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Technoleg Iechyd Cymru
Health Technology Wales

Health Technology Wales's support for social care topics

Findings from an engagement workshop

16 and 17 June 2021





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About SCIE

The Social Care Institute for Excellence improves the lives of people of all ages by co-producing, sharing, and supporting the use of the best available knowledge and evidence about what works in practice. We are a leading improvement support agency and an independent charity working with organisations that support adults, families and children across the UK. We also work closely with related services such as health care and housing.

We improve the quality of care and support services for adults and children by:

- identifying and sharing knowledge about what works and what's new
- supporting people who plan, commission, deliver and use services to put that knowledge into practice
- informing, influencing and inspiring the direction of future practice and policy.



Technoleg Iechyd Cymru
Health Technology Wales

About Health Technology Wales

Health Technology Wales (HTW) is a national Health Technology Assessment (HTA) organisation. Established in 2017, HTW delivers a strategic approach to the identification, appraisal and adoption of non-medicine health technologies into health and social care settings. Its remit covers any health technology that isn't a medicine, including (but not limited to); medical devices, surgical procedures, psychological therapies, tele-monitoring and rehabilitation. HTW is funded by Welsh Government and hosted within NHS Wales, but independent of both.

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1. Useful acronyms

Throughout this report we have included acronyms to abbreviate frequently used organisation names or phrases, below is a list for reference of those acronyms.

- HTW - Health Technology Wales
- SCIE – The Social Care Institute for Excellence
- START (STrAtegies for RelaTives) a manual-based coping strategy programme in promoting the mental health of carers of people with dementia
- UCL – University College London
- Health Technology Assessment (HTA)

2. Summary

Based on insights from the engagement sessions, we have been able to identify some overarching themes that were reflected throughout, as well as key considerations for HTW to take forward as they look to better engage with and receive more submissions from social care

From the feedback that we received, we were able to identify three themes:

i. Language and terminology

More inclusive language would remove a lot of the barriers to access for social care- 'it's not just technology and it's not just health'

More strengths based – reorienting the focus from outcomes based on problems to strengths-based outcomes (less focused on problems or 'conditions' and more on supporting people to live more independent, healthy lives).

ii. Co-production and engagement

There were a number of questions raised about co-production and the way that HTW works with people who will be benefiting from the interventions/ improvements - is HTW being strengths based? Is HTW being co-productive? Is the HTW website co-produced? Is the process co-produced? What is the role of people who use social care and carers?

The process was said to feel quite 'one way,' and it was felt that there could be more of a two-way dialogue between HTW and the person considering submitting a topic form at an earlier stage.

The group raised the issue of people not feeling empowered to get involved in these types of activities, particularly those in frontline roles, carers or those who use care services.

During the workshop there were questions about the type of support that would be provided after completion and submission of the form to refer a topic to HTW for consideration.

iii. Evidence

The level and quality of evidence in social care is a theme that came up frequently: what is it, what is required in terms of the data and quality?

What is the role of HTW in encouraging new and innovative approaches that are not part of the status quo? There are lots of instances of good and/or innovative practice that doesn't get picked up.

There were questions around measurable outcomes; it was felt that greater clarity is needed about what is being measured and why and what is meant by outcomes (particularly in relation to service delivery models). There were concerns that the issue of and understanding around the term 'evidence' may limit the number of people who engage with the process

Does HTW have a role in helping people to get to a place where they can build evidence?

Key suggestions

Based on this summary feedback we have been able to produce a set of key suggestions for HTW to consider

- Review the language used on the HTW website and the topic proposal form against some of the issues raised during the workshop, in particular, using plain English and ensuring the words and labels that we use are applicable in both health and social care; more inclusive language would remove a lot of the barriers to access for social care
- Consider whether there is a need to update branding including the name of HTW to include care and to focus more clearly on interventions or outcomes rather than technology. Suggestions included, 'Health and Care Innovation Wales' and participants queried whether HTW should have a strap line?
- Create an easy read version of the topic submission form
- Review and update language to be more strengths based with a focus on wellness and wellbeing. (Strengths-based approaches focus on individuals' strengths (including personal strengths and social and community networks) and not on their deficits. Strengths-based practice is holistic and multidisciplinary and works with the individual to promote their wellbeing. It is outcomes led and not services led.)
- Articulate more clearly the role of people who use social care and carers in the process
- Further explain HTW's role in encouraging and supporting innovation before the point at which an intervention is submitted for review
- Provide clarity about the type and level of support provided by HTW once a topic has been submitted
- Ensure that the type and level of evidence required is not a barrier to people submitting effective and innovative examples of social care practice

- Improve the accessibility of the HTW website e.g. the contrast between the white text on a dark background

3. Introduction

During what continues to be a challenging time for social care, there is a need for new and innovative approaches to the way that care and support is designed and accessed. Funded by Welsh Government and hosted within NHS Wales, Health Technology Wales (HTW) is an independent, national body working to improve the quality of care in Wales. Their appraisals support evidence-informed decision-making and inform commissioning by health and care services.

Anyone with an interest in care quality is able to suggest a 'topic' for appraisal by HTW. Topics can include any non-medicine health technology, such as medical devices, diagnostics, procedures, models of care, and person-led interventions provided by health professionals and care practitioners. HTW then prioritises topic suggestions and conducts rapid appraisals of evidence related to appropriate health technologies. National guidance is then prepared for care services advising on the evidence to support the use of technologies. The status of HTW guidance is 'adopt or justify'. There is an expectation from Welsh Government that HTW guidance is implemented with adoption regularly audited by HTW.

While the remit of HTW covers both health and social care, topics proposed to date have predominantly focused on health care. Social Care Wales and HTW are working together to change this, to support more integrated health and care systems and interventions and to promote key priorities such as wellbeing, prevention and the role of carers.

As part of these discussions, HTW and Social Care Wales asked the Social Care Institute for Excellence (SCIE) to engage a range of stakeholders with social care experience to discuss, review and agree a set of suggestions to improve HTW's current processes and make them more accessible from a social care perspective.

4. Our approach

Broadly, our approach was to:

- Review and understand the social care policy landscape
- Review a recent application related to a social care-based intervention -START (STrategies for RelaTives) a manual-based coping strategy programme in promoting the mental health of carers of people with dementia
- Map the current HTW topic submission process and identify challenges and opportunities to integrate more closely with social care
- Agree a set of suggestions to take forward

The workshop

As part of this engagement, the partners co-designed and facilitated a practical workshop. The agenda for the workshop is included in appendix i. Workshop participants included a range of stakeholders including unpaid carers and colleagues working across social care. A live case study was used as the basis to review the HTW website and topic submission process, to better understand how the look and feel, the terminology used and navigation of these elements impact social care engagement with HTW processes. The workshop was delivered online via Zoom, with support made available to those with access requirements and was scheduled over two half days.

There were 17 participants with a range of social care experience and perspectives represented including, unpaid carers, frontline care staff and care providers, commissioners and policy leads:

- Unpaid carers: 3
- Registered care providers: 5
- Commissioner/ local authority: 3
- National policy and practice: 6

In addition, there were nine people attending as facilitators and presenters. The workshop was chaired by Kathryn Smith, Chief Executive, SCIE.

The sessions were developed to be as interactive as possible, with the aim of supporting participants to have a clear understanding of the objectives of the workshop and of the role of HTW, providing multiple opportunities to feedback and share perspectives and insights. To achieve this, we designed a range of interactive elements, including:

- Icebreaker and networking opportunities
- Breakout rooms
- Whole group discussion and feedback
- Presentations
- Case studies
- Q&A

The agenda is included at the back of this report. We ensured that the workshop sessions were well supported with several facilitators to support and capture the discussions. This meant we were able to benefit from high levels of engagement that produced constructive and in-depth feedback.

5. Activity 1: Introducing the START case study

To provide context and a point of reference throughout the workshop, Social Care Wales and SCIE wanted to identify a relevant care-based intervention that participants could have in mind when thinking about HTW processes and how and why somebody might submit a topic for review. We selected **STrAtegies for RelaTives (START)**, an intervention that has been referred to HTW and is currently progressing through the review process.

What is START?

STrAtegies for RelaTives (START): a manual-based coping strategy programme in promoting the mental health of carers of people with dementia. It aims to reduce depression and anxiety in carers of people with dementia, in part by providing carers with an eight-week programme of individual psychological therapy sessions.

Why START?

- START supports a more integrated approach to health and care systems. The intervention have previously been delivered by psychology graduates and supervised by clinical psychologists but can be delivered by anybody with the right skills, it can be delivered in primary care, tertiary care and voluntary settings
- There are 370,000 unpaid carers in Wales- the need to identify new and innovative approaches to supporting those individuals is a national priority
- START: Strategies for Relatives had already been suggested as a topic for the HTW evaluation and appraisal process. It is a 'real-life' case study that has been tested against the topic submission form and one where facilitators could share their experience of working with the current systems and processes
- There is good quality evidence available for the START intervention e.g. it has been evaluated in a randomised controlled trial. The evidence suggests that the START programme helps reduce depression in people caring for a person with dementia and that it is a cost-effective intervention

At the workshop Gill Livingston, Professor of Psychiatry of Older People at UCL and consultant psychiatrist (one of the people behind the development of START) and Dr Holly Williams, Counselling Psychologist, Swansea Bay introduced the START intervention and discussed how it could apply in communities in Wales like Swansea Bay. They then took questions from the workshop participants for them to find out more and better understand how it was developed, how it works and gave examples of it being applied in practice.

Key points from the discussion:

- The intervention was developed by looking at the coping strategies of people caring for someone with dementia and trying to understand which techniques and strategies helped to improve key outcomes for carers
- Training and supervision was noted to be key to the success of START; making sure that those delivering the intervention are well supported and supervised (by a clinician). Peer and group-based supervision works well
- All training materials have been made available online and can be tailored to the local settings and context
- A key benefit is that the approach supports carer's to focus on their own wellbeing
- Subsequent smaller trials have shown similar results as the first, large scale trial.
- The structure of START is co-produced to make it work best in context
- START is a very practical intervention and tailored towards individuals
- Who is offered the intervention often depends on resources available and how services are commissioned locally

6. Activity 2: Reviewing the HTW website

To best understand how people with social care experience engage with HTW from the point at which they make contact through to submitting a topic, we wanted to understand how people find and navigate the website and what impact this has on their ongoing engagement?

Using their knowledge and experience of social care, we asked participants to review the HTW website, thinking about both the process of reaching the site from a search engine and navigating around the website.

Searching for the HTW website and topic proposal page

Having learned about the START intervention we asked participants to imagine that they would like it to be rolled out in their local area. Starting from a search engine, they were asked to think about whether

- they would be aware of HTW in this context
- they would know what to search for
- based on their search, the HTW website comes up in the results

General reflections

Participants questioned what might actually trigger someone to start looking for the HTW site.

People said they often don't see the value in doing 'something like this' and perceived themselves as being more involved in the delivery of care or support rather than having a role in getting new approaches appraised. They wanted to understand what HTW's wider role is in empowering people to feel that they have a part to play in this process.

People also said they wouldn't know to look for the site to find out about dementia (as in the case of START) and that it might be beneficial to ask other organisations or services to link or signpost to HTW (for example, via Community Navigators). Suggested organisations that could help signpost to HTW include:

- Social Care Wales
- Age Connect
- British Red Cross
- Alzheimer's Society

There was also the suggestion of collaborating even more closely with organisations or websites that are closer to social care, so that people are able to access the form and submit a topic directly through these organisation's sites.

Navigating from a search page to the website

While some groups found the HTW site straight away, others used a range of search terms, decided upon within their groups, with varying degrees of success. The terms they tried included:

- Tech support for carers
- Tech support for carers in Wales
- Online help for carers Wales
- Tech intervention for carers Wales (HTW comes up in top three search results)
- Tech intervention for dementia Wales (HTW comes up top of search results)

Although some of these search terms were more effective than others, it was felt that words like 'intervention' were too 'jargony' and might not be used in reality. The group also agreed that it is important to consider which pages people land on the site.

Summary of feedback:

The target audience would be unlikely to associate the name HTW with social care interventions, if they were looking for the type of intervention provided by START, they would be more likely to search for terms such as 'support for carers' or 'carer support'.

In the next part of the workshop, participants considered the following three themes regarding the HTW website:

- Accessibility
- Layout and look and feel
- Language and terminology

Participants were split into three smaller break-out rooms which each focused on one of these themes. They were also asked to think about what they liked about the site and whether there were any barriers to them engaging with it.

Accessibility

The first group of participants were given the following explanation of accessibility in relation to a website:

Making a website accessible means making sure it can be used by as many people as possible, making website content and design clear and simple enough so that most people can use it without needing to adapt it, while supporting those who do need to adapt things.

We then posed the following questions:

- Is it possible to navigate just using a keyboard (without a mouse)?
- Would the webpages work with a screen reader (clear headings, pages have good titles, images have a description)?
- Does the link text used clearly explain where any links will take the user?
- Does the colour contrast ensure that text is easy to read?
- Check that any videos or audio content are clearly described so that users who cannot hear them can still access the information and that there are transcripts for the audio description
- Where there are graphs and tables, is the information displayed described in text form?
- Is content usable when zoomed in or magnified?

- Pop-ups or flashing images can be very distracting. Can users disable or dismiss these elements easily?

Summary of feedback:

The Accessibility Statement (searchable through a link on the homepage) was very helpful in understanding what actions have been taken to make the site accessible (although it was not always clear how the user can employ them) and, importantly, acknowledgement of what aspects of the site are not currently fully accessible. It was also helpful to know when and how the site was last tested for accessibility.

Key points for consideration:

- The colour contrast between the white text and darker background on page headers should be reviewed as a priority
- It is not always clear whether links will take you away from the HTW website, so site users might lose track of where they are or what website they are on

Layout and look and feel

We asked the second group to start with the [homepage](#) and think about the look and feel of the website, in particular:

- Can you clearly and quickly get a sense of the HTW site layout
- Can you see any calls to action on the Homepage: How many? Are they clearly visible?
- From the home page, can you search to find the name of a topic that went through the appraisal process and received HTW Guidance in February 2018?
- From the home page can you find the general enquiry form?
- Can you find the button needed to translate the website to Welsh?

Summary of feedback:

This group agreed that the layout was generally helpful and the calls to action were clear but that the 'suggest a topic' button could be more prominent. Rather than lots of information about the interventions on the homepage it might be better to include a simple sense of what HTW does. When landing on the homepage, finding out more about HTW was the primary interest to the user rather than updates on topics.

Some felt that there was too much information and text on the homepage and that this could be overwhelming, it was not always clear where to 'click'. Another participant commented that 'the site had a feel of being about 'robotics' and would not expect to find information about something like START on this website.' People also said that the site looks like it is speaking to a professional audience and not public facing.

Participants agreed that it was quite straightforward to find the general enquiry form and the button needed to translate the website to Welsh, although participants suggested making the language preference option more obvious.

Different users have different preferences, which means there should be more than one way of accessing content. The most common ways of doing this include:

- offering a search bar
- publishing a site map
- offering navigation categories that break up the content by theme

It was agreed that the HTW site is currently offering more than one of these options to reach the Suggest a topic page. However, it was felt that visitors have to know what they are searching for and navigating as a novice (whether professional or not) was problematic – more visual clues would be helpful. Carers in particular were identified as not always having sufficient time to try and navigate websites for information or support

Key points for consideration:

- Having alternative ways to group / review topics would be useful. Search functionality on topics that have been through the appraisal process could be improved through better filter options and greater functionality.
- Ensuring the year of publication is included on the guidance would be very helpful from a practical point of view
- The plain language summary box is very helpful – could this be moved to the top of the page
- 'Suggest a topic' button could be more prominent
- The colour pallet is a bit dark– could this be altered
- The webpages, in particular the homepage is very text heavy, not great for visual people
- Think about the audience, is this professional facing only?

Language and terminology

We asked the third group to start with the [Suggest a topic page](#) and think about the language and terminology used on the website, in particular:

- Flag any language or terms that do not make sense or need clarification (are you able to find clarifications easily on the site?)
- How long did it take you to work your way through the 'Suggest a topic section' up until the beginning of the form?
- Having read the 'suggest a topic' section can you describe the information and processes to somebody who has not visited the site?
- Having read the suggest a topic page, do you know what will happen after you have submitted the form?

Summary of feedback:

There is a lot of information to read to find out what HTW does, could this be simplified?

Overall, there was a sense that the language was not engaging for people with social care experience, the word 'health' was used frequently with far fewer references to 'care' and that words like 'appraisal' can be off-putting.

The definition of a 'technology' could be more prominent and more 'social care friendly', participants felt that it is currently described in medical terms. There was some discussion as to whether there could be more specific examples of who HTW are looking to speak to, including roles rather than just sectors. A participant suggested that instead of "Anyone can suggest" use "We want to hear from..." as a more engaging phrasing. HTW need to be clear about what is expected from a topic submission by way of evidence – is it evidence-based practice or practice-based evidence? What is the balance and what is the level of evidence required?

Key points for consideration:

- References to patient, carers and public could be more prominent
- Explain that where carers are mentioned, this is unpaid?
- Be clear that all submissions are published
- Think about labels, for example, clinicians = health, practitioner = care
- Should HTW have a strap line?
- Why not Health and Care Technology Wales?

The video

Participants also watched the [video](#) displayed on the website that provides an explanation as to who HTW are and the process for submitting a topic for review and were given the following prompts

- Is there anything that you would change or anything missing from this video?
- Having watched the video, do you know what will happen after you have submitted the form?

Responses included:

'It is great to have a visual format to better understand the process'

'The video is good but fast paced'

'It looks great, very well produced'

'Subtitles really help but does this also offer Welsh language transcription of the video'

7. Activity 3: Reviewing the topic submission form

Having heard about how people with social care experience engage and interact with HTW from an initial search through to navigating the website, we also wanted to get their feedback and perspective on the process of completing a topic submission form.

As with the previous day we asked participants to think about the following three themes:

- Accessibility
- Layout and look and feel
- Language and terminology

This time we wanted to understand from a social care perspective, what people felt worked well about the topic submission form and what challenges or barriers they experienced.

Accessibility

Using the same principles to describe accessibility, we asked participants to think about the accessibility of the topic submission form and posed the following questions for them to consider when reviewing the form itself:

- Are the form's fields marked up appropriately so that they can be picked up as fields by a screen reader?
- Is it clear what information users need to provide?
- Do you think the colour contrast of the text on in the fields is accessible?
- Do users get a warning before they're timed out
- Is it possible to navigate and complete the form just using a keyboard (without a mouse)?
- Does the form behave as expected when accessing via a tablet or phone?
- Is the form usable when zoomed in or magnified?

Summary of feedback:

The group felt that the form was largely accessible from a technical point of view, although it might be helpful to offer an alternative option to completing the online form for those who are not able to access it fully.

The option to work with a colleague from HTW to complete a topic submission was flagged as being an alternative option to the user completing the form

The group felt that the colour contrast might be an issue for people with visual impairments, this reflected similar feedback received when reviewing the site as a whole

There was a query as to whether the form has been checked for people with dyslexia

The print size is small as a default and it was not immediately obvious how to make the text bigger

The aids that help users to understand their progress through the form (including page numbers) was helpful

Could the explanation of the error be more visible, this is currently in small text below the field in which the error has occurred

Key points for consideration:

- Provide the option to submit a topic via email rather than an online form
- Include a link to an easy read format of the form
- Review colour contrast both for the form and more widely for the site as a whole

Layout and look and feel

Looking at the form we asked participants to consider the following questions:

- Overall, is the form well laid out and clear?
- Is it easy to navigate forwards and backwards through the form?
- Are the error messages helpful?
- When starting to complete the form do you have a good understanding of the process, what is required and how long it might take? Do you know, from the website, how many pages long the form is?
- Can users review their answers before submitting a form?
- Is it possible to save progress?
- Is there any additional support or features that would help to navigate and complete the form?

Summary of feedback:

It was felt that the form is easier to navigate for professionals than for carers or people who use social care services.

The error message received when not populating a field is clear and helpful

Numbers at the top of the page are helpful for understanding progress through the form

'If you would like to complete the rest of the form later then click here to generate a link' could be more prominent

Key points for consideration:

- Generally, it was felt the form was easy to use
- A FAQ section would be a useful addition

Language and terminology

To understand whether the terminology and language used on the form was engaging and accessible to a social care audience we asked the group to provide feedback on the following;

- Thinking about the START intervention, we asked the group to review each question and consider whether they have a clear understanding of what is being asked for and how they might respond.
- We also asked them to think about whether the language and terminology used reflects their role in and/or experience of social care? Are there words or phrases that they thought could be changed
- Was it clear what pages on the site they could use to provide additional information?
- We wanted to know whether the group was clear what the outcome would be once they had completed the form

Summary of feedback:

The issue of language and terminology was perceived to be the priority area where changes could be made to make the process of submitting a topic for review by HTW, more engaging and accessible to social care. There was some discussion as to whether this issue could be addressed by producing two forms, one for health and one for care, although this was not a view shared by all.

The general feedback was that the language is very health focused, including terms like 'patient' and 'disease' that are not applicable to social care. The extent to which the language is health focused was identified as a risk that could mean that social care interventions are not considered to be suitable or relevant to what HTW are looking for and people are leaving the site rather than proceeding with their topic submission.

It was noted that there are 221 search results for the word 'health' on the site compared with 103 results for 'care'. Linked to this issue, feedback suggested that people with lived experience would assume that the process was only intended for people in a professional health and care role and would not see themselves as having a role in the process. One participant commented, 'the questions are too academically based and don't empower carers, family members or people who use care services.'

Colleagues from health that are based in social care/ community settings may also be disengaged by the language used on the form

In reviewing the form and the site there was the suggestions that participants felt particular words could be changed or reconsidered.

- The term 'technology' was a particular point of confusion throughout the workshop. Many felt this word alone was enough to deter individuals from a social care background in submitting an application.
- The word 'intervention' or 'improvement' could be used in place of 'technology.' The word 'pathway' was also raised as an example of being health focused and there was some discussion of social care pathways and what those might mean in this context.
- The word 'social' does not appear prominently on the site or the form. Could there be more reference to interventions that exist in community settings, including a person's home

Given the role of social care in people's lives compared with healthcare, there were concerns that HTW would be looking for interventions that addressed medical conditions and were more easily measured in their cost effectiveness than quality of life (including impact on carers and families). The following question was identified as needing to be reworded to better reflect roles and outcomes; 'Please describe the patient condition or disease to be diagnosed, managed or treated.'

The question of 'how the non-medicine health technology fits into the existing diagnostic, treatment or care pathway' is not an inclusive question and suggests a high threshold that might not be easily evidenced by a social care intervention.

Key points for consideration:

- Review form against plain language principles

- Lots of talk of patients, disease, conditions can be off-putting as they are not terms that apply in social care
- Be more strengths and outcomes based in tone and language, there was general agreement that there could be more of a focus on wellness and wellbeing
- More clarity about what we are asking from people and why – be clear about thresholds
- Some case studies or examples that are based in social care might be helpful

8. Feedback

At the end of the workshop, we asked participants to provide three words that described their experience of attending and taking part in the session, these are shown below:



Further feedback was provided by a form completed shortly after the session. A summary of responses can be found below:

We asked participants to indicate their level of agreement with the following statements about whether the workshop:

Met my expectations- 100% STRONGLY AGREE OR AGREE
Achieved its objectives- 100% STRONGLY AGREE OR AGREE
Was an enjoyable experience- 100% STRONGLY AGREE OR AGREE
Was facilitated effectively- 100% STRONGLY AGREE OR AGREE
Was in an appropriate format- 100% STRONGLY AGREE OR AGREE
Included appropriate resources- 100% STRONGLY AGREE OR AGREE
Is one I would recommend to others- 100% STRONGLY AGREE OR AGREE

Has the potential to make a positive contribution to my work- 100% STRONGLY AGREE OR AGREE

We then asked for more information about what participants thought worked well, could be improved and finally any other comments that they would like to share. Some key quotes have been drawn out below (full copies of the feedback forms were shared with HTW). Five people filled in the form.

What worked well?

'The breakout room and the fantastic facilitators'

'Pace was good. Liked the combination of fairly short presentations, breakout rooms and feedback, to keep energy up.'

'The workshop was friendly and informal and was well facilitated. There was ample time to discuss the innovation (START) and it really helped to have facilitators that were able to capture and feedback to the wider audience. The digital platform worked well, with everyone being directed to breakout sessions and then return to the main discussion. There was consideration of frequent breaks which helped the whole experience move along gently without feeling undue pressure.'

'The format worked really well, and receiving the information in advance was very helpful. I felt the facilitators really aided discussion, and people were very open to hearing our ideas and suggestions.'

'The pace of the session worked well and I appreciated the extra screen breaks – more it's tiring doing these activities on zoom so it was nice that this had been taken into account by the organiser.'

'I was really impressed with the guidance that went out in advance, which was very user-friendly.'

What could we improve?

'There might have been a bit of dissonance between what I expected the workshop to deliver and what was actually discussed'

'The 'jam board' didn't really work and I couldn't follow it, partly because it was too small on a shared screen to read.'

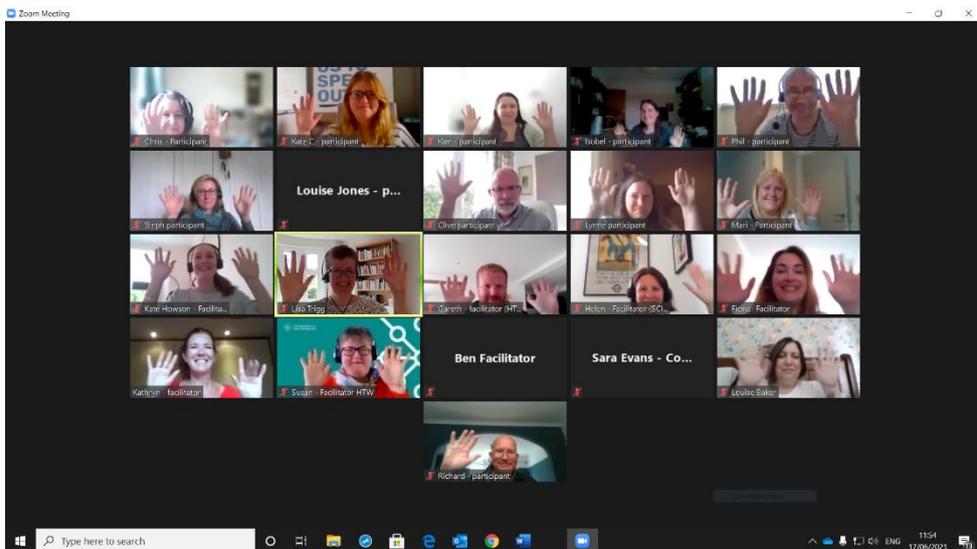
Is there anything else you would like to tell us?

'Thank you for inviting me to the workshop; I had requested engagement following submission of a topic exploration report in 2019 and wanted to understand the review process better. I understand that HTW are keen to engage with proposers of topic exploration reports and I would have welcomed this earlier in my experience. I am interested in the implementation of innovations in delivering health and social care and think it's really

important that service users and professionals alike are consulted on their experiences of using new technology.'

'I hadn't heard of HTW before I was invited to this session – I will certainly be submitting a project for review!'

Thank you!



HTW want to hear from you. If there is an intervention, service or approach that you think is improving outcomes for recipients, please get in touch and refer as a topic for consideration through the HTW '[suggest a topic pages](#)'

9. Appendix

i. Workshop agenda

Session one: 13:30 – 17:00 16th June

Session	Lead
1. Housekeeping, introductions and welcomes	Kathryn Smith (Chair)
2. Context <ul style="list-style-type: none"> - Social care and health technology assessment - HTW who are they what do they do? Impact process could have 	Dr Lisa Trigg (SCW) Dr Lauren Elston (HTW)
3. Ice breaker Impromptu networking	Breakout sessions
4. Introduction of START intervention Why implement START?	Prof Gill Livingston (UCL) Holly Williams (Swansea Bay)
5. Break	
6. Ask the expert – participants to pose any questions about the START intervention	Prof Gill Livingston and Holly Williams
7. Break	
8. Access – access and review the HTW website	Facilitated break out rooms with shared screen
9. Discussion/feedback on accessing the form	Group session
10. Thank you – end of day 1	Kathryn Smith

Session Two: 09:30 – 13:00 17th June

Session	Lead
1. Welcome and recap	Kathryn Smith
2. Presentation: Gareth Hopkin to discuss progress of START intervention through the appraisal process	Gareth Hopkin (HTW)

3. Break	
4. Exploring the topic submission form	Break out rooms
5. Break	
6. Recommendations and reflections	Fiona Flower (SCIE)
7. Next steps	Kathryn Smith
8. Thank you and Informal close	All

i. Feedback forms

Attached with this report is a copy of the feedback forms submitted by participants after the workshops



Date: 17.6.2021	Name (optional): [REDACTED]
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Please tell us about your experience of today's training workshop:	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Met my expectations	x				
Achieved its objectives	x				
Was an enjoyable experience	x				
Was facilitated effectively	x				
Was in an appropriate format	x				
Included appropriate resources	x				
Is one I would recommend to others	x				
Has the potential to make a positive contribution to my work	x				

What worked well? The breakout room and the fantastic facilitators
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What could we improve? Nothing I can think of

Is there anything else you would like to tell us? No



Date: 18/6/21	Name (optional): ██████████
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Please tell us about your experience of today's training workshop:	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Met my expectations	X				
Achieved its objectives	X				
Was an enjoyable experience	X				

Was facilitated effectively	X				
Was in an appropriate format	X				
Included appropriate resources	X				
Is one I would recommend to others	X				
Has the potential to make a positive contribution to my work	X				

What worked well?

Pace was good. Liked the combination of fairly short presentations, breakout rooms and feedback, to keep energy up.

What could we improve?

No suggestions

Is there anything else you would like to tell us?

Thank you for the opportunity to participate.

Date: 21 June 2021	Name (optional): [REDACTED]
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Please tell us about your experience of today's training workshop:	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Met my expectations		X			
Achieved its objectives		X			
Was an enjoyable experience	X				
Was facilitated effectively	X				
Was in an appropriate format	X				
Included appropriate resources	X				
Is one I would recommend to others	X				
Has the potential to make a positive contribution to my work	X				

What worked well?

The workshop was friendly and informal and was well facilitated. There was ample time to discuss the innovation (START) and it really helped to have facilitators that were able to capture and feedback to the wider audience. The digital platform worked well, with everyone being directed to breakout sessions and then return to the main discussion. There was consideration of frequent breaks which helped the whole experience move along gently without feeling undue pressure.

What could we improve?

I think that the workshop was delivered well and it was good to see a mix of audience members as well as a mix of staff from different bodies. There might have been a bit of dissonance between what I expected the workshop to deliver and what was actually discussed which is why I have marked objectives and expectations a little lower above. This wasn't a bad thing necessarily as I have learnt in the process that HTW are actively moving into a whole new area in terms of not only assessing technology per se but also service models.

Is there anything else you would like to tell us?

Thank you for inviting me to the workshop; I had requested engagement following submission of a topic exploration report in 2019 and wanted to understand the review process better. I understand that HTW are keen to engage with proposers of topic exploration reports and I would have welcomed this earlier in my experience. I am interested in the implementation of innovations in delivering health and social care and think it's really important that service users and professionals alike are consulted on their experiences of using new technology. I think I wasn't alone in being surprised to learn that HTW want to embrace improvement rather than just 'technology' in its narrowest sense. I would welcome this as someone who has tried to change a service model, but with very little support from the health board in which I work. I think a number of us have suggested that therefore the title of the organisation needs to be inclusive of social care and perhaps should consider ditching the *technology* (as it's a misnomer) in favour of improvement.

Anyway, thanks again for two really fascinating and enjoyable days of learning. The facilitators were really friendly and listened carefully. Definitely one of the best workshops I've been to recently.



Date: 16-17th June 2021

Name (optional): [REDACTED]

Please tell us about your experience of today's training workshop:	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Met my expectations	X				
Achieved its objectives	X				
Was an enjoyable experience	X				
Was facilitated effectively	X				
Was in an appropriate format	X				
Included appropriate resources	X				
Is one I would recommend to others	X				

Has the potential to make a positive contribution to my work	X				
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What worked well?

The format worked really well, and receiving the information in advance was very helpful. I felt the facilitators really aided discussion, and people were very open to hearing our ideas and suggestions.

The pace of the session worked well and I appreciated the extra screen breaks – more it's tiring doing these activities on zoom so it was nice that this had been taken into account by the organiser.

What could we improve?

I really can't think of anything.

Is there anything else you would like to tell us?

Only that I hadn't heard of HTW before I was invited to this session – I will certainly be submitting a project for review! But perhaps a link or some info about HTW on partner sites (such as SCIE or SCW), or being included in one of the CIW update news emails might raise the profile in social care a little?



Date: 18/06/21	Name (optional):
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Please tell us about your experience of today's training workshop:	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Met my expectations		Y			
Achieved its objectives		Y			
Was an enjoyable experience	Y				
Was facilitated effectively	Y				
Was in an appropriate format	Y				
Included appropriate resources	Y				
Is one I would recommend to others	Y				
Has the potential to make a positive contribution to my work		Y			

What worked well?

The preparation that went into the workshop was really good – I was really impressed with the guidance that went out in advance, which was very user-friendly.

Having plenty of breaks helped to stay focused.

What could we improve?

The 'jam board' didn't really work and I couldn't follow it, partly because it was too small on a shared screen to read.

Is there anything else you would like to tell us?

It was a stark contrast (in a very positive way) to a workshop I attended a couple of weeks ago organised by a company commissioned by the Welsh Government to produce guidance to support the new social care performance and improvement framework. They hadn't done any preparation or research into how social care worked in Wales, and were still struggling with doing things online. The time was spent discussing general principles and explaining things to them, rather than discussing what would be useful in practice. The wasted opportunity and resulting lack of input from social care into the guidance was incredibly frustrating. It made me really appreciate how this workshop was run.



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About this report

For any questions in relation to this report, please contact
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