

CARE CONFIDENCE IN ACTION



JUNE 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 the tool 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.

OUR MEETING ON 3RD JUNE

Thank you for a brilliant meeting on 3rd June! This was an opportunity for us all to get together and to hear from some of the staff working in the research sites and advise them.

We felt the day went really well and had some lovely feedback from you all. You brought lived experience to the room and were able to give some really valuable advice to the research sites. Thank you!

WHERE WE'RE UP TO WITH THE EVALUATION

Research interviews:

The second staff interview took place in June, and we have a third staff interview scheduled.

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

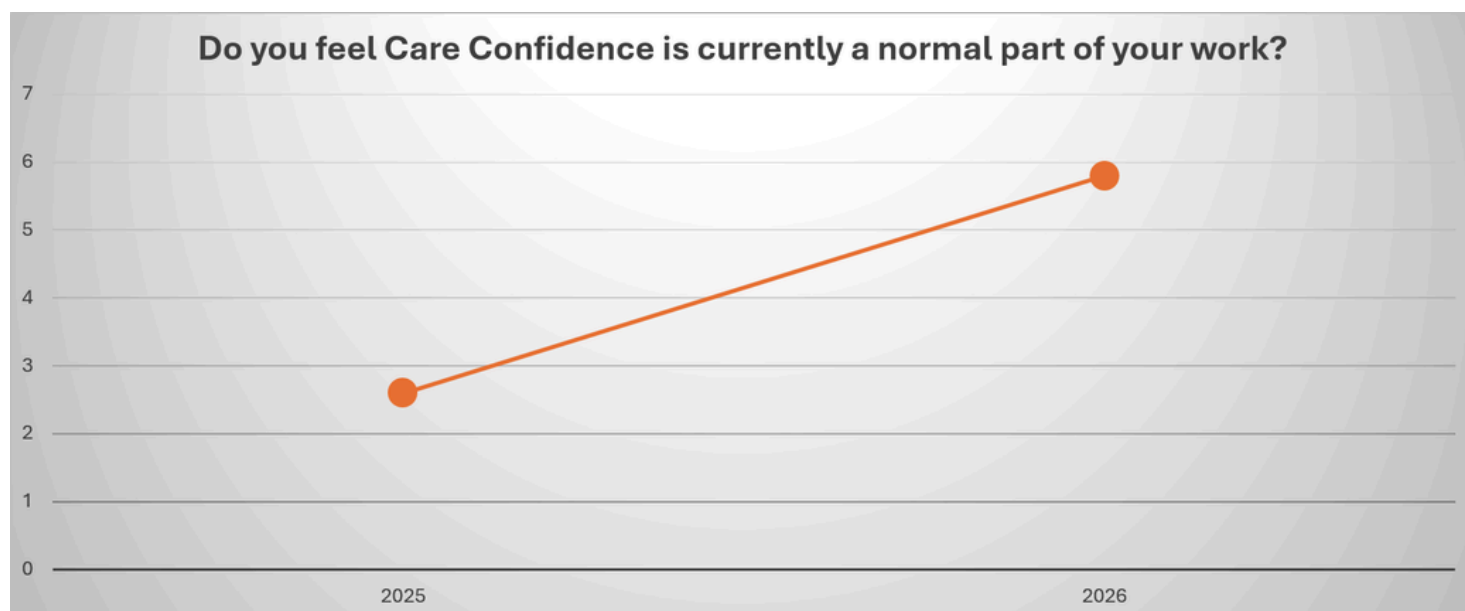


STAFF SURVEY

The purpose of the staff survey is to monitor how embedded Care Confidence is in the four delivery sites over time.

We have analysed the second staff survey and compared the results with the baseline survey. Encouragingly, staff in the four sites (North Yorkshire, Hull, Dementia Forward and York) feel Care Confidence is already becoming a normal part of their work with self-funders.

We asked the sites, on a scale of 0-10, with 0 being “not at all” and 10 being “completely”, whether they feel Care Confidence is currently a normal part of their work. You can see on the graph below that the average score they gave was much higher in 2026 than it was in 2025.



We will send out the survey twice more before the end of the study.

The survey also has some free text boxes, and staff have generally been very positive and optimistic about Care Confidence:

“It is one of my go to resources already”

“I am excited to see this develop”

“Care Confidence holds a wealth of information in terms of care and support all within one link – this is really beneficial to people who have very limited information around care”

CARE CONFIDENCE WIDER REACH

Care Confidence has attracted a lot of interest recently, leading to wider promotion and national use.

In May, we heard from carers organisations in Lincolnshire and Cambridgeshire who wanted to use Care Confidence. In June, an NHS staff member in Nottingham said she was going to use Care Confidence to help people in her post diagnostic dementia groups. She had accessed the staff training resources and said they were useful.

One of the research sites has sent a 2-page spread on Care Confidence to their local carers organisation to be publicised in an article which will go out to 3,500 carers.

This wider reach and interest is really encouraging!

WHAT'S NEXT?

We have a meeting on 15th July with staff from the four research sites. We will be asking them to map out how they have been using Care Confidence. We will then be able to compare this with their original plans, and look at key learning and implementation challenges that might have affected what they did.

Thank you for your continued support!

