

CARE CONFIDENCE IN ACTION



JULY 2026



BACKGROUND

Research objectives:

- To support social care professionals in four delivery sites to use a localised version of Care Confidence in the work they do with social care self-funders
- To find ways of tailoring the use of Care Confidence to improve its reach and inclusivity
- To evaluate how Care Confidence is used in the four delivery sites
- To improve services for self-funders
- To share learning from the study to maximise impact

RECAP

The four delivery sites have been using Care Confidence in their services since January. We have now begun evaluating their implementation by pulling together information from direct communication with the sites, Google Analytics of their Care Confidence websites, findings from the staff surveys and interview data.

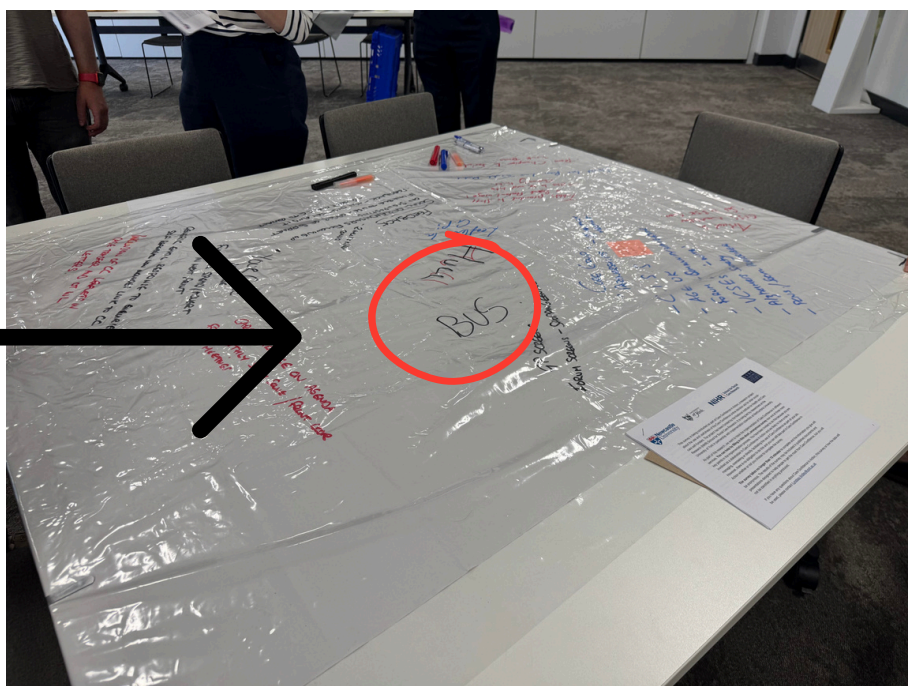
MEETING WITH ALL SITES ON 15TH JULY

Following the success of our wonderful in-person meeting with you in June, we decided to host an in-person meeting for staff in the delivery sites in July. This was well attended and brought together service managers and support staff who are using Care Confidence in their services.

There was a real sense of shared learning on the day, with staff from each site openly sharing their experiences, successes and challenges. It was encouraging to see people learning from one another, exchanging ideas and offering practical solutions to barriers. The enthusiasm and commitment in the room reinforced just how valuable it is to bring everyone together.

The discussions also highlighted how each site is adapting the delivery of Care Confidence in ways that suit their local context, while working towards the same overall goal of improving information and support for older self-funders. We're excited to see how implementation continues to develop over the coming months.

**A CARE CONFIDENCE BUS
ADVERT IS STILL A
POSSIBILITY FOR ONE OF
THE SITES!**



WHERE WE'RE UP TO WITH THE EVALUATION

Research interviews

Staff interviews are well underway. We have completed four staff interviews and have a further six scheduled.

We plan to have some interviews with self-funders and carers over the summer.



CARE CONFIDENCE WIDER REACH

Fire services

Staff at North Yorkshire Council have been in contact with North Yorkshire Fire Service, who have agreed to promote Care Confidence. They plan to put information in their fire safety information booklets and distribute widely. Exciting!

Assistive technology services

We have seen several “new” faces from the four sites at both an online drop-in and in-person meeting in July. It is evident that the sites are now trying to embed Care Confidence into the services where staff could provide more support to use it, including assistive technology services (Hull and York), rather than just signposting to it.

DATA ANALYSIS



We are beginning to analyse data from the staff interviews and hope to be able to share some early findings with you in September.

WHAT'S NEXT?

Workshops

The third Care Confidence in Action workshops will take place in September. There will be one workshop for each site. We are delighted that some of you would like to attend! We will let you know dates as soon as they are confirmed.



THANK YOU FOR YOUR CONTINUED SUPPORT!

