



project

maximising the value of survey
data in adult social care

QORU

quality and outcomes
of person-centred care
research unit

Measuring impact using adult social care survey data

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MAX Toolkit webinar
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University of
Kent



THE LONDON SCHOOL
OF ECONOMICS AND
POLITICAL SCIENCE ■



UNIVERSITY OF
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Purpose of the webinar

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

Introduce you to social care-related quality of life (SCRQoL) tool in the MAX toolkit

Demonstrate how you can use the SCRQoL tool to generate 'adjusted' SCRQoL score

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 social care service-users.**



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

Measuring impact using ASCS data

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

1A	Social care-related quality of life
1B	Control over daily life
1I	Social Contact
3A	Overall satisfaction
3D	Ease of finding information
4A	Safety
4B	Impact of services on safety

Findings from earlier MAX activities

Earlier review of 23 Adult Social Care Survey reports found that:

- 17 included **direct comparisons of ASCOF scores** (e.g. year-on-year [**internal benchmarking**] and between LAs and national scores [**external benchmarking**]).

Year on year	National	Regional	Comparative
15	6	9	2

- Some of the managers and commissioners interviewed for the project also conducted their own **group-level analysis on ASCOF scores**.

Social care-related quality of life [SCRQoL]

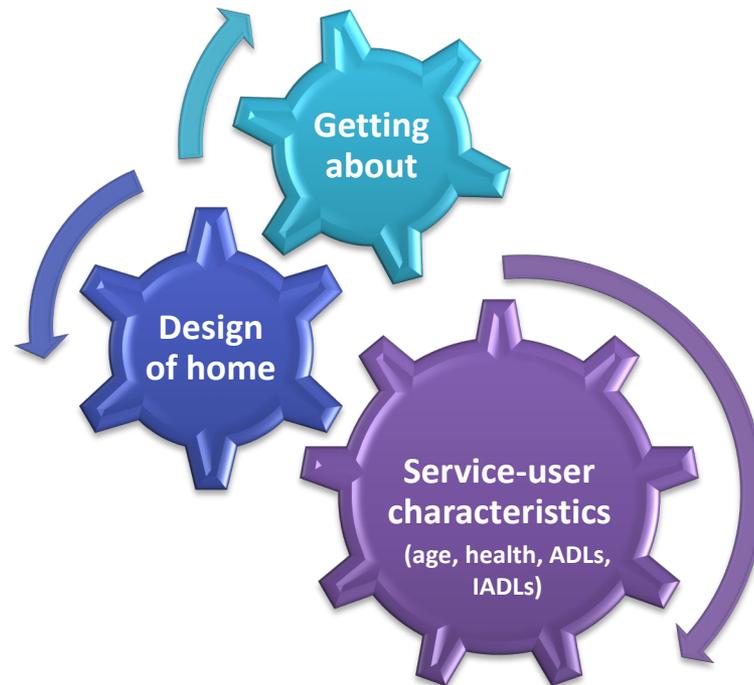
Composite score (ranging from 0 – 24) calculated from 8 survey questions.

3a	Control [ASCOF 1B]	7a	Safety [ASCOF 4A]
4a	Personal care	8a	Social participation [ASCOF 1I]
5a	Food and drink	9a	Occupation
6a	Accommodation	11	Dignity

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

Factors that affect SCRQoL

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



ADLs – Activities of Daily Living (basic self care tasks); IADLS – Instrumental ADLs (activities that support independent living)

Adjusted SCRQoL index score

- IIASC project developed a **'Value added'** measure which isolates the **impact** of care and support services on SCRQoL.
- Supports **more meaningful comparisons of performance** + will be used to populate **ASCOF 1J** in **Adult Social Care Outcomes Framework** from 2016/17.
- **SCRQoL tool** to calculate Adjusted SCRQoL index score is included in MAX toolkit.
- Remainder of webinar will focus on using tool.

IIASC project

Aim

To develop a measure of 'added value' reflecting the impact of care support provided by local authorities on social care-related outcomes

Surveyed 990 service users

- 546 people with physical or sensory impairment (PSI),
- 224 people with mental health problems (MH), and
- 220 people with learning disabilities (LD).

The adjusted SCRQoL index score calculation

Adjusted SCRQOL = (utility-weighted) SCRQOL – adjustment factor

Adjustment factor =		0.5798
Age: if the person is over 65 years then add:	(+)	0.0473
Self-rated health: if the rating is 'fair' then subtract:	(-)	0.0148
Self-rated health: if the rating is 'bad' or 'very bad' then subtract:	(-)	0.1090
Count of activities of daily living (ADLs) that the person finds difficult or is unable to complete alone without help: subtract:	(-)	0.0202 × count
Design of home: if it 'meets most needs', subtract:	(-)	0.0308
Design of home: if it 'meets some needs or inappropriate' then subtract:	(-)	0.1250
Access to local environment: if 'difficult to get to all places', subtract:	(-)	0.0603
Access to local environment: if 'unable to get to all places or do not leave home', subtract	(-)	0.1100

For further information about the IIASC project and the factors that affect SCRQoL can be found at <http://www.pssru.ac.uk/archive/pdf/5158.pdf>

The SCQRoL tool

Developed in Excel and automatically calculates three Social Care Related Quality of Life (SCRQoL) scores.

	Value		Description
SCRQoL	0	24	Composite score of Q3a-9a + Q11, used to populate ASCOF 1A
SCRQoL index score	-0.17	1	Weighted score that takes into account the preferences of service users and the general population for each SCRQoL domain
Adjusted SCRQoL index score			Weighted score that takes into account the factors that may affect SCRQoL that are beyond LA control. An estimate of the impact of social care services on SCRQoL → a fairer comparison.

Overview of SCQRoL tool

User ID	Record Number	Aged 65 years or older?	How is your health in general?	Do you usually manage to get around indoors (except steps yourself)?
Adult Social Care Survey 2014/15 question number:	Council data return	Question 13	Question 15	
Enter your ID reference for client	Enter a whole number	1 No 2 Yes -9 No response	1 very good 2 good 3 fair 4 bad 5 very bad -9 No response	1 I can do this easily by myself 2 I have difficulty doing this myself 3 I can't do this myself -9 No response
1001	1	2	3	2
1001	2	2	1	1
1001	3	1	2	1
1001	4	2	3	2
1001	5	2	5	2

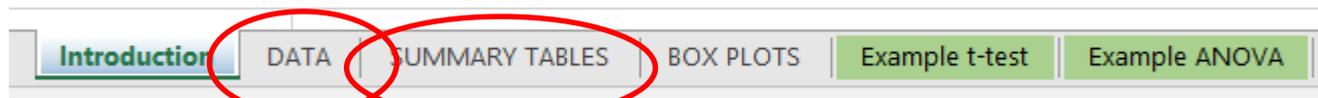
Data Tab

Contains ASCS data from NHS Digital data return needed for SCQRoL calculations

SUMMARY SHEET		
Average SCQRoL		19.4
Average (preference-weighted) SCQRoL		0.83
Average Adjusted (preference-weighted) SCQRoL		1.35
Aged over 65 years	Number	Percentage
1 18-64 years	538	47
2 65+ years	603	53
-9 Unknown	-	-
Total respondents and non-respondents	1,141	100
How is your health in general?	Number	Percentage
1 Very good	249	22
2 Good	303	27
3 Fair	408	36
4 Bad	128	11
5 Very bad	46	4
-9 Unknown	-	-
Total respondents and non-respondents	1,134	100

Summary Tables Tab

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



Using SCRQoL Tool

STEP 1: CATEGORISE AGE DATA [UNDER 65/65 YRS + OVER]

- Copy data from **NHS Digital Data Return** [column H] into new spreadsheet using **paste values** function.
- In next column type **=IF(A1>=65,2,1)** then drag formula down to convert all data

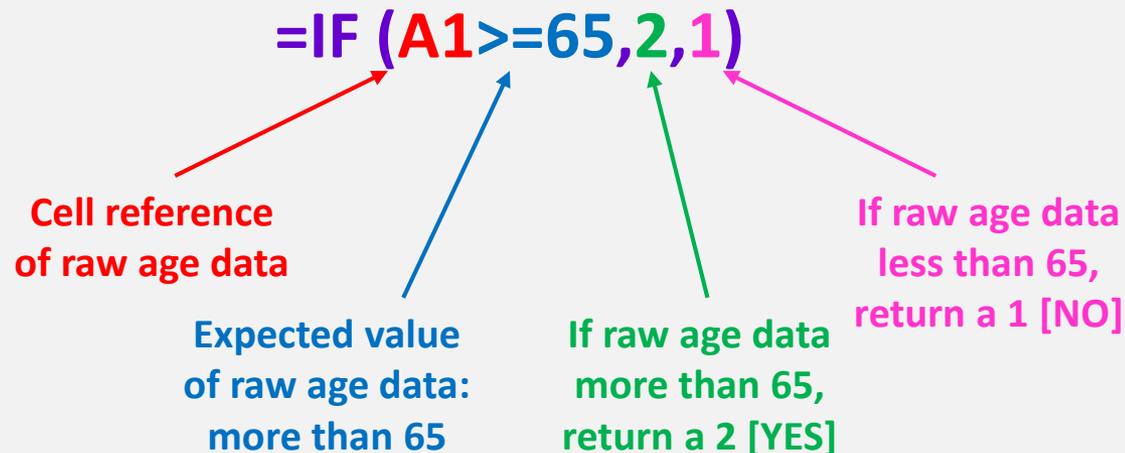
	A	B
1	49	=IF(A1>=65,2,1)
2	25	1
3	57	1
4	65	2
5	40	1
6	19	1
7	70	2

- Copy and paste data from Column B into **SCRQoL tool** [Column D]

Excel IF function

Makes logical comparisons between a value and what you expect. In its simplest form, the IF function says **IF(Something is True, then do something, otherwise do something else)**

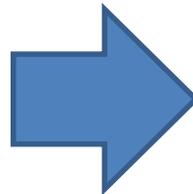
= IF (logical_test [value_if_true], [value_if_false])



STEP 2: TRANSFER DATA TO SCRQoL TOOL

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

(Right automatically rated) NOT WRITE DATA IN FIELD	Method of Collection	Response/ Non Response	Gender	Age (Years)	Ethnic Group	Sexu Orienta
	1	1	1	49		1
	1	1	1	25		1
	1	1	1	57		1
	1	1	1	55		1
	1	1	1	40		1
	1	1	1	19		1
	1	1	1	38		1
	1	1	1	39		1
	1	1	1	36		1
	1	1	1	55		1
	1	1	1	38		1



User ID	Record Number	Aged 65 years or older?	How is your health in general?	Do you usually manage to get around indoors (except steps yourself)?
Adult Social Care Survey 2014/15 question number:		Council data return	Question 13	Question 15
Enter your ID reference for client	Enter a whole number	1 No 2 Yes -9 No response	1 very good 2 good 3 fair 4 bad 5 very bad -9 No response	1 I can do this easily by myself 2 I have difficulty doing this myself 3 I can't do this myself -9 No response
1001	1	2	3	2
1001	2	2	1	1
1001	3	1	2	1
1001	4	2	3	2
1001	5	2	5	2

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

Inputting data: factors that affect SCRQoL

Column Ref [SCRQoL Tool]	Variable	Data Source	Column Ref [Data Return]
D	Age [aged 65 or older]	LA records	
E	Health	ASCS [Q13]	BC
F	ADLs – get around outdoors	ASCS [Q15a]	BF
G	ADLs – get in + out of bed	ASCS [Q15b]	BG
H	ADLS – feeding	ASCS [Q15c]	BH
I	ADLs – finances + paperwork	ASCS [Q15d]	BI
J	IADLs – wash body	ASCS [Q16a]	BJ
K	IADLs – dressing	ASCS [Q16b]	BK
L	IADLs – toileting	ASCS [Q16c]	BL
M	Design of home	ASCS [Q17]	BN
N	Getting about outside of home	ASCS [Q18]	B0

Inputting data: SCRQoL domains

Column Ref [SCRQoL Tool]	Variable	Data Source	Column Ref [Data Return]
O	Control	ASCS [Q3a]	AL
P	Personal appearance	ASCS [Q4a]	AN
Q	Food and drink	ASCS [Q5a]	AP
R	Accommodation	ASCS [Q6a]	AR
S	Safety	ASCS [Q7a]	AT
T	Social participation	ASCS [Q8a]	AV
U	Occupation	ASCS [Q9a]	AX
V	Dignity	ASCS [Q11]	BA

Missing values

Some cells within Columns X, Y and Z 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 SCRQoL calculations

X	Y	Z
SCRQoL Overall score	SCRQoL Preference-weighted	SCRQoL Preference-weighted and 'adjusted'
19.00	0.88	0.59
24.00	1.00	0.37
21.00	0.85	0.45
13.00	0.51	0.21
15.00	0.53	0.39
23.00	0.98	0.64
18.00	0.79	0.24
23.00	0.98	0.35
MISSING	MISSING	MISSING

Further info is included in pre-recorded presentations

SCRQoL scores

Individual SCRQoL scores: SCRQoL scores for each respondent are shown in the **data tab** in **Columns X, Y and Z**.

Average SCRQoL scores: SCRQoL scores for the entire data set are shown in the **summary tables tab** in **Rows 3, 5 and 7 of Column C**.

	X	Y	Z
	SCRQoL Overall score	SCRQoL Preference-weighted	SCRQoL Preference-weighted and 'adjusted'
	19.00	0.88	0.59
	24.00	1.00	0.37
	21.00	0.85	0.45
	13.00	0.51	0.21
	15.00	0.53	0.39

	A	B	C
1	SUMMARY SHEET		
2			
3		Average SCRQoL	19.4
4			
5		Average (preference-weighted) SCRQoL	0.83
6			
7		Average Adjusted (preference-weighted) SCRQoL	1.35
8			

Impact of services



Making sense of SCRQoL scores

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

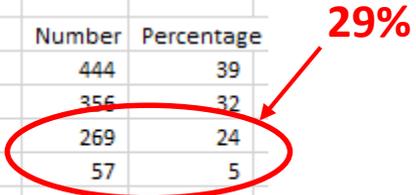
LOOK FOR 'UNACCEPTABLE' OUTCOMES

Look at average SCRQoL scores for each domain.

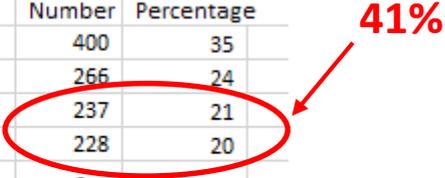
117			
118	Average SCRQoL score in each domain as a percentage of the total possible score (unweighted)		%
119	Accommodation cleanliness and comfort		88
120	Personal cleanliness and comfort		85
121	Food and drink		87
122	Personal safety		87
123	Social participation and involvement		73
124	Occupation		68
125	Control over daily life		71
126	Dignity		85
127			

Look at responses to individual questions (e.g. high needs [4], some needs [3]). Identify areas of potential interest.

6 Which of the following statements best describes how you spend your time?		Number	Percentage
1	I'm able to spend my time as I want, doing things I value or enjoy	444	39
2	I'm able to do enough of the things I value or enjoy with my time	356	32
3	I do some of the things I value or enjoy with my time but not enough	269	24
4	I don't do anything I value or enjoy with my time	57	5
Total respondents		1,126	100
-9	No response	-	-



Thinking about getting around outside of your home, which of the following statements best describes your present situation?		Number	Percentage
1	I can get to all places in my local area I want	400	35
2	At times I find it difficult to get to all places in my local area that I want	266	24
3	I am unable to get to all the places in my local area that I want	237	21
4	I do not leave my home	228	20
-9	Unknown	-	-
Total respondents and non-respondents		1,131	100



FURTHER ANALYSIS

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

SCRQoL and age

- 2 groups [under 65 | 65 years and over] → independent t-test
- 2+ groups [e.g. 65-69 | 70-74 etc] → ANOVA

SCRQoL and occupation

- 4 groups [by level of need] → ANOVA

SCRQoL and the psychological impact of care and support services

- Effect of having help [Q10] → ANOVA
- Dignity [Q11] → ANOVA

You may also want to use other questions in the ASCS. For example, **impact of services** (e.g. Q7b) using independent t-tests.

7b. Do care and support services help you in feeling safe?

Please tick (✓) one box

Yes

1

No

2

Supplementing findings

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

- Respondent comments provided in ASCS
- 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

Email: maxproject@kent.ac.uk

Disclaimers

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