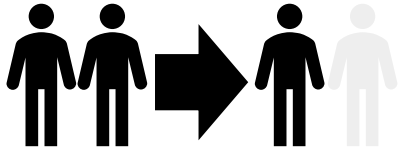


# **A survey of single-handed care initiatives and double handed homecare reviews in English Adult Social Care**

8<sup>th</sup> February 2023

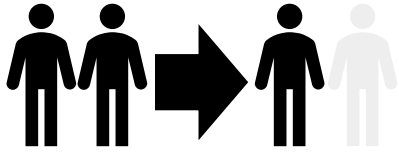
Dr Phillip Whitehead & Dr Leigh Rooney  
On behalf of the double handed homecare research team



## Background – Single-handed care

- Moving and handling
  - Advanced equipment
  - New techniques
  - A different approach to risk [?]
- Each package reviewed = 2.5 care hours per week saved; £1 invested = £2.41 returned (Agnew, 2019)
- Reductions between 25% and 44% from double to single-handed homecare across the three local authority case study sites (Phillips et al., 2014).
- Lack of 'evidence'

- Agnew, L. (2019). A Social Return on Investment Analysis and Report on the Double Handed Package of Care Review Project for Thurrock Social Service. Retrieved 26/01/22 from: [https://www.inclusion.me.uk/files/Inclusion.me\\_Double\\_handed\\_package\\_of\\_care\\_review\\_final3.docx](https://www.inclusion.me.uk/files/Inclusion.me_Double_handed_package_of_care_review_final3.docx)
- Phillips, J., Mellson, J., & Richardson, N. (2014). *It takes two?: exploring the manual handling myth*. University of Salford.



# The Project

## Aim 3

To co-produce and test recommendations for 'best-practice' with key stakeholders.

## Aim 2

To explore service user and practitioner experiences.

## Aim 1

To identify, describe and evaluate current processes in local authorities.

## Phase 3

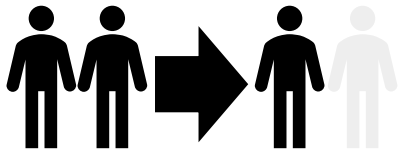
Nominal group technique and feasibility testing.

## Phase 2

Interviews with key stakeholders.

## Phase 1

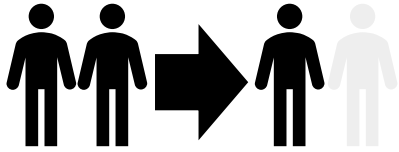
A national survey of all local authorities in England.



## Survey Method

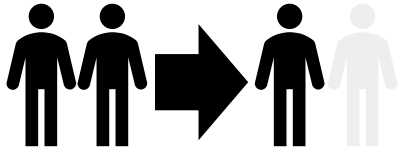
- Developed questionnaire with input from research team and working group
- Contacted local authorities prospectively
- Online Surveys - sent via email
- Analysis using Online Surveys, Microsoft Excel and Thematic Analysis (Nvivo).

Whitehead, P.J., Rooney, L., Adams-Thomas, J., Bailey, C., Greenup, M., Southall, C., Raffle, A., Rapley, T. and Whittington, S., 2022. 'Single-handed care' initiatives and reviews of double-handed homecare packages: A survey of practices in English local authorities with adult social care responsibilities. *Health & Social Care in the Community*, 30(6), pp.e5560-e5569.



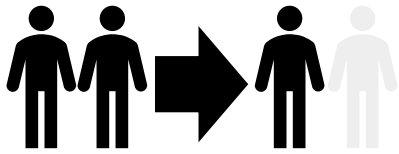
## Results – Responses

- Seventy-six questionnaires returned (~ 50% response rate)
  - Fifty-five (72%) single-tier
  - Twenty-one (28%) upper of two tiers
- Seventy (92%) carried out reviews
  - Thirty-one (44%) single-handed care project
  - Twenty-two (31%) combined with other review processes
  - Thirteen (19%) standalone reviews



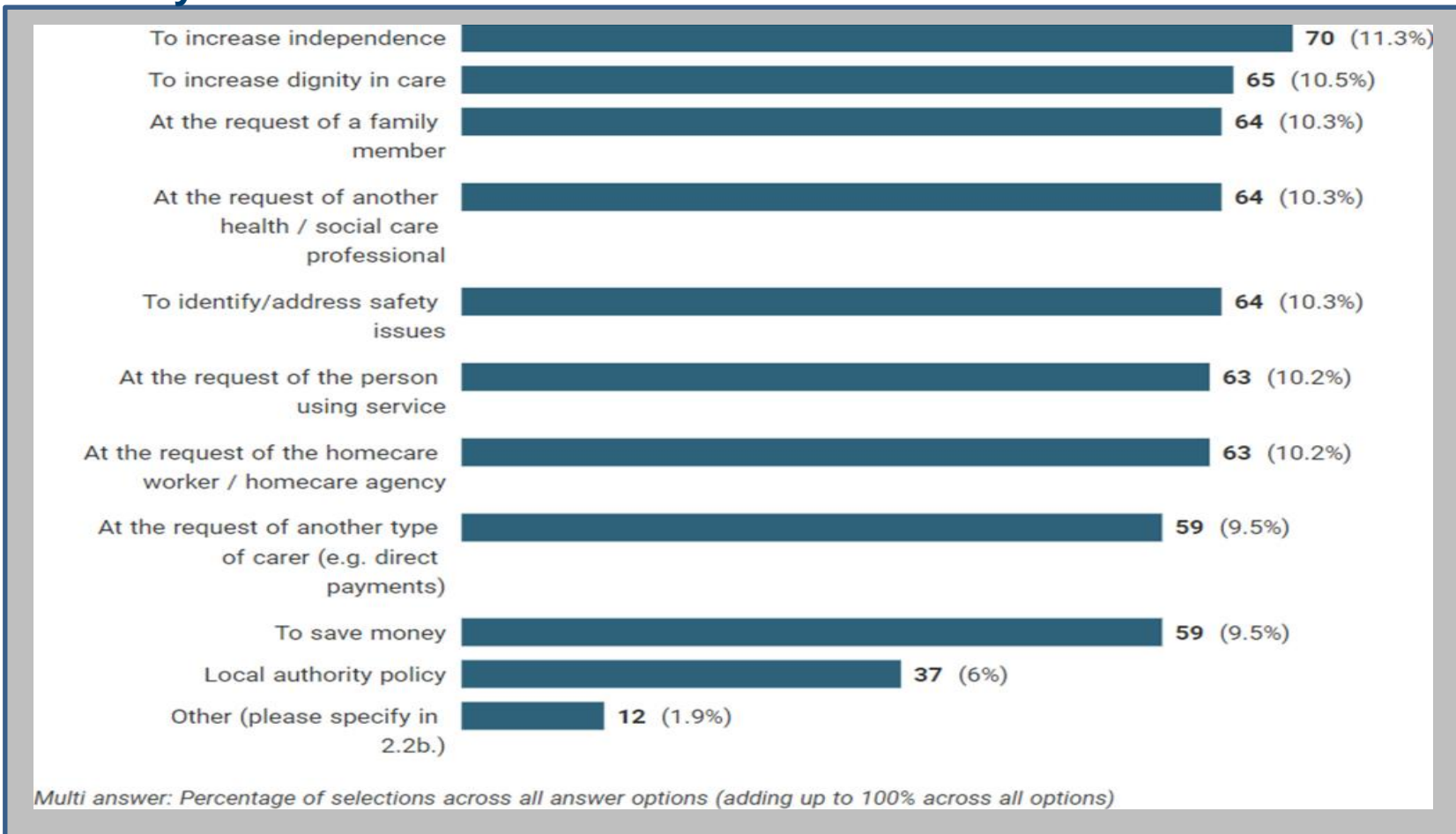
## Results – Number of reviews completed (2019)

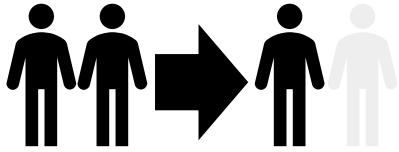
- Fifty-three authorities gave figures (19 actuals, 34 estimates)
- 12,129 reviews completed
- Median 141 (IQR 45-280)
- Range 2 to 2000
- 69% of authorities said this year was typical



## Results – Reasons for reviews

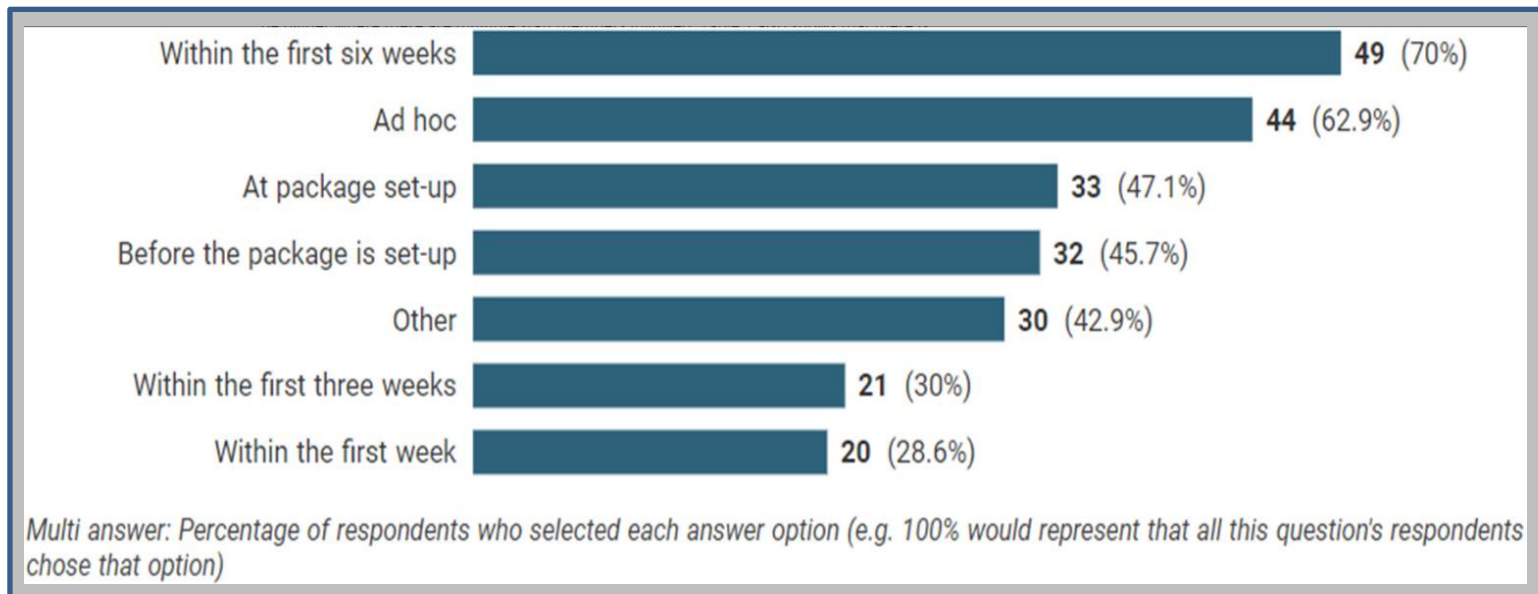
Why are double handed homecare reviews completed within this authority?



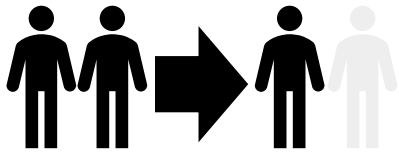


## Results – Timepoint for completion

At what timepoint in the person's episode of care are reviews completed?



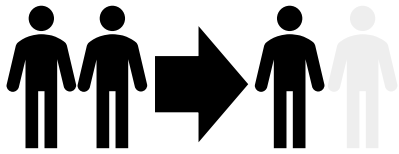




## Results – Time spent on reviews

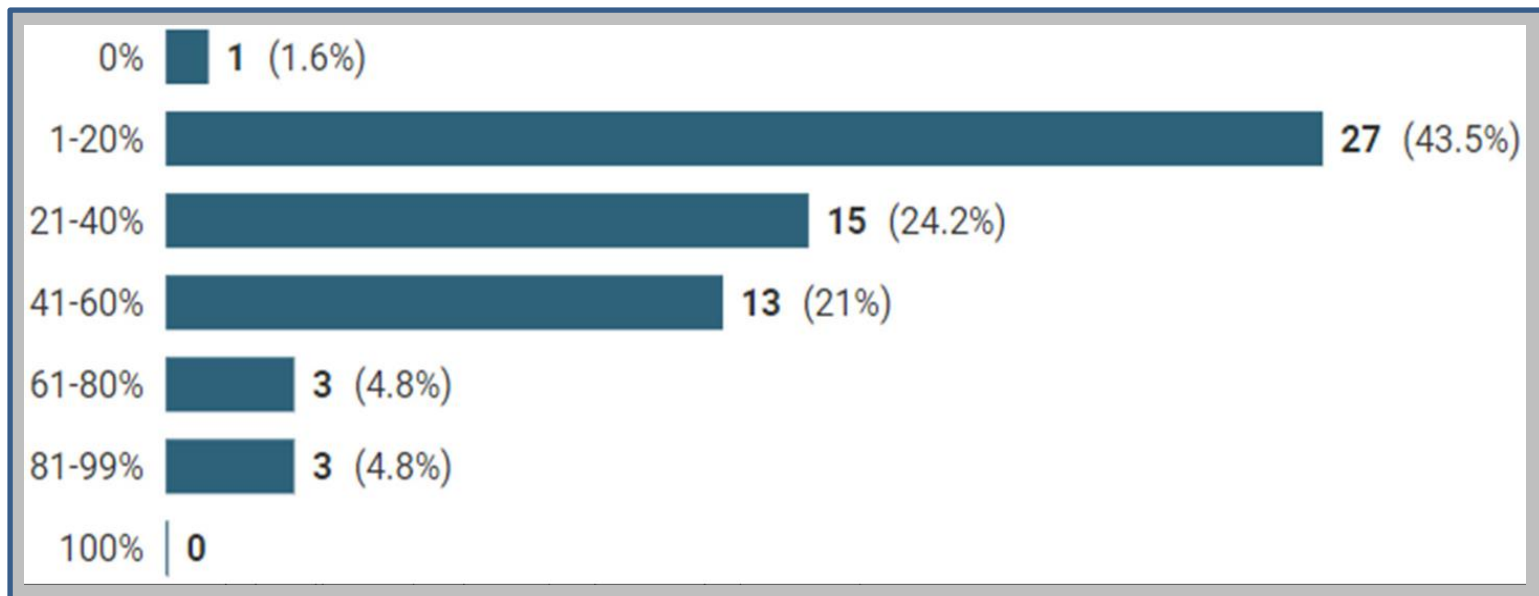
How much time is spent on various aspects of the review process?

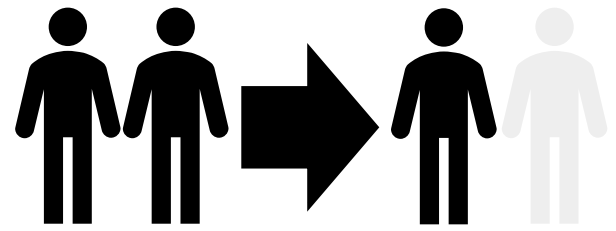
	Median	IQR	Range
Number of visits per review	3	2-4	1-13
Time spent organising (mins)	60	30-120	12-1800
Time per visit (mins)	60	60-81	30-180
Time spent completing documentation (mins)	180	105-260	12-1800
Travel time per visit	40	25-60	10-120
<b>TOTAL</b>	<b>540 MINS (average)</b>		



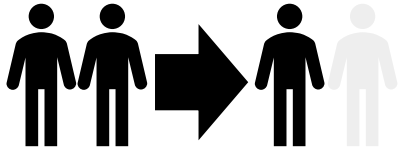
## Results – Outcomes of Reviews

What percentage of homecare packages are wholly or partially reduced to single-handed care following the review?





**Leigh**

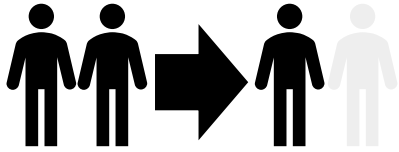


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## Qualitative findings

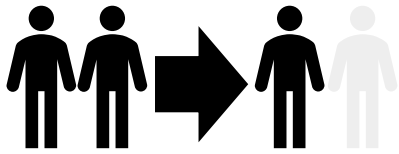
- Free text responses
- Typically open-ended questions
- Thematic analysis





## Local authorities' take on... *their 'single handed care projects'*

- **Exploratory**
- Aim: to **reduce and avoid** double-handed care
- **Justified** in terms of
  - (1) money savings
  - (2) improved quality of life
    - “dignity”
    - “privacy”
    - “choice”
    - “control”
    - “personalised”
  - (3) increased care worker capacity



## Local authorities' take on... *their policies and procedures for DHH reviews*

- May **not be formalised** in policy but still ‘best practice’

“considered best practice”

“culture of practice”

[k]eeping momentum/awareness going [...] because there are so many people involved & when people are involved things get (unfortunately) forgotten”

- **Safe**

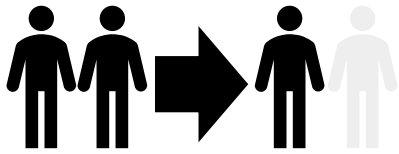
“[social workers] remain risk averse”

“we [are] still challenging some care provides as they [are] still set in old ways and sometimes refuse to provide care if 2 carers [are] not provided even [if] it’s safe”

- **Staff working together**

– Ideal vs reality

“intra and interprofessional working and ongoing promotion of this approach is essential to sustain this workstream in the long run”



## Local authorities' take on... *how review outcomes are agreed*

- **Interaction** between stakeholders
  - people receiving care, family members, OTs, social workers, homecare staff

“discussion”

“conversation”

“negotiation”

“collaboration”

“consultation”

- **Equality**

“partnership”

“jointly”

– BUT active staff vs. passive citizens

“[t]he therapists liaise with family”

“[w]e consult with them”

Active voice

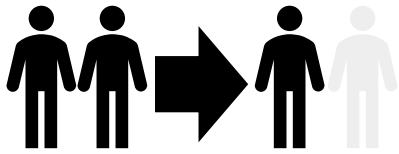
Passive voice

“[we] find[...] out their thought[s]”

“[LAs] helping them to understand”

- **Conflict**

“[with] established care packages it is not uncommon to see conflict of opinion”



**Local authorities' take on... *what happens if there is a difference of opinion between stakeholders.***

- **Further interaction** between stakeholders

“we would discuss further”

“seek to reach agreement through negotiation”

“[m]ore joint visits/meetings/case conference[s]”

- **Use evidence**

“[M&H risk assessment] will have the last say”

“[in the o]pen discussion process to allow debate and compromise [...] evidence is key to the process”

– democratic forum vs. dictatorship of evidence

- **Involve additional people**

“[e]scalating to management”

- **Trial period**

“to test out”

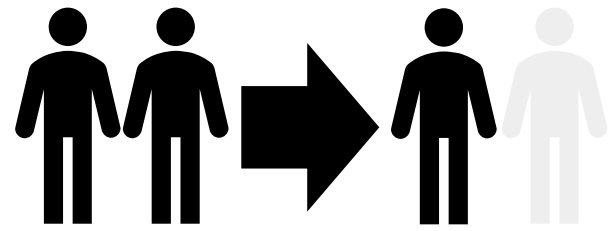
“to evidence the new package meets the needs”

- **Adjustment procedures**

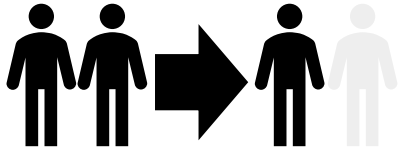
building “confidence”

- **Termination procedures** (*or threat of*)





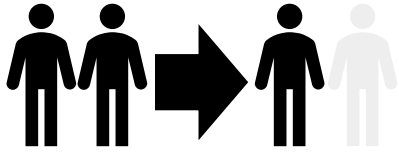
**Phillip**



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## Discussion

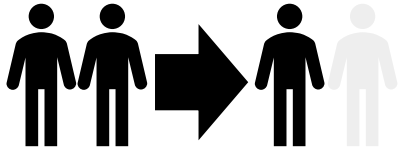
- This is a common practice in adult social care
- Planned to increase
- Large amount of staff time
- At least 80% of packages remained double, in nearly half of local authorities
- Some tensions / differences between local authorities and homecare providers



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## Still to come...

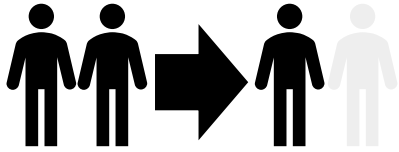
- Document analysis
  - Rooney, L., Rapley, T., Whitehead, PJ. (2023) Normative puzzles for local government: Managing the introduction of single-handed care in England *Sociology of Health and Illness* Online ahead of print <https://doi.org/10.1111/1467-9566.13618>
- Interview findings
  - In preparation
- Feasibility findings
  - In preparation



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## Next steps...

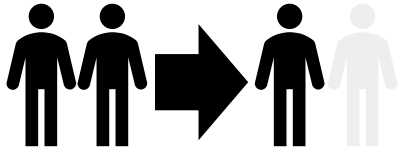
- Controlled before and after study
  - Development and evaluation of the best practice recommendations
- Observational study



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## Acknowledgement and Disclaimer

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# THANK YOU!

Double Handed Homecare Research Team (Jane Adams-Thomas, Catherine Bailey, Marie Greenup, Anne Raffle, Tim Rapley, Carole Southall, Stephanie Whittington), working group, Collaborating Sites, Participants and their supporters

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