



project

maximising the value of survey  
data in adult social care

QORU

quality and outcomes  
of person-centred care  
research unit

# Measuring impact using carers survey data

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THE LONDON SCHOOL  
OF ECONOMICS AND  
POLITICAL SCIENCE ■



UNIVERSITY OF  
**OXFORD**

# Purpose of the webinar

Provide a brief overview of the **'adjusted' carer QoL score**  
→ a more accurate measure of social care impact.

Introduce you to carer QOL tool in the MAX toolkit

Demonstrate how you can use the carer QoL tool to generate 'adjusted' quality of life score for carers

# What is impact?

Impact in this instance refers to **the effect of care and support services provided by local authorities (LAs) on the reported outcomes and quality of life of adult carers.**



The impact – or **value added** – by LA care and support services can be measured using data from the **Carers Survey (PSS SACE)** and is an important indicator of organisational performance.

# Measuring impact using PSS SACE data

Usually assessed by LAs through **direct comparisons of indicators in the Adult Social Care Outcomes Framework (ASCOF)**.

<b>1D</b>	Carer-reported quality of life
<b>1I</b>	Social Contact
<b>3B</b>	Overall satisfaction
<b>3C</b>	Included in consultations and discussions about cared for person
<b>3D</b>	Ease of finding information

# Carer-reported quality of life

Composite score (ranging from 0 – 12) calculated from 6 survey questions.

7	Occupation	10	Safety
8	Control	11	Social participation
9	Personal care	12	Encouragement and support

Provides information on the **outcomes** of carers but **does not isolate the impact** that care and support services have on those outcomes.

# Factors that affect carer QoL

A number of factors associated with QoL have been established during the **Identifying the Impact of Adult Social Care (IIASC) project**.

- **Characteristics of care-recipient** (e.g. has dementia)
- **Characteristics of carer** (e.g. age, health, employment status)

Used to generate a '**value added**' measure which isolates the **impact** of care and support services on SCRQoL.

# The adjusted carer quality of life score

$$\text{Adjusted carer SCRQoL score} = 3.88 + 0.604 \times \text{carer SCRQoL score} + 0.055 \times (\text{carer SCRQoL score})^2 - \text{carer adjustment factor}$$

Carers adjustment factor =		14.353
Care recipient: has 'dementia', then subtract:	(-)	1.820
Care recipient: has 'mental health problem', subtract:	(-)	0.703
Care recipient: has 'sensory impairment', subtract:	(-)	1.508
Carer: is 45+, then subtract:	(-)	1.807
Carer: is 'male', then add:	(+)	1.437
Carer: is 'white', then add:	(+)	0.634
Carer: is 'employed full-time', then subtract:	(-)	0.036
Carer: if the 'carer lives with care recipient', then subtract:	(-)	3.339
Carer: if the carer has a 'physical problem', then subtract:	(-)	2.401
Carer: if the carer has a 'mental health problem' then subtract:	(-)	1.419

See <http://www.pssru.ac.uk/archive/pdf/5158.pdf> for further information.

# The Carer QoL tool

Developed in Excel and automatically calculates two carer QoL scores using data from the Carers Survey.

	Value		Description
Carer QoL	0	12	Composite score of Q7-12, used to populate ASCOF 1D
Adjusted Carer QoL index score			Weighted score that takes into account the <b>factors that may affect Carer QoL</b> that are beyond LA control. <b>An estimate of the impact of social care services on Carer QoL → a fairer comparison.</b>



# Overview of Carer QoL tool

User ID	Record Number	Does the person you care for have dementia?	Does the person you care for have a mental health problem?	D
PSS SACE 2014/15 question number:		Question 2a	Question 2d	
Enter your ID reference for respondent	Enter a whole number	1 Yes 2 No -9 No response	1 Yes 2 No -9 No response	1 2 -9
		1 1	1 1	1 1

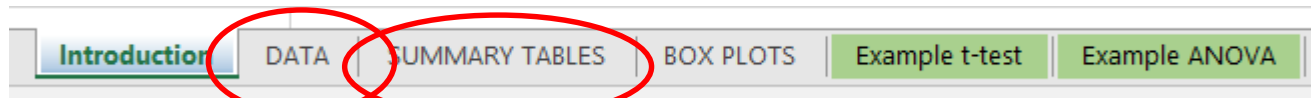
**Data Tab**

Contains Carers Survey data from NHS Digital data return needed for QoL calculations

SUMMARY SHEET			
Average Carer SCRQoL		7.15	
Average Adjusted Carer SCRQoL		3.53	
Does the person you care for have dementia?	Number	Percentage	
1 Yes	175	48.9	
2 No	183	51.1	
-9 No response	0	0.0	
Total respondents and non-respondents	358	100.0	
Does the person you care for have a mental health problem?	Number	Percentage	
1 Yes	192	53.6	
2 No	166	46.4	
-9 No response	0	0.0	
Total respondents and non-respondents	358	100.0	
Does the person you care for have a sensory impairment?	Number	Percentage	
1 Yes	8	2.2	
2 No	350	97.8	
-9 No response	0	0.0	
Total respondents and non-respondents	358	100.0	
Age	Number	Percentage	
18-24	2	0.7	
25-34	0	0.0	
35-44	41	13.6	
45-54	41	13.6	
55-64	44	14.6	

**Summary Tables Tab**

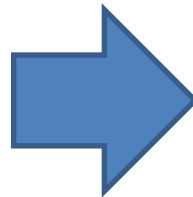
Uses (hidden) calculations to generate QoL scores and descriptives for Carers Survey data variables included in QoL calculations. Also provides visual representation of data.



# Using Carer QoL Tool

Simply copy and paste relevant data from NHS Digital data return into appropriate columns of table in Data Tab.

Mandatory fields - these must be						
CASSR Code	Record Number	Method of Collection	Response/ Non-response	Age - Carer (or Q22. How old are you?)	Gender - Carer (or Q23. Are you male or female?)	Ethnic Carer (Q24. Which group does the carer belong to?)
	1					
	2					
	3					
	4					
	5					
	6					
	7					
	8					



User ID	Record Number	Does the person you care for have dementia?	Does the person you care for have a mental health problem?	Does the person you care for have a physical health problem?
PSS SACE 2014/15 question number:		Question 2a	Question 2d	Question 2e
Enter your ID reference for respondent	Enter a whole number	1 Yes 2 No -8 No response	1 Yes 2 No -8 No response	1 Yes 2 No -8 No response
	1	1	1	1
	2	1	2	1
	3	1	1	1
	4	2	2	1
	5	1	1	1
	6	2	2	1

Carer QoL scores are automatically calculated in the data tab [individual scores] and summary tab [average scores]

# Missing values

Some cells within Columns T and U may have a **MISSING** error message. This means that some of the data required for that particular calculation was not included in the data return.

This data is excluded from the average QoL calculations

Current Unweighted Carer SCRQoL	Adjusted Carer SCRQoL (rescaled)
7.00	0.96
7.00	2.78
8.00	MISSING
7.00	2.38
2.00	-0.01
5.00	-0.11
5.00	2.64

Further info is included in pre-recorded presentations

# QoL scores

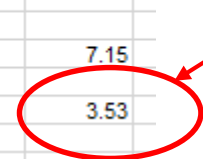
**Individual QoL scores:** QoL scores for each respondent are shown in the **data tab** in **Columns T and U**.

**Average QoL scores:** QoL scores for the entire data set are shown in the **summary tables tab** in **Rows 3 and 5** **Column C**.

Current Unweighted Carer SCRQoL	Adjusted Carer SCRQoL (rescaled)
6.00	1.87
9.00	4.31
5.00	-0.93
4.00	-0.26

	A	B	C
1	SUMMARY SHEET		
2			
3		Average Carer SCRQoL	7.15
4			
5		Average Adjusted Carer SCRQoL	3.53
6			

**Impact of services**



# Making sense of QoL scores

Use guides and tools in MAX toolkit to explore and make sense of data (e.g. by identifying unmet needs, factors associated with QoL etc.,).

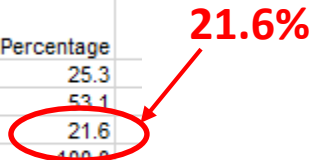
## LOOK FOR 'UNACCEPTABLE' OUTCOMES

Look at average QoL scores for each domain.

	Average Carer SCROoL score in each domain as a percentage of the total possible score (unweighted)	Current %
153		
154	Occupation	63.04
155	Control over daily life	64.99
156	Looking after yourself	77.21
157	Personal safety	94.19
158	Social participation and involvement	67.88
159	Feeling supported and encouraged	71.72
160		

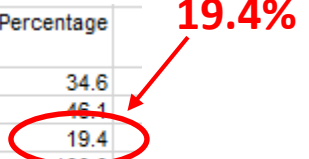
Look at responses to individual questions (e.g. high needs [3] and, maybe, some needs [2]). Identify areas of potential interest.

5 Thinking about how much social contact you've had with people you like, which of the following statements best describes your social situation?		Number	Percentage
1	I have as much social contact as I want with people I like	90	25.3
2	I have some social contact with people but not enough	189	53.1
3	I have little social contact with people and feel socially isolated	77	21.6
Total respondents		356	100.0
-9	No response	0	



21.6%

6 Thinking about encouragement and support in your caring role, which of the following statements best describes your present situation?		Number	Percentage
1	I feel I have encouragement and support	123	34.6
2	I feel I have some encouragement and support but not enough	164	46.1
3	I feel I have no encouragement and support	69	19.4
Total respondents		356	100.0
-9	No response	0	



19.4%

## FURTHER ANALYSIS

Relationships between QoL and variables known to affect quality of life and/or differences between respondent groups can be explored using t-tests and ANOVA.

Variable	Groups	Test
Age of carer	2+	ANOVA
Gender of carer	2	Independent t-test
Works full time	2	Independent t-test
Living situation	2	Independent t-test
Control	3	ANOVA
Safety	3	ANOVA

# Supplementing findings

Additional sources of data can be used to make sense of QoL. For example:

- Respondent comments provided in Carers Survey
- LA records
- Findings from other local research
- Feedback from front-line staff
- Feedback from service-users (e.g. complaints)



# Further info and feedback

To find out more about the MAX project or provide feedback on this webinar and/or the MAX toolkit:

Website: [www.maxproject.org.uk](http://www.maxproject.org.uk)

Email: [maxproject@kent.ac.uk](mailto:maxproject@kent.ac.uk)

# Disclaimers

**Department of Health and Social Care disclaimer:** The MAX toolkit and website are based on independent research commissioned and funded by the NIHR Policy Research Programme (Maximising the value of survey data in adult social care (MAX) project and the MAX toolkit implementation and impact project). The views expressed on the website and in publications are those of the author(s) and not necessarily those of the NHS, the NIHR, the Department of Health and Social Care or its arm's length bodies or other government departments.