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Evaluation of the Person-Centred Approaches Framework

January 2020



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Introduction

The value of a person-centred approach in health and care is increasingly recognised. The purpose of the Person-Centred Approaches Framework¹ developed by Skills for Health in collaboration with Skills for Care is to fill the gap on how to apply these approaches into the development of the workforce.

The Person-Centred Approaches Framework is aimed at the health and care workforce to help them communicate meaningfully, tailoring the care and advice they give to suit peoples' needs. It is meant to support individuals to better manage their own health and wellbeing through bespoke care, planning and support. Where appropriate, the framework encourages shared decision making, outlining all reasonable options and ensuring that all information is personalised, accessible and useful.

Health Education England commissioned Skills for Health in collaboration with Skills for Care to develop the core skills education and training Framework for Person-Centred Approaches (PCA) and launched it in July 2017.

Skills for Health was subsequently commissioned by Health Education England to carry out an evaluation of the Person-Centred Approaches Framework. This evaluation aims to better understand the users of the framework and how it has been utilised for the past couple of years to inform further developments.

Methodology

A survey was created to capture a snapshot of the utilisation and value of the framework with feedback from experts involved in the creation of the framework and the funder. The survey launched in November 2019 and it aimed to gather current opinions and experiences of people with an interest in the framework, including service users, workforce planners and practitioners. People who had downloaded the framework from the Skills for Health website were invited to participate; 301 responses were collected.

This report summarises the obtained results.

¹ <https://www.skillsforhealth.org.uk/services/item/575-person-centred-approaches-cstf-download>



Key Findings

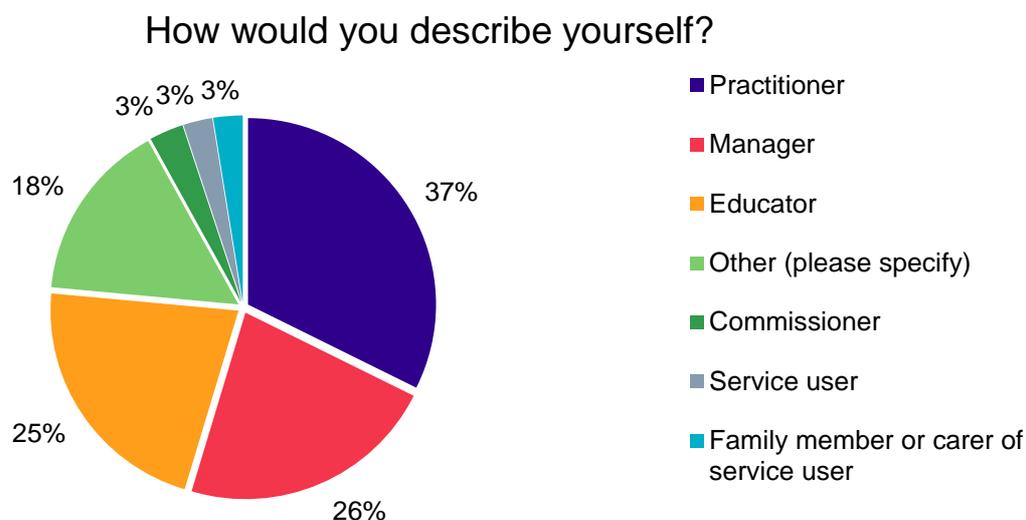
- 301 people responded to the survey.
- The profile of respondents showed heterogeneity: 37% of respondents were practitioners, 26% were managers, and 25% were educators. Whilst practitioners formed the largest group, their proportion is much smaller than in other core framework evaluations, indicating a greater diversity in users of the PCA framework.
- 20% of respondents worked in social care, 18% in primary care or community services and 15% in secondary or specialist care.
- Access to the framework was mainly through a direct online search (38%), followed by a direct email (21%) and social media or website (18%).
- The framework is hosted on the Skills for Health website and was launched prior to GDPR, therefore limited data exists on the number of downloads the framework received during that time due to GDPR compliance. From March 2018 until December 2019, the PCA Framework was downloaded 3140 times (2761 unique), which indicates a high level of interest; 128 downloads per month per average.
- Overall, the framework received a score of 4/5 in level of usefulness. Most respondents stated that the framework is very or quite useful (84%).
- 48% used the framework within their organisation, 41% for their own personal interest and 38% within a team.
- The main uses of the framework included: identify training needs (49%), identify existing capabilities (48%) and support workforce planning and development (39%).
- Some people who responded to the survey had not used the framework yet. Their main reasons being lack of awareness, lack of time or opportunity to do so, and issues regarding the language used (e.g. not enough social care focus, convoluted, or use of outdated terms).
- The framework has helped to increase awareness (68%), widen (49%) and deepen (41%) knowledge and skills. It has also been attributed to an improved quality care (26%) and increase of empowerment of service users (25%).

Evaluation Results

The evaluation gathered the opinion and experiences of 301 people who responded to the survey.

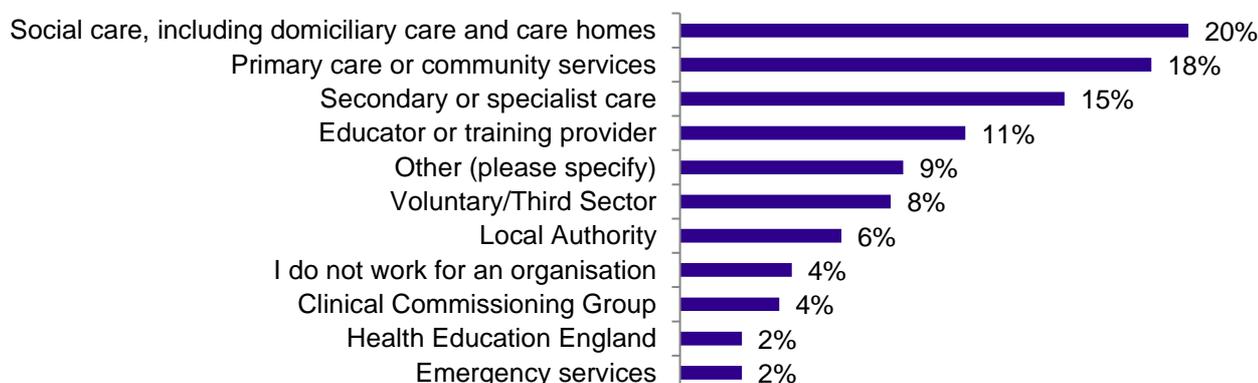
Respondents profile

Survey respondents were from an array of different backgrounds. Whilst the proportion of practitioners remains the largest group (37%), it is much lower compared to other Framework evaluations where the proportion of practitioners formed well over half of the responses. This indicates that this evaluation as representation of the people who downloaded the PCA framework, attracted a more heterogenous audience. Additionally, the “Other” category (18%) is mostly comprised by researchers and volunteers.



Similarly, respondents worked in a variety of types of organisations. 20% of respondents were part of the social care workforce, 18% worked in primary care or community services, and 15% in secondary or specialist care. The 9% who selected “Other” have specified to be from different Higher Education institutions, social care networks (e.g. Think Local Act Personal), and even a foreign government agency (Canadian Federal Government).

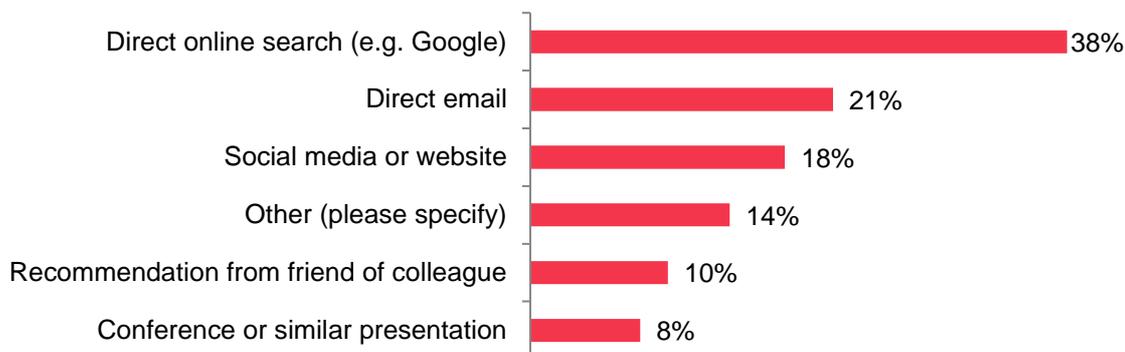
Which of the following best describe the type of organisation you work for?



Access to the framework

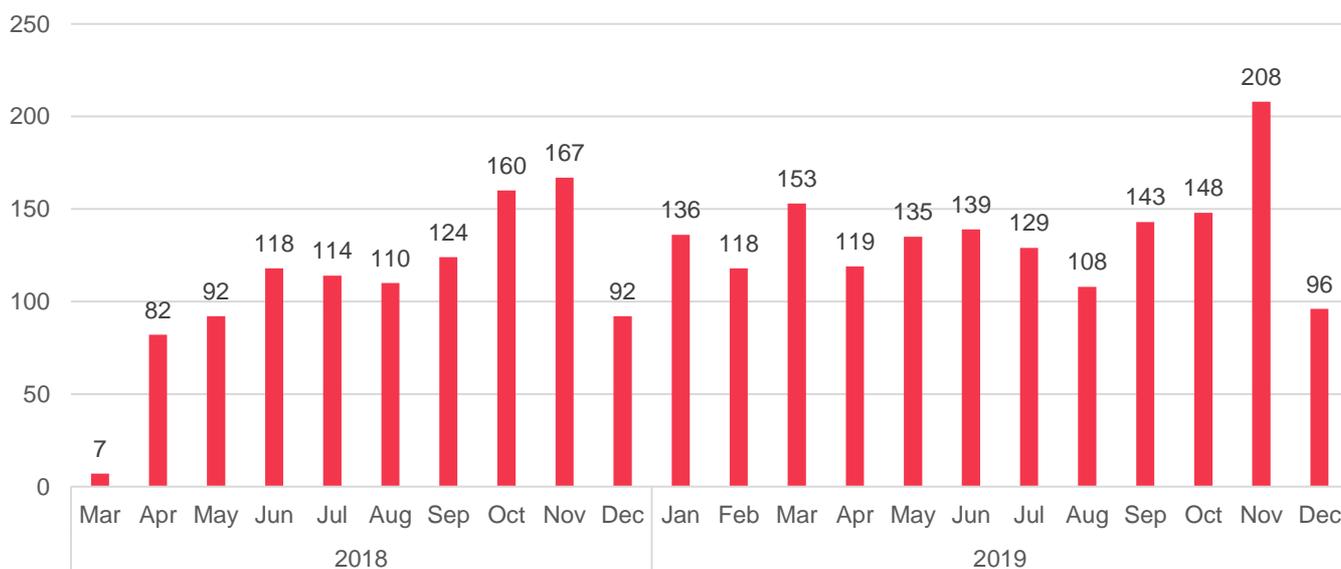
Over a third of respondents indicated that they learned of the framework through a direct online search (38%), followed by a direct email (21%) and social media (18%).

How did you hear about the Person-Centred Approaches Framework?



The framework was launched in July 2017 and is hosted in the Skills for Health website. Little data is available between July 2017 and March 2018 due to GDPR compliance. Currently, in order to download the framework, registration is mandatory, and since March 2018, it has been downloaded 3140 times to this date (January 2020). This allows Skills for Health to track the number of downloads and monitor the interest for the framework. Whilst this is a good initial indicator of the popularity or interest in the framework, the following graph should be read with caution as the downloaders could have shared the downloaded pdf document, as indicated in the following section (pg. 7); therefore, numbers are an underestimate of the actual reach of the framework. Duplicates were deleted from the dataset in order to track unique downloads, thus from 3140 downloads, there are 2761 unique downloads. The framework has been downloaded an average of 128 times per month.

Number of downloads per month



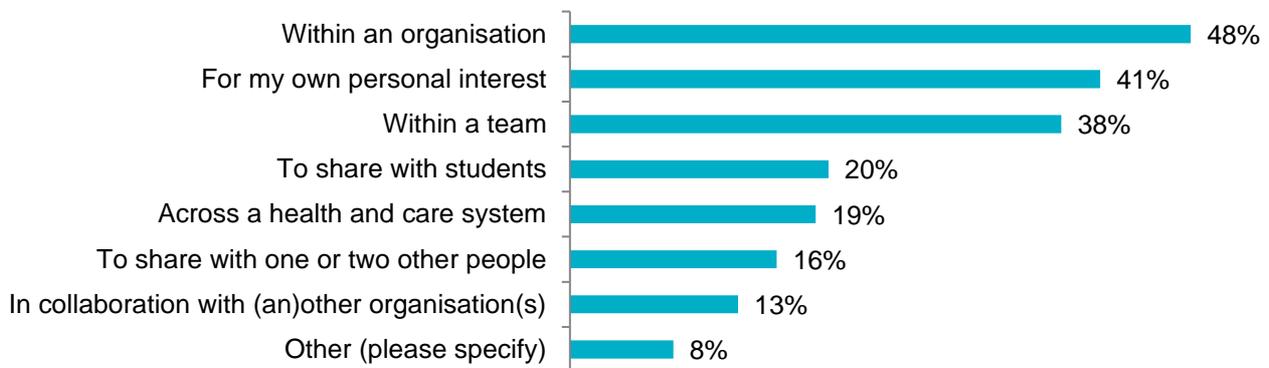
Use of the framework

Weighted results of the survey state a rate of 4.31/5 in a scale of overall usefulness. Most respondents indicated that the framework was very or quite useful (84%), whilst 13% found it fairly or a little useful. Only one participant said the framework was not useful at all.



Regarding how the framework has been used, respondents usually share it and use it within a team (52%) and fulfils their own personal interests (51%). Interestingly, 45% of respondents, which account for 83 people, potentially from different organisations, that have used the framework at an organisational scale.

At what scale have you used the framework?



Results show that the framework is being used in different ways: to *identify training needs* (49%), to *design or deliver education opportunities* (48%), followed by to *support workforce planning and development* (39%) and to *identify existing capabilities* (38%).

In what way have you been using the framework?



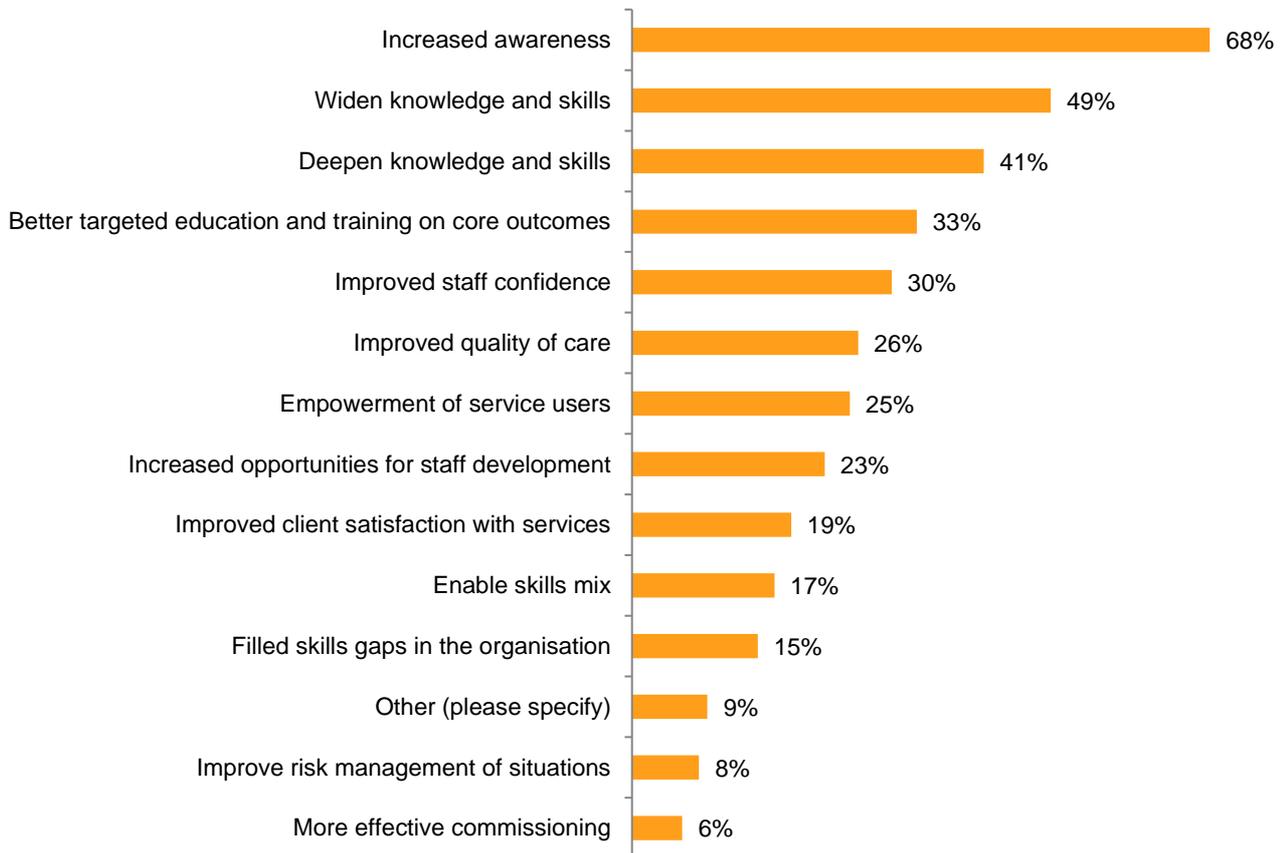
There is also a proportion of respondents who downloaded the framework but have not used it (90 out of 301; 30%). Three themes have emerged from their reasons why:

1. Lack of awareness of the framework – most of them stated they were still reading it, or it was too early for them to say further.
2. Lack of time or opportunity.
3. Problems with the language – some participants stated that the terminology was outdated advocating for a review, and some missed social care focus.

Impact of the framework

In terms of the impact that the framework has had so far, 68% of respondents stated that the framework has helped to increase awareness, and almost half state that it has helped to widen (49%) and deepen (41%) knowledge and skills. Additionally, 26% have noticed an improvement in quality of care, and 25% that it has facilitated the empowerment of service users.

What has been the impact so far?





Qualitative information was also collected in the survey, this allowed to draw some examples which aid the contextualisation of the different applications of the framework. Analysis of the qualitative information has allowed to identify certain themes of what worked and what could be improved.

Despite the overall positive reviews, a few respondents (9% of those who have used it) indicated to encounter some **difficulties** when implementing the framework. These difficulties were mainly around:

1. Language perceived as convoluted.
2. Perception of heavy presentation of concepts, information difficult to find within the document.
3. Difficult buy-in and embedding process in certain organisations.

Additionally, some **suggestions for improvement** were also gathered:

- Added value of more summary tables to facilitate finding information.
- Further acknowledgement of the limitations of the approaches
- Updated sources and terminology.
- Expanded guidance for managers on how to implement PCA with their workforce.
- Further inclusion of social sciences, particularly psychology, theory and research on PCA.
- Organisation of either training session (e.g. webinar) or guidance document.

Finally, the survey has gathered numerous accounts of **benefits** shared by respondents. A few themes have emerged from their responses:

1. Provide a common language across professions and organisations.
2. Provide guidance for identifying learning needs and design training.
3. Empowerment of practitioners and service users.
4. Better quality care.
5. Inform local strategies.
6. Inform research and educational material.
7. Provide a better understanding of the importance of communication skills and person-centred care.

“
It has helped to empower staff to empower service users, and we have seen improvements of attitudes and values across the organisation.
”

“
We have improved the service we deliver, reduced eviction rates and improved move on rates.
”

“
I have used it in one-to-one supervisions, team meetings and appraisals. It helps me to improve the quality of care in our care home. I also showed my CQC inspector how I was using it in our home, and she was very impressed.
”

“
Raised the understanding of how a framework can support our transformation/integration agenda
”



In conclusion, people from varied professional backgrounds, from practitioners to researchers and managers, viewed the framework and mostly found it a comprehensive document that grouped the main elements that form a person-centred approach and highlighted the importance of a prepared workforce to apply them. A few specific areas for improvement were suggested, particularly on the need for an update and an easy-to-read format. Regardless, qualitative data gathered, jointly with the other quantitative questions, suggest that the Person-Centred Approaches Framework is a highly valued reference resource.

Report prepared by Adela Sobrepera, January 2020

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