity for researchers, people working in the field and others with an interest in the area to gather and discuss quality of provision and care and to network (c.200 on mailing list)




- **Participated in (events):**
 - NIHR / British Association of Social Workers roundtable: social work research (Sep 2020)
 - NIHR ARC South London's first thematic symposium: 'Inside research: How applied research is tackling health and social care challenges and inequalities in south London', highlighting day centres (Feb 2021).
- **Involvement with:**
 - planning and launching the [Proud to Care London](#) campaign (London Councils and London ADASS) to improve recruitment and retention in social care (April 2021) (video features Jill Manthorpe)
- **Met with:**
 - FORTE: (Swedish Research Council for Health, Working Life and Welfare) to share experiences of applied research in social care, patient and public involvement in research and implementation research, and explore possible future collaboration (2019)
- **Invitations to speak:**
 - Radio 4's Briefing Room programme - home care discussion (2020)
 - NIHR Newcastle Biomedical Research Centre Academic Geriatric medicine workshop (Mar 2021)
 - Webinar as part of Race Equality Week hosted by London ADASS to discuss mental health (Feb 2021)

Core project 2: **Setting And Responding to Priorities (SARP)**



Aim: To co-produce research and development priorities for South London social care communities (including day centres) and respond to them.

- Strand 1 - Priority projects for London Association of Directors of Adult Social Services (ADASS)
 - Strand 2 - Involvement & engagement (public & service users; community organisations & practitioners; research community & policy-makers)
 - Strand 3 - Co-producing a Day Centre Resources Hub
- 

Investigated **provision of Further Education social care courses** with London ADASS, care providers and the Mayor's Office (see report) (see [report](#)) (part of Proud to Care London work)

Reviewed of **London's Serious Case Reviews** to inform the future of mental health adult social care in London (see [report](#))

Health of Women Working in Home Care (contributing to DHSC Women's Health strategy) (see [report](#))

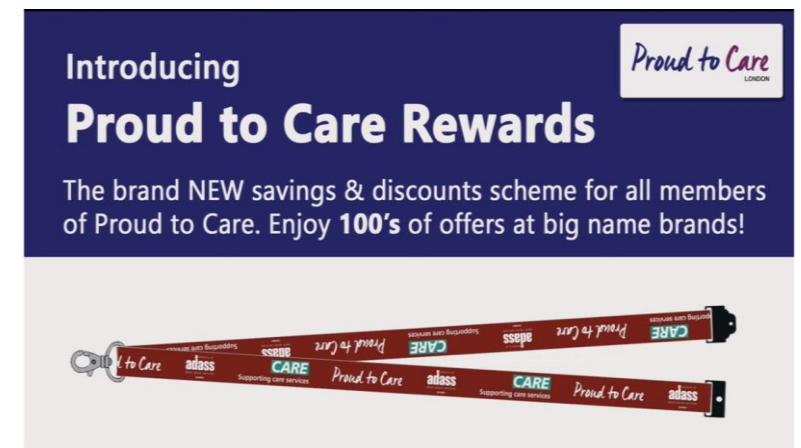
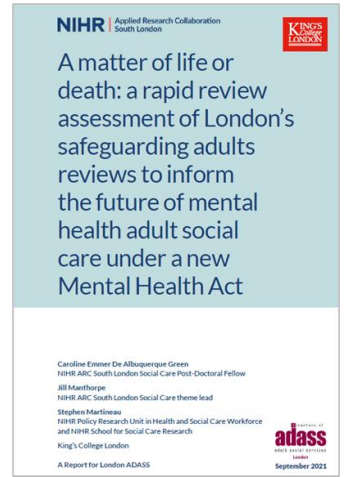
Report on **digitalisation support for small care homes** with a small care home provider and NHS Transformation Directorate (see [report](#))

Study on **impact of notices to quit on families in care homes** (with Relatives and Residents Association) (see [report](#))

Supported implementation of **Proud to Care**, the major recruitment and retention initiative, pan-London.

'We are grateful to members of the London ADASS mental health steering group which includes several members with lived experience of mental health problems for reviewing drafts of this report and feeding their comments through to the authors so that it is co-produced. And we are hugely grateful to the authors of the report for their commitment to co-produced research and to the NIHR Applied Research Collaboration (ARC) South London for its funding. We look forward to championing implementation of the recommendations and feeding back progress during Mental Health Awareness Week'

Elaine Allegretti – London ADASS



Good links with South London older people's fora and service providers

(e.g. Lewisham Pensioners' Association, Greater London Forum for Older People, Nightingale Hammerson Care Home Forum, south London carers group)

Human rights

Held two co-production workshops with care home residents.
Held two tea dances to give local residents a chance to be physically and socially active and contribute views on the topic.
50 participants at each event

Homecare involvement

Development a national homecare portal to connect researchers and homecare organisations. Rolled out in autumn 2024 as a pilot in three regions in England. Supported by NIHR Research Delivery Network (RDN).

Dementia Community Research Network

- Aim to improve care for all people affected by dementia by giving opportunities for people of all backgrounds and ethnicities to be involved in research (see [webpages](#)).
- Engagement event (funded through BSG Small Event Grant) in May 2024 with more than 50 attendees.
- Impact survey after event showed (N=13) 100% attendees learnt something from the event and it was most appreciated for its networking opportunities and learning what dementia services are available in the community.



Research Engagement Network Phase 1 (AS)

The programme involved engagement with nine community-based organisations (CBOs) in South East London and supporting them to recruit their members to take part in research. The initial goal was to enable CBOs to collectively recruit 100 residents, providing a readily available, diverse pool of research-aware residents. The goal was also to increase participation from Black and South Asian communities, as well as from economically disadvantaged groups. The CBOs exceeded the expectations and recruited 153 residents ready and committed to participate in research projects.

Research Engagement Network 2 (AS)

This project aimed to help strengthen relationships across local research partners, map ICS priorities against the ARC/CRN local research portfolio and establish models for equitable partnership and collaborative prioritisation of NIHR research. Through co-design the partners developed training to upskill communities in research so that CBOs could make informed and empowered contributions. Cultural Humility training to build capacity, confidence, and readiness of ICB and NIHR colleagues to work in equitable and inclusive ways was also delivered.

Working with Making Research Count (MRC) research findings dissemination vehicle:

- Collaboration with 15 local core agency partners and part of the West London Social Work Teaching Partnership.
- For example: in 2023 put on 115 dissemination events attended by 16,500 practitioners, managers & others.

Social Care Fellows organise Forums:

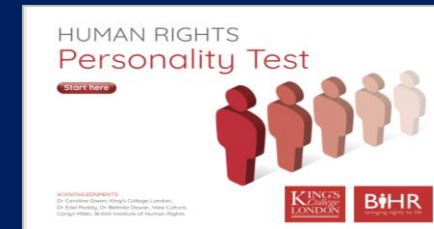
[Home Care Research Forum](#), [Day Centre Research Forum](#), [Margaret Butterworth Care Home Forum](#)

Human Rights in care (CG)

- Study on impact of notices to quit on families in care homes (with Relatives and Residents Association) and subsequent Joint Submissions to Joint Committee on Human Rights (latter was co-produced with care home residents)
- Contributed to 'Guidance on 'Essential Care Giver (EGC)': received substantial media coverage (Radio 4 interview, The Sunday Times)
- Set up *Human Rights and Social Care forum* and a resources website (<https://human-rights-care.com/>)
- Organised Human Rights for Older People Networking Conference (*funding: British Society of Gerontology and Age International*)
- Participation in international seminar on intersectionality and human rights for older persons, University of Haifa, with submission to the UN Open Ended Working Group on Ageing; participation in 13th UN Open Ended Working Group on Ageing in April 2023, with side event on human rights in long-term care
- Chaired Social Care Innovators' **Power and Rights Sub-Group**

Tools for training and communicating about human rights in care homes

- co-produced with the British Institute of Human Rights and My Home Life Scotland
(*ESRC Impact Acceleration Account funding*)



Policy-makers

- Worked with Baroness Bull to develop a sustained programme of research translatory work between King's College London and the House of Lords (ML)
- Membership of Expert Panel advising the House of Commons Health and Social Care Select Committee on its inquiry into workforce –report published July 2022, receiving widespread media, stakeholder and political attention (JM)
- Membership of Expert Panel advising the Alzheimer's Society report on implementation of quality dementia training for the social care workforce (JM)
- Expert advisor to the Migration Advisory Committee on social care international recruitment during this period (Home Office) and a member of the NIHR Adult Social Care Research Strategy Group (JM)

Research community

- Presentation about what funding panels are looking for, NIHR Research Design Service event (Sep 2022) (JM)
- Membership Clinical Research Network Inclusivity Panel and its Wellcome funded Health and Equity Hub Contribution to a research roundtable meeting in the Netherlands discussing personalised care (JM)

- **Stakeholder engagement exercise to identify research and support priorities** (see [article](#))
- **Launched online Day Centre Resources Hub** for day centres and stakeholders, co-designed with stakeholders in response to priority support needs identified by the survey (May 2024)
- **Journal article about perceptions of day centres' contribution to preventive efforts submitted**



Day Centre Resources Hub
A source of information about the value of day centres for older people including older people with dementia.

The hub includes: useful information, practical tips, guides, case studies and templates to help inform your work.

Visit the hub
arc-sl.nihr.ac.uk/day-centre-resources-hub

Scan the QR code

Day Centre Resources Hub 'road-testers' said:

Commissioner: *My overall reflection is that this is the type of resource I wish I had when I first started commissioning day services 7 years ago.*

Assistant Locality Team Manager (adult social care social work team): *I found the resources really helpful and have already shared some with my team.*

GP: *I would direct "commissioners" or those looking at local health and social care spending to see these pages and find the evidence to inform their plans for local services.*

South Croydon Day Centre for the Retired Co-ordinator: *The website is well structured and offers detailed information. The presentation is clean and easy to read. The content is right to the point on the topics.*

Day Centre Resources Hub

These resources are for day centres and organisations who may work with them. They aim to support day centre sustainability by improving knowledge about them, supporting their operation and encouraging joint working.

ABOUT THIS RESOURCE -> SEARCH THE HUB



Home page



Downloadable document

Visit the hub

arc-sl.nihr.ac.uk/day-centre-resources-hub

Usage:

- 4,791 views across the site from launch in May to end Oct 2024

Most popular page:

- Research evidence on day centres for older people (615 users)



Building social care research capacity through ARC

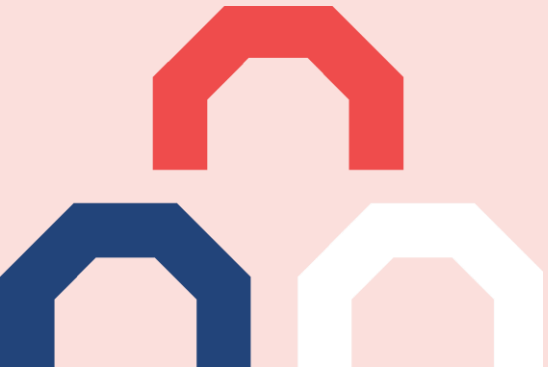


Commitment in ARC Proposal to develop post-doctoral social care researchers

...by supporting them to:

- publish their PhD work
- develop successful research proposals
- become part of NIHR 'family'
- Chair forums and set up their own networks
- work with PPIE and practitioners
- mentor and inspire
- have links with local South London communities.

- [Building social care researcher capacity](#)
- [Methodological work](#)
- [DEM-COMM: ARC Post-doctoral Dementia Capacity Building through National Community of Practice](#)
- [Building social care research capacity in the sector](#)



New Work

- Fellows involved PI/CI in 15 + proposals submitted
- ML received funding as PI from Health and Social Care Delivery Research (NIHR HSDR bid) for a 30-month project starting March 2025, evaluating the positioning of homecare workers as proxy healthcare professionals. And successfully funded as Co-I on 7 health and social care bids.
- OL received seed funding at an Alzheimer's Society Sandpit Event. The project will create a Virtual Reality Tool for young people to understand better what it is like to live with dementia.
- New study: through the ZINC Catalyst Award funded by UKRI to find an innovative solution to upskilling informal carers (CG)
- AS leads "Review of Occupational Health (OH) and well-being service provision for the South London Local Authorities' employees" study. The resulting report is in final write up stages.

Supporting social care researchers

- Speaking about **what NIHR funding panels look for** at event organised by NIHR's Research Design Service and West Midlands ARC/RDS
- Contribution from team members to the 2023 '[Your Path in Research](#)' NIHR campaign which focused on social care)
- **Podcasts** on DemResearcher (OL, KS) and Mind in Motion (OL)

Promotions

- 2 RAs promoted to Research Fellows
- 2 RFs promoted to Senior Research Fellows

Methods work

(see upcoming slide)

Social Care Capacity Building Programme

(see upcoming slide)

DEM-COMM: ARC Post-doctoral Dementia Capacity Building through National Community of Practice *(see upcoming slide)*

Methodological work

- Use of **ethnographic and visual methods in health and social care research to widen research engagement and dissemination of findings beyond academia (ML)**:
 - Presented on these methods at Alzheimer's Disease International conference in June 2022.
 - Co-presented with Nifty Fox (Science Illustration company) on 'researchers engaging with creatives' at DEMCOMM Creative Health Webinar
 - Journal publication under review
- **Feedback to KCL Research Ethics Committee (KO)** :
 - Provided information informing remit of their work, including HRA Decision Tool and journal articles about co-design and implementation research approaches. The REC was very grateful & said this would inform future ethics applications.
- **Various capacity building commitments**:
 - KS jointly ran the qualitative research methods module at IOPNN; OL & ML have lectured on the module.
 - OL co-organises the Methods Club at the Policy Institute at KCL
 - ML guest-edited a BMC Geriatrics Collection on '[Living at home with Dementia](#)'
 - CG convened the qualitative research module at KCL Department of Global Health and Social Medicine; OL & ML have lectured on the module.
 - KS co-leads Service Development and Delivery module on MSc Health and Social Care Policy.
- **Development of *Social Care ImpRes practical guide (AS)***: an adaptation of the original ImpRes tool and guide to the social care research context (*see more detail on upcoming slide*):
 - AS co-led the project with Implementation Science theme
 - KO was on the expert panel for the tool and guide redevelopment.
- **Development of a *Protocol on 'identifying and managing false participants in online research'* (ML)**
 - shared with network from NIHR SSCR RCD Networking and Development EventSee the protocol: [protocol-for-identifying-false-participants-v.1.pdf](#)

Methodological work: *SC-ImpRes: A practical guide to designing and conducting implementation research in social care*

The integration of implementation science concepts and methods is more advanced in health care research than in social care research.

This project aimed to **support social care researchers design high-quality implementation research** by adapting a tool that was developed to support researchers to design high-quality implementation research in healthcare to a social care context - the Implementation Science Research development (ImpRes) tool and supplementary guide.

Significant adaptations to the content and format of ImpRes were made after an expert advisory group reviewed the tool and supplementary guide, providing comments and suggestions on how to increase its relevance and usability for social care researchers.

The *SC-ImpRes practical guide* contains eight domains: Characteristics of The Thing Being Implemented; Your implementation study; Stakeholder engagement in implementation research; Implementation theories, models and frameworks; Implementation determinants; Implementation strategies; Outcomes of The Thing Being Implemented; and Implementation outcomes.

Key changes included:

- clarifying the distinction between research of 'the thing being implemented' (e.g., an intervention) and research on its implementation
- indicating flexibility in using implementation theories and research methods for social care implementation research purposes
- Using more relevant language
- Including social care-related imagery.

<https://arc-sl.nihr.ac.uk/sc-impres-social-care-implementation-research-guide>



Three-year post-doctoral programme with joint NIHR & Alzheimer's Society funding

Spirituality in care homes: implementing reflective tools for care workers of people living with dementia (SpiritDem)

Data collection ongoing and the tool will be tested for useability soon.
The Gallery of Spiritualities will be part of King's Sanctuary Season, exhibited in Bush House Arcade.



Two examples from the Gallery of Spiritualities.

Dementia Research Ethics Resources

Compiled by Dr Elisabeth Grey, Dr Olivia Luijnenburg, Dr Rasa Mikelytė & Dr Tomasina Oh
Developed by DemComm fellows at the Winter Residential School



Published on the [Dementia Researcher website](#).

DemComm fellows developed a comprehensive guide designed to support researchers in crafting responsible and effective dementia research.

Future Workforce: A Virtual Reality Journey into Dementia Care

Together with researchers from University of Liverpool and University of Manchester, seed-funding was received to co-produce a Virtual Reality scenario-based learning tool to raise awareness and educate young people and workers within the community.



Using routine and survey data to examine the quality of end-of-life dementia care:

- **Lived experts' priorities for routine data in palliative and end-of-life care research:** Patient and public involvement workshops to identify meaningful and measurable areas of palliative care using routine data. *Paper submitted to BMJ Supportive & Palliative Care for review.*
- **Measuring what matters to Dying Well with Dementia:** Engaged with commissioners and local authority data analysts; conducted patient and public involvement workshop to identify key priorities for performance monitoring among people affected by dementia. *Intended output: June 2025.*
- **Influence of health and social care contacts on hospital admission among people with dementia in the last three months of life:** Mixed-methods subgroup analysis of the Better End of Life survey; descriptive analyses and regression modelling complete ($n=351$); framework analysis started. *Intended output: Sept 2025.*

Examining evidence-informed health and social care policymaking to improve dementia care:

- **Palliative care in local dementia strategies:** Documentary analysis of palliative and end-of-life care in local dementia strategies. *Intended output: June 2025.*
- **Interventions to institutionalise evidence-informed policymaking:** Subgroup synthesis of systematic mapping; data extraction started. *Intended output: May 2025.*

Social Care Capacity Building Programme

Aim: To build research capacity in adult and children's social care by supporting social care practitioners to engage activities that will develop their research capacity and capability.

- **“Social care practitioners”** = anyone employed by a South London LA, care provider or non-profit organisation, especially underserved communities.
- **Funds:** Training course fees + £5000 / £9000 for employers to backfill roles + funds for training courses
- **Tailored Continuous Professional Development (CPD)** capacity building
 - *mentorship/advice clinic drop-ins, peer learning, research skills/methods training, shadow/design/contribute to research/analysis/evaluation either in their organisation or within an academic-led joint practitioner academic team (CPD placement).*
 - *e.g. research training, developing a research project, placement with a research team – flexible activities over a flexible time frame.*
- Applicants encouraged to build closer links with social care, research-active practitioners and ARC SL with the aim of developing future research projects.
- 11 beneficiaries (at end Sept 2024). KS is mentoring one beneficiary.
- Advisory Group is reviewing progress.

Project Team

PI: Cilla Harries:

Professor of Occupational Therapy, Kingston University. ARC SL Academic Career Development Lead. Deputy Theme Lead for Research Capacity Development, ARC SL.

Deputy Lead:

Caroline Norrie,

Senior Research Fellow, Health and Social Care Workforce Research Unit, KCL. Deputy Theme Lead for Social Care ARC SL.

Project Lead: Maria Brent,

Senior Lecturer, Faculty of Health, Social Care and Education, Kingston University.



National ARC Priorities and Cross-Theme working



National ARC Priorities work

- Participated in the **National Priorities Programme for Adult Social Care and Social Work (ASCSW)**
- CW worked on two studies:
 - Strengths-based approaches to care: Community-led support approaches across social care and lessons for implementation (Consortia leads ARCs WM & SL). This project won the 2024 [European Social Services Award for Research and Evaluation](#). A practice focused report '[changing culture not just process](#)' was produced in 2024, 4 animations for public use are in progress, and 2 academic papers.
 - Digital Technologies to Support Social Wellbeing for Community-dwelling Older Adults (DiTSoW). Two reports were produced in 2023 ([1](#), [2](#)), and a [final report](#) produced in 2024. Two papers are in progress.
- A pan ARC PPI panel informs this work, as well as project specific lived experience panels who have been consulted throughout.
- Phase 2 is underway for both projects as part of the ARC extension. CW was heavily involved in planning the extension of Strength based approaches to care and is continuing involvement with DiTSoW.



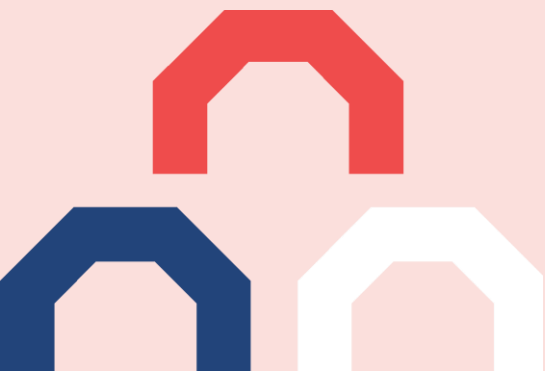
National ARC Priorities work (2)

- Dr Cat Forward worked with the **NIHR Priority Network on Ageing, Frailty and Dementia** to investigate falls in care homes in the [FinCH Imp study](#) (led by Prof Logan of Univ of Nottingham) - we are led the South London site work in Bromley's care homes. This study has a PPI group. The study is currently in the write-up stages and work is ongoing in getting the training resources marketed and the falls checklist embedded in care home electronic records. There has been international interest in the study.
- Professor Manthorpe was a member of the **ARC Mental Health National Priorities Network (MHIN) Executive Group**.

Cross-theme working within ARC SL

- Involvement in the **ARC Dissemination monthly work group**
- Involvement in the **ARC Capacity Building theme** monthly meetings; contributed to organisation of Knowledge Exchange Event
- Co-development of the ***Social Care ImpRes* practical guide with Implementation Research Theme**
- Contribution to **paper on MLTCs** with Palliative & EOLC theme and Economics & Biostatistics theme
- Contribution to **Working Group on inequalities**
- Pan-London local authority social care stakeholder event **with ARC North Thames (“Bridging the Gap” event)** in May 2023
- Contributing to **ARC SL Equality, Diversity & Inclusion committee**
- Contributed to ARC National Priorities work on [developing of a core outcome set for studies in adult social care](#)
- Co-leading the cross-theme ARC report '**Supporting better care of people with multiple long-term conditions: a report on ARC South London’s work.**' (Semkina, A., Sarson, N., Vowles, Z., Brighton, L.J., Moltedo, V., Healey, A., Quaterman, A., Douiri, A., Marshall, I. (2023)).
- Collaboration with Implementation Science theme on '**Evaluating measures of Implementation outcomes**' project.

Adopted studies



Strengthening Adult Safeguarding responses to homelessness and self-neglect (JM)

Aim: Exploring self-neglect amongst people experiencing multiple exclusion homelessness (MEH), and how this could be addressed through strengthening local adult safeguarding responses.

Research findings have been included in national documents: 'Multiple Exclusion Homelessness: Safeguarding Toolkit for Practitioners' (2020); LGA/ADASS 'Adult Safeguarding and Homelessness: briefing on positive practice' (2020); LGA / ADASS 'Top Tips' guidance for Directors of Adult Social Care 'Care & Support & Homelessness' (2022); Kerslake Commission Progress Report; LNNH Guidance on Homelessness & Self-neglect for A&Es (2023) and free online training course (2023).

Other published papers at the end of presentation...

Testimonial:

On **workforce development** by evidencing impact of the specialist homelessness social worker role: *'It's such a critical document! We're using this tomorrow with the team to develop our service offer because it is so hard to capture, this really helps.'*

On **changes in service delivery/practice** approaches: *'Something that's really stuck with me with these sessions is your expert service user that said what made the difference was just that one person that just kept going ... that's something that I say at every supervision, just keep going with them, they are listening and may challenge you, but keep going, don't give up.'*

NIHR | National Institute for Health and Care Research

Impact Story Template and Guidance

Name of the NIHR Infrastructure Collaboration
NIHR ARC South London

Contact details for further information on the Impact Story
Jess Harris, Research Fellow, Health and Social Care Workforce Research Unit (HSCWRU), King's College London Jess.harris@kcl.ac.uk

Title of the Impact Story
Strengthening Adult Safeguarding responses to homelessness and self-neglect

Does this Impact Story provide updated information for a previously submitted Added Value Example (AVE)?
No

Impact Summary (maximum 150 words)
Briefly summarise, in plain English, what the problem was, how the research addressed it and what has changed as a result of your research evidence. Please include who benefits and how (using the types of impact outlined in the guidance).

Social care theme researchers in HSCWRU have explored self-neglect amongst people experiencing multiple exclusion homelessness (MEH), and how this could be addressed through strengthening local adult safeguarding responses. The research has developed understanding of current safeguarding strengths and weaknesses, and of staff and service users' experiences and perspectives, to improve support for this marginalised population.

Improved service user experiences and outcomes have been achieved through practitioner and policy awareness of gaps and good practice approaches, including addressing poor practitioner attitudes and understanding. Workforce skills and capacity development has been supported via focus on both the specialist homelessness social worker role, including establishment of a national peer-network, and addressing MEH in social work qualifying education in England. The research has generated the first economic evidence in this area, which indicates strengthened multidisciplinary approaches, can save funding across a local health and social care system, as well as save lives.

Impact Details

Please describe:

- What the problem is (e.g. prevalence of condition, capacity/skills gap, area for operational improvement, cost to society and/or NHS and social care);
- What the impact of the research has been (using types of impact described in guidance);
- Who has benefited and how; and
- How NIHR's Infrastructure funding has contributed to the impact, particularly in terms of system influence as outlined in the guidance. What would have happened if this funding didn't exist? (Section can include analysis of Safeguarding Adults Reviews (SARs) into deaths where homelessness was a factor, has 500 words)

What the problem is
The Care Act 2014 tells councils how to help keep people safe from abuse or neglect however, analysis of Safeguarding Adults Reviews (SARs) into deaths where homelessness was a factor, has

NIHR Infrastructure Impact Story Template 2023/24

Developing the role of Dementia Champions in homecare (ML, KS)

Aim: To define, refine and evolve the role of Dementia Champions (DCs) in the homecare sector,

- Project webpage: [Developing the role of Dementia Champions in the homecare sector | King's College London](#)
- Used science illustration as an accessible and inclusive tool to include people living with dementia, family carers, and homecare staff in research.
- Research activities and findings have been published across three articles in Journal of Dementia Care.
- Received SSCR Added Value funding to produce a 4-minute animation on key findings
- [Link: Dementia Champions in homecare: An animation - YouTube](#)
- Presentations given at: (i) Alzheimer's Europe conferences x2, (Switzerland, 2024; Finland 2023), (ii) SSCR annual conferences (England, 2023; 2024), (iii) Alzheimer's Disease International conference (Poland, 2024), (iv) Homecare Research Forum (Online, 2023), (v) RELEC webinar x2 (Online, 2023; 2024); (vi) BSG conference (England, 2023).

Testimonials from PPI and Steering advisory group members:

Local authority Dementia Strategic Partnership Manager: "The research findings underscore the importance of shaping the DemChamp role nationally and are extremely relevant in improving the practical skills of the domiciliary care workforce to support achievement of better outcomes for people living with dementia. The research outputs will support staff to feel better equipped to handle the complexities of dementia, benefiting all those involved in the delivery of care."

Homecare Manager (South-East England): "It has been extremely helpful to be part of the Dementia Champions project, as a provider of home care for elderly people we were looking for a strategic approach to this and to include something evidence based into our workforce planning. The use of people with lived experience and the scope of this project has given us confidence to progress our Champion roles."



Exploring the awareness and attractiveness of Occupational Health (OH) careers: perspectives of trainee doctors, nurses, OH trainees, OH career leavers (CN, AS)

This study aimed to investigate levels of awareness and attractiveness of occupational health (OH) careers from the perspective of medical and nursing students, doctors and nurses working in any speciality, individuals on OH training courses and OH career leavers. We identified factors that influenced how individuals choose OH careers compared to other specialisms.

See the [study page](#)

[Journal article](#)

Final report: Norrie, C., Semkina, A., Moriarty, J., Kessler, I., Elaswarapu, R., & Boaz, A. (2024) [Exploring the awareness and attractiveness of Occupational Health \(OH\) careers](#), London: NIHR Policy Research Unit in Health and Social Care Workforce, The Policy Institute, King's College London.



Dissemination work

- Journal articles
- Reports
- Sector press
- Academic presentations
- Blogs and podcasts



Journal publications (1 of 2)

- Boulton, R., Semkina, A., Jones, F., Sevdalis, N. Expanding the Pragmatic Lens in Implementation Science: Why Stakeholder Perspectives Matter, In review.
- Emmer De Albuquerque Green, C. (2022) [The human rights of people living in care homes: never again an afterthought](#), Letter to the Editor. Nature Aging.
- Emmer De Albuquerque Green, C., Scharf, T., & Kessler, E.-M. (2022). [Responding to covid-19: An analysis of position statements of Gerontological Societies Worldwide](#). European Journal of Ageing, 19(4), 1229–1241
- Emmer De Albuquerque Green, C., Manthorpe, J., Samsi, K., & Burridge, S. (2021) [Day Centres for Homeless People in South London: Early Learning Points from Operating During the First COVID-19 Lockdown in England](#). Journal of Long-Term Care.
- Green, C, Orellana, K, Manthorpe, J and Samsi, K. (2021) [Caring in company: a pre Covid snapshot of day centres in south London: Report of a mapping exercise of publicly available information from four south London boroughs](#). King's College London
- Green, C.E.D.A., Manthorpe, J., Steils, N., Stevens, M., Martineau, S., Woolham, J., Orellana, K., Norrie, C., Ionescu, A., Wiskerke, E., Samsi, K., Bramley, S., Cornes, M., Rafferty, A.M., Ezhova, I. and Leahy, A. (2020) [International Policy Responses and Early Management of Threats Posed by the SARS-CoV-2 Pandemic to Social Care](#), Journal of Long Term Care, 0(2020), p. 108–117.
- Guzmán A, Orellana K, Ortega ML, Robledo LMG, Castro ST. [Introducing a multicomponent staff training intervention to reduce antipsychotic medication: Care home management pre and post intervention views of systemic impact, and preliminary RE-AIM evaluation](#). Evaluation and Program Planning. 2024;103:102399.
- Harris, J., Martineau, S., Manthorpe, J., Burridge, S., Ornelas, B., Tinelli, M., & Cornes, M. (2022) [Social work practice with self-neglect and homelessness: Findings from vignette-based interviews](#), British Journal of Social Work
- Leverton, M., Samsi, K., Woolham, J., & Manthorpe, J. (2022). [“I have enough pressure as it is, without the worry of doing something wrong because of ignorance”. The impact of Covid-19 on people who employ social care Personal Assistants](#). British Journal of Social Work.
- Leverton, M., Samsi, K., Woolham, J., & Manthorpe, J. (2022). [Lessons learned from the impact of Covid-19 on the work of disability support organisations that support employers of social care personal assistants in England](#). Health & Social Care in the Community.
- Leverton, M., Pui Kin Kor, P. Supporting people with dementia to live at home. BMC Geriatr 23, 681 (2023). <https://doi.org/10.1186/s12877-023-04389-w>.
- Leverton, M., Owen, J., Kharicha, K., Norrie, C., & Burch, T. A systematically conducted scoping review to understand the scope and nature of formal volunteer-involvement in adult social care in the UK, In review.

Journal publications (2 of 2)

Luijnenburg O, Samsi K, Kessler I, Norrie C, Martineau S, Manthorpe J. (2024). 'I wasn't on the front line per se, but I was part of health care': Contributions and experiences of ancillary staff in care homes in England during the COVID-19 pandemic. *Journal of Health Services Research & Policy*, 29(3):143-152. doi:10.1177/13558196241246178

Orellana, K., Manthorpe, J. and Tinker, A., (2021) [Making My Day. Volunteering or Working at a Day Centre for Older People: Findings of Exploratory Research in English Day Centres](#). *Journal of Long-Term Care*.

Orellana, K., Manthorpe, J., & Tinker, A. (2020). Day centres for older people: A systematically conducted scoping review of literature about their benefits, purposes and how they are perceived. *Ageing and Society*, 40(1), 73-104.

Orellana, K., Manthorpe, J., & Tinker, A. (2021). Choice, control and person-centredness in day centres for older people. *Journal of Social Work*, 21(6), 1315-1338. <https://doi.org/10.1177/1468017320952255>

Orellana, K., Samsi, K., Manthorpe, J. & Green, C., (2024) [Priorities for day centre support and research, and the importance of centralised supportive information for day centres and their stakeholders](#). *International Journal of Care and Caring*.

Samsi, K., Orellana, K., Cole, L. & Manthorpe, J., (2023) [Understanding factors influencing residential respite service use by carers of people living with dementia using Andersen's Behavioural Model of Health Services Use: a qualitative study](#), *Aging & Mental Health*.

Samsi, K., Cole, L., Orellana, K. & Manthorpe, J., (2022) [Is it worth it? Carers' views and expectations of residential respite for people living with dementia during and beyond the COVID-19 pandemic](#), *International Journal of Geriatric Psychiatry*

Semkina, A., Norrie, C., Elaswarapu, R., Kessler, I., Moriarty, J., Boaz, A., Manthorpe, J., Knight, A. (2024). [Improving recruitment to occupational health professions through highlighting intrinsic rewards](#), *Occupational Medicine*

Semkina, A., Norrie, C., Kessler, I., Boaz, A., Elaswarapu, R., Moriarty, J., Knight, A., Manthorpe, J. The potential for experienced occupational health professionals in encouraging recruitment to the field in England: A qualitative study, In review

Semkina, A., Boulton, R., Sevdalis, N., Jones, F., Markham, S. Developing theoretically grounded strategies to enable and promote patient and public involvement in implementation research studies, In review

Reports (1 of 2)

Emmer De Albuquerque Green, C. & Manthorpe, J. (2023) ['Angry, relieved, forever traumatised': A report into the experiences of families of care home residents who were served a 'notice to quit'](#). London: NIHR Policy Research Unit in Health and Social Care Workforce, The Policy Institute, King's College London.

Emmer De Albuquerque Green, C., & Doshia, P. (2022). [Supporting small care home providers and their managers on their journey towards digitalisation.](#)

Emmer De Albuquerque Green, C. & Manthorpe, J. (2021) [Promoting the Health of Women Working in Home Care: towards an inclusive Women's Health Strategy.](#) London: NIHR Policy Research Unit in Health and Social Care Workforce, The Policy Institute, King's College London

Emmer De Albuquerque Green, C., Manthorpe, J., & Martineau, S. (2021) [A matter of life or death: a rapid review assessment of London's safeguarding adults reviews to inform the future of mental health adult social care under a new Mental Health Act.](#)

Emmer De Albuquerque Green, C., & Manthorpe, J. (2022). [Further Education Colleges in South London and their role as providers of Social Care Training.](#) London: NIHR Policy Research Unit in Health and Social Care Workforce, The Policy Institute, King's College London

Green, C, Orellana, K, Manthorpe, J and Samsi, K. (2021) [Caring in company: a pre Covid snapshot of day centres in south London: Report of a mapping exercise of publicly available information from four south London boroughs.](#) London: NIHR Policy Research Unit in Health and Social Care Workforce, The Policy Institute, King's College London

Harris, J. and Mason, K. (2024) Addressing multiple exclusion homelessness in social work education in England: Gaps, innovative practice and resources. London: NIHR Policy Research Unit in Health and Social Care Workforce, The Policy Institute, King's College London, <https://doi.org/10.18742/pub01-172>

Harris, J. (2023) 'Evidencing the social work role within responses to multiple exclusion homelessness'. London: NIHR Policy Research Unit in Health & Social Care Workforce, The Policy Institute, King's College London, <https://doi.org/10.18742/pub01-151>

Harris, J. (ed.) (2022) Safeguarding Responses to Homelessness and Self-Neglect Communities of Practice Report: Key messages emerging from conversations in research study sites. NIHR Policy Research Unit in Health and Social Care Workforce, The Policy Institute, King's College London. <https://doi.org/10.18742/pub01-075>

Norrie, C., Semkina, A., Moriarty, J., Kessler, I., Elasarapu, R., Boaz, A., (2024). [Exploring the awareness and attractiveness of Occupational Health \(OH\) careers.](#) NIHR Policy Research Unit in Health and Social Care Workforce, The Policy Institute, King's College London

Reports (2 of 2)

Orellana, K., Manthorpe, J., Samsi, K. & Emmer De Albuquerque Green, C. (2020) [Helping adult day centres to 'unlock lockdown': Part 1: Planning practically for re-opening and Helping adult day centres to 'unlock lockdown': Part 2: Reflecting about what has happened, our 'journey' during closure and the future of our service](#)

Orellana, K., Manthorpe, J., and Tinker, A. (2023). [What happens in English generalist day centres for older people. Findings from case study research.](#) London: NIHR Policy Research Unit in Health and Social Care Workforce, The Policy Institute, King's College London

Waterman, C. & Manthorpe, J. (2022) [Did it make a difference? Uses of the James Lind Alliance Adult Social Work research priorities partnership report.](#) London: NIHR Policy Research Unit in Health and Social Care Workforce, The Policy Institute, King's College London

Fontaine-Palmer, N., Shenow, S., Lyddiard, J., Semkina, A. (2023). [Integrated Care System Research Engagement Network Development Programme: Evaluation report](#)

Ghate, D., Sevdalis, N., Jones, F., Boulton, R., Semkina, A., Hood, R., Orellana, K., Hull, L. (2022). [Implementation Science Research Development Tool \(ImpRes\) for Social Care researchers: Feedback report for members of the expert review panel](#)

Semkina, A., Sarson, N., Vowles, Z., Brighton, L.J., Moltedo, V., Healey, A., Quaterman, A., Douiri, A., Marshall, I. (2023). Supporting better care of people with multiple long-term conditions: a report on ARC South London's work, NIHR ARC South London

Sector press

Grey, E., Luijnenburg, O., Mikelytė, R. & Oh, T. (May 2024) [Dementia Research Ethics Resources](#). NIHR and Alzheimer's Society. (developed by DemComm fellows at the Winter Residential School).

Editor, Mithran Samuel, explores findings of the adopted studies:

- Homelessness social work role valuable but rare, isolated and temporarily funded. [Community Care](#) (29.11.23)

- Homelessness 'only touched on' by half of universities delivering social work courses. [Community Care](#) (19.3.24)

Orellana, K., Samsi, K. & Manthorpe, J. (1 Nov 2020) [How Day Centres are Unlocking Lockdown](#), Journal of Dementia Care. 28, 6, p. 14-15.

Newton, C., Leverton, M., James, T. & Samsi, K. (2024) Using science illustration to aid co-production in developing a specialist dementia care role in homecare. Journal of Dementia Care. 32, 2, 31-34.

Newton, C., Leverton, M., James, T. & Samsi, K. (2024) Dementia Champions: developing a specialist role in homecare Journal of Dementia Care 32, 3, 34-37.

Newton, C., Leverton, M., James, T. & Samsi, K. (2024) Dementia Champions in Homecare: How can we develop and support this role? Journal of Dementia Care. 32, 4, 30-33.

Conference / academic presentations/posters

We have presented our research at regular and one-off conferences.

Annual conferences

Alzheimer's Disease International

Alzheimer's Europe

International Long Term Policy Network

UKRI Healthy Ageing Conference

British Society of Gerontology

Health Services Research UK

NIHR School for Social Care Research (SSCR) annual conference

UK Dementia Congress

Other conferences

Inter-disciplinary research conference, University of Orebro, Sweden - Prof Manthorpe (keynote speaker), Sept 2022

ARC South London Knowledge Exchange Event, March 2024.

Blogs and podcasts

Published on NIHR Policy Research Unit in Health and Social Care Workforce Blog, The Policy Institute, King's College London

- Green, C. (2020) [Remembering the achievements for health and social care of some great women in South London](#) to celebrate International Women's Day, 8 March.
- Green, C. & Orellana, K. (2021) [Caring in company a pre-Covid snapshot of day centres in South London](#). 21 May.
- Green, C. & Orellana, K. (2020) [Resource for day centres – Guide for adult day centres to 'unlock lockdown' safely](#). 2 July.
- Green, C. (2021) [Towards a UN Convention on the Rights of Older Persons: 11th session of the Open-Ended Working Group on Ageing](#), 25 March.
- Green, C. (2022) [Your Path in Research spotlight on social care | ARC South London](#). 1 Nov.
- Leverton, M. (2022). [Your Path in Research spotlight on social care | ARC South London](#). 1 Nov.
- Leverton, M. (2023). [Podcast – Alzheimer Europe Conference Roundup 2023](#). Dementia Researcher. 30 Oct.
- Leverton, M. (2023). [Celebrating the King's Parliamentary Research Programme at the House of Lords | King's College London](#). 21 July.
- Williamson, L. & Luijnenburg, O. (2024) [Dementia Community Research Network celebrates in style!](#) 22 May.
- Williamson, L. (2024). [Keeping it real: Bringing dementia research into the real-world using an expert panel of people affected by dementia](#), 24 January.
- Williamson, L. (2024). [Learning from the King's Parliamentary Research Internship](#), 24 July.
- Manthorpe, J. & Orellana, K. (2020) [Black History Month – a spotlight on Social Care in South London](#), 4 October.
- Samsi, K and Manthorpe, J (2021) [Next steps for day centres in south London as they reset, rebuild and renew from the COVID-19 pandemic](#), 21 February.

Social Care Theme 18-month extension plans

(Oct 2024 – March 2026)



Determine the contribution of at-home and out-of-home support services in monitoring and maintaining the health and wellbeing of users of adult social care services who live in their own homes (the PROP study)

Continue to support social care researcher capacity development in south London

- across the career pathway, from early-career post-docs, to mid-career research leaders
- social care practitioners' involvement in research.

Continue wide social care sector engagement and continuing responsive work

- identify new groups in South London which we aim to involve in research (e.g. Healthwatch, Principal Social Work network)
- continue to engage with those we have strong relationships with (e.g. ADASS London)
- continue our formal involvement in initiatives (e.g. Lambeth HEART)
- continue our training and dissemination formats via Making Research Count, many and varied ongoing seminar series and forums, and local and national stakeholders.

Study aim: To determine the contribution of social care services in monitoring and maintaining the health and well-being of older users of adult social care services who live alone in their own homes

Focus on preventive social care

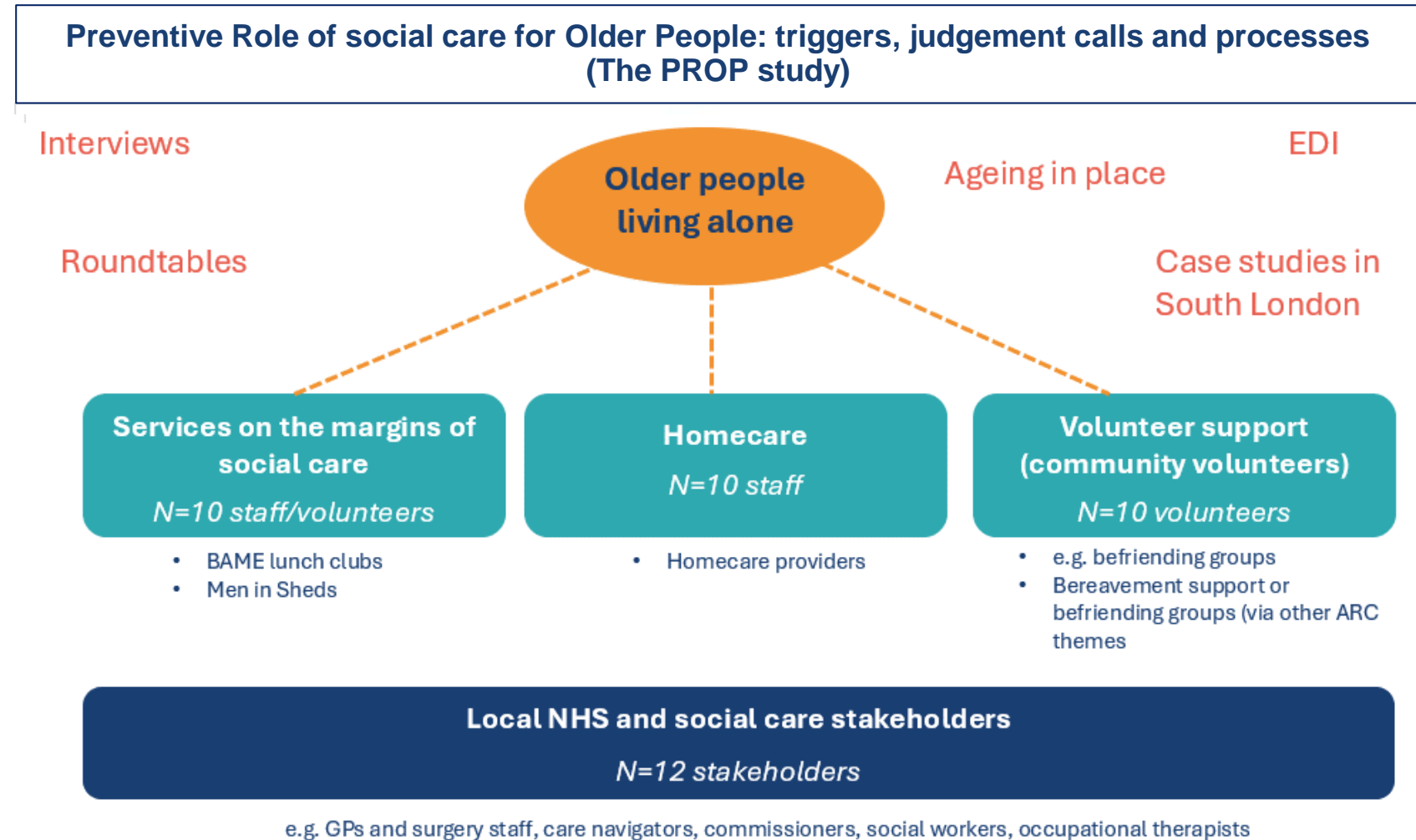
- *in-home and out-of-home support*
- *for older people living alone*
- *workforce actions and processes*

Case studies x 3 types

Local stakeholder engagement

For more details, see

<https://www.kcl.ac.uk/research/strengths-based-approaches>



Disclaimer

We are supported by the National Institute for Health & Care Research (NIHR) Applied Research Collaboration South London (NIHR ARC South London) at King's College Hospital NHS Foundation Trust. The views expressed are those of the presenters and not necessarily those of the NIHR or the Department of Health and Social Care.