

CARE CONFIDENCE IN ACTION



MAY 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.

WHAT DOES THE EVALUATION INVOLVE?

We are aiming to do:

24 staff interviews

24 self-funder or carer interviews

24 staff in focus groups (4 focus groups in total – one per site)

90+ staff survey responses (across 3 separate surveys)

All recruitment will take place over **16 months** (1st Feb 2026 – 31st May 2027)

WHERE WE'RE UP TO WITH THE EVALUATION

Piloting the interview questions:

We have now finished piloting the topic guides for interviews with staff, self-funders and carers. Thank you to those of you who were able to help us with this!



RESEARCH INTERVIEWS

We have had the first staff interview this week – exciting!

We hope to have more interviews over the summer, and would really like to have some early findings in September.

COMMUNICATION WITH NATIONAL ORGANISATIONS

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

Gerry Nosowska at Effective Practice shared a [blog](#) in May with five organisations: DHSC, Carers UK, Age UK, Carers Trust and Independent Age.

This work has led to interest from carers organisations in Lincolnshire and Cambridgeshire – we have shared our training video and resources with them, and asked if they could let us know if/how they use them, and whether they are helpful.

This wider reach is really encouraging, and we are making sure to log it.

STAFF SURVEY

We sent the second staff survey to 87 staff members across the four delivery sites. We have received 41 responses and will begin the analysis soon.

The purpose of the survey is to monitor how embedded Care Confidence is in the four delivery sites over time. We already have baseline results from Summer 2025, and will be able to compare the results from the two surveys.

We will send out the survey another two times in the duration of this study.

WHAT'S NEXT?

We are really looking forward to meeting you all on Wednesday 3rd June. If you need any help on the day please telephone Sarah on **01904 321263**

The meeting is at **Priory Street Centre, 15 Priory St, York, YO1 6ET.**

After the meeting, we will send you some questions about how you are finding being involved with Care Confidence in Action as an advisor. Some of you may have responded to these questions before, but it would be really great if you could answer them again. Similar to the staff survey, we would like to look at whether/how participation as an advisor changes over time. For now though, there is nothing you need to do with this.

We have a meeting in July with staff from the four delivery 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!



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