Outcomes of Community Care for Service Users & Carers
Publications 1996-2003

Articles and Chapters


Patmore, C. (2003) 'Managing all your home care - all the time', *The Homecarer*, May 6-7, United Kingdom Home Care Association UKHCA: Carshalton Beeches


Patmore, C. (2001) 'Can managers research their own services? An experiment in consulting frail, older community care clients', *Managing Community Care*, 9, 5, 8-17


Patmore, C., Qureshi, H. and Nicholas, E. (2000) ‘Consulting older community care clients about their services: some lessons for researchers and service managers’, *Research, Policy and Planning* 18,1,4-11


Qureshi, H. (2002) 'Social and political influences on services for older people in the United Kingdom in the late 20th century', *Journals of Gerontology Series A: Biological Sciences and Medical Sciences*, 57A, 11, M705-M711
Qureshi, H. (1996) 'Outcomes in services for people with learning disabilities - the heart of the matter', *Tizard Review*, 1, 3, 36-43


**Books and Reports**


Nocon, A. and Qureshi, H. (1996) *A Social Services Perspective*, Outcomes in Community Care Practice Number 2, Social Policy Research Unit, University of York [*price £5.00]*


* Available from SPRU’s Publications Office

[Price includes postage and packaging]

**Research Findings**

Research Works Series
The following Research Works cover the findings of research and development work carried out by SPRU with local authority partners in 1998-2000. Research Works can be downloaded from SPRU’s website at: http://www.york.ac.uk/inst/spru/pubs/researchwks.htm

Qureshi, H. (2000) ‘Introducing an outcome focus into care management and user surveys’, Research Works, November. An overview of the five research and development projects in which attempts were made to translate outcomes ideas, derived from prior research with stakeholders, into tools and procedures which would be useful in practice.

The remaining five Research Works each describe one project in more detail. Three projects relate to care management and two to methods of collecting and using user feedback.

Care Management


Patmore, C. (2000) 'Briefing home care staff about older people's individual needs', Research Works, November. The development and use of a form designed to brief front-line home care providers about intended outcomes, user preferences and required actions.


Collecting and using user feedback

Bamford, C. (2000) 'Surveying outcomes of equipment and adaptations', Research Works, November. (also referred to as: Evaluating the outcomes of social care using postal questionnaires) A project in which stakeholders jointly developed a feedback survey of users of equipment and adaptations, including questions about outcomes.

Patmore, C. (2000) 'Learning from older community care clients', Research Works, November. The implementation of a programme of "customer visits" to enable senior managers to see first hand the outcomes of services and directly discuss them with service users.
Note: We are unable to supply journal articles and other publications that are not published by the Social Policy Research Unit. Please seek advice from your local, work or university library, as they may be able to supply you with the document or obtain a copy for you via inter-library loan.