

Study about trying to get adult social care in England and Wales

What the study is and how to let people know about it

What is this about?

We are asking for your help finding people who can take part in our research.

Research in Practice is helping the Equality and Human Rights Commission (EHRC) find out how people try to get the right social care and support from the local council. We want to talk to people who have or wanted to **challenge social care decisions** – whether they did challenge, tried to challenge but did not or decided not to challenge.

The EHRC is an independent public organisation that works to protect people's rights to fairness, dignity and respect. See more about it: www.equalityhumanrights.com

Research in Practice does studies to find out how to make social care better. See our work www.researchinpractice.org.uk or email evaluation@researchinpractice.org.uk

What do you want us to do?

For this study we are speaking to people in England and Wales who are:

- Older people (aged 60 or over) and Disabled people (aged 18 or over)
- Unpaid carers of older or disabled people (aged 18 or over)

We need to talk to people about trying to challenge decisions around:

- Assessment of care or support needs
- How or where care or support needs will be met
- Changes to care or support needs identified by the council or to their package
- Some other decisions (but not on healthcare or which council is responsible) – we can advise which decisions would be appropriate so please email to check

It is important that they have experience of trying to challenge their local authority's decisions about social care and support, any time since 2018. They may have been successful, may still be challenging or may not have chosen to or been able to do so.

We are **asking you to tell people** in these categories about the study. You can tell anyone who is suitable, including people who use your service, staff and volunteers. We will be able to give people a £30 Love2Shop shopping voucher if they take part. We can also give a £30 voucher to someone else who supports them in taking part.

We would ask you to use the information below to outline what taking part will involve – and if people are interested, then we would appreciate it if you could:

- Make clear that it is **voluntary** and **will have no link** with your organisation;
- Help them to understand the information and support them to reply if needed;
- Help us to find the best way and time to talk with them, by emailing us to say if people are interested and we can call you to discuss and make arrangements
- **Please get people's permission to discuss them and please do not share details or contact information by email, we will take this only by phone.**

Key questions people may ask about the study are below but just email us at evaluation@researchinpractice.org.uk to ask anything else or to discuss this.

Key information for people who could take part

What is the study about?

We want to ask what happened when people needed to get social care and support from the local council – and wanted the local council to change the decisions that it made about this.

We want to ask what happened, what went well and what did not. We want to talk to people who **got what they wanted** and who **did not** and people who **did not try** or are **still trying**.

You can take part by talking to us. You do not have to take part. If you choose to take part, you can even change your mind later. People who take part get a £30 ‘thank you’ voucher.

The study will not use any names or anything else that shows who talked to us.

What happens if I take part?

We will find a time that suits you to talk. We can talk by phone, online or meet somewhere good for you. You can have someone with you if you want. We can make the adjustments you need or can use an interpreter if that is helpful and we can pay your local transport costs.

We will talk for about an hour but can be quicker or longer if you want. You can take breaks, skip questions and finish when you want. After talking, you can still take your information out of the study if you want to; just let us know before February 2022 by contacting our team.

It helps us to record the discussion but you can decide at the time if you agree or not to this.

What do you want to know?

We want to ask what happened when people needed to get social care and support, such as:

- Did you want to start getting care or support or change what you were getting?
- What worked well and what did not?
- Did you get what you wanted?
- Did anyone help you with trying to get what you wanted?
- What do you think would make it easier to get care or support?

Will anyone know if I take part?

No. No-one else will know who takes part. We will not use names or any other details that shows who takes part – even if we use your words. We will not tell anyone what you say unless it seems someone is at risk, when we may have to tell a professional.

Will my information be safe?

Yes. All our research follows the law that protects personal information (called ‘data’). Your information will be kept within the study team and safely deleted three months after the study has been reported. There is more about this in our Privacy Notice. You can contact the study team to ask what personal information we hold about you.

What will happen to the study?

We will write a report about it. Our report will be for the [EHRC’s Inquiry](#) into how older and disabled adults and unpaid carers challenge local council decisions about social care and support in England and Wales. The EHRC will publish its full inquiry report on its [website](#).

How do I take part?

If people want to take part, they can sign the consent form. Someone can help them with this and say who has signed it. It can be emailed to evaluation@researchinpractice.org.uk or posted to EHRC Study Team, Research in Practice, The Granary, Dartington Hall, Totnes, Devon, TQ9 6EE. The person can include their contact details so we can arrange to talk.

If they give you permission you can tell us when and how is best to talk with them.