

CARE CONFIDENCE IN ACTION



SEPTEMBER 2026



BACKGROUND

Research objectives:

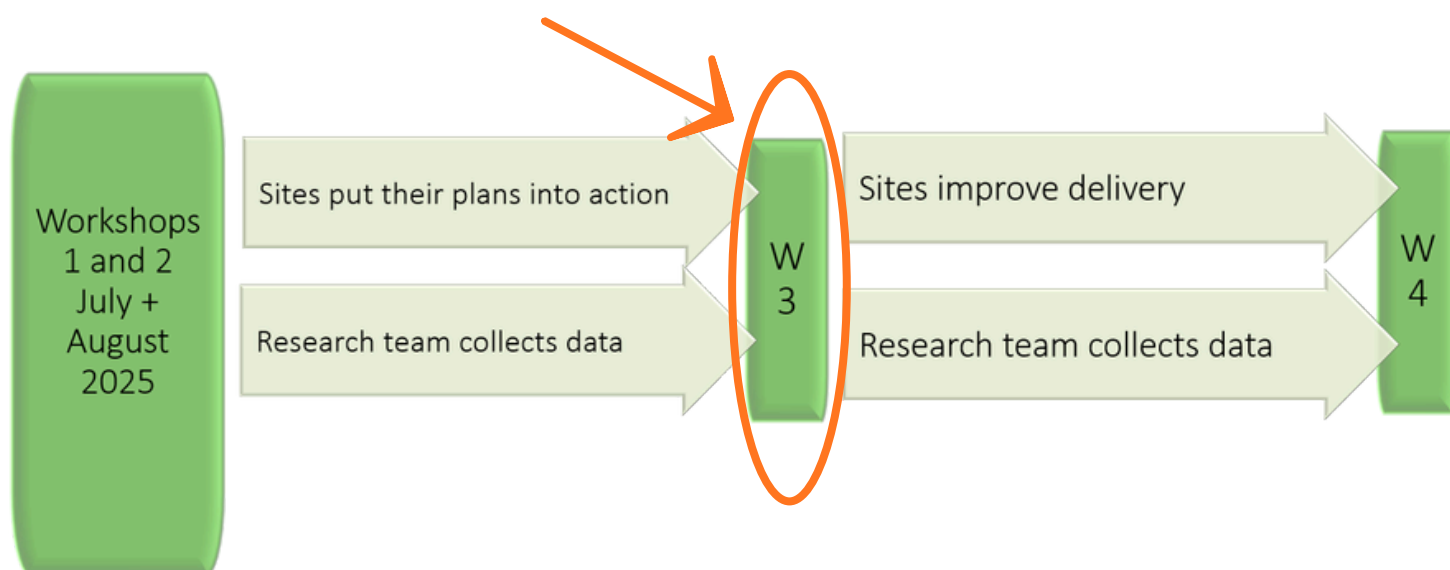
- To support social care professionals in four delivery sites to use a localised version of Care Confidence in the work they do with social care self-funders
- To find ways of tailoring the use of Care Confidence to improve its reach and inclusivity
- To evaluate how Care Confidence is used in the four 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 been evaluating their implementation by pulling together information from direct communication with the sites, analytics of their Care Confidence websites, findings from the staff surveys and interview data.

LEARNING FROM OUR DELIVERY SITES

September has been a busy month for our delivery sites! We have now completed Workshop 3 (W3) with three of our four sites.



These workshops have given us an opportunity to take stock of everything we have learned so far. We shared early findings from the research, including staff feedback, interviews and website use, and worked with staff to think about what this means for Care Confidence in their organisation.

Each site has now started looking ahead and developing plans for the next year. These plans build on what has worked well so far, as well as some of the challenges they have experienced. It has been really interesting to see how Care Confidence is being used across the sites and how each organisation is adapting it to fit their own service and the people they support.

WHERE WE'RE UP TO WITH THE EVALUATION

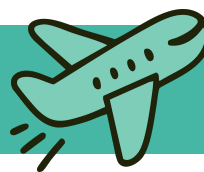
Research interviews

We have now interviewed 10 members of staff across the four delivery sites. These conversations are helping us understand what it is really like to use Care Confidence in practice – what helps, what gets in the way, and what might make it easier for staff to use Care Confidence as part of their everyday work.

We have also completed our first interview with a carer, which is an important step in helping us understand Care Confidence from the perspective of the people it is intended to support.

In a couple of weeks, Sarah will be visiting a Dementia Forward café where a Dementia Support Advisor will be delivering a Care Confidence session for carers. We hope this will provide an opportunity to speak directly with carers about the research and invite more people to take part.

NATIONAL PLANS ARE TAKING OFF



Plans for a future national Care Confidence study are now full steam ahead. We are using everything we are learning from Care Confidence in Action to think about how Care Confidence could be developed further and introduced more widely across the country.

One area we would particularly like to explore is developing some additional content for working-age adults who fund their own care.

We are also beginning to explore what a future Care Confidence app might look like. This is still very much at the ideas stage, and an important part of future work would be finding out whether an app would actually be useful, what people would want it to contain, and how it could be made accessible to different groups.

Your experiences and ideas will be really important in shaping this next stage. There will be lots to discuss as the plans develop!

WHAT'S NEXT?

Our next advisory group online meeting is on **9th October at 1-2.30pm.**

We are looking forward to seeing those of you who can make it!



THANK YOU FOR YOUR CONTINUED SUPPORT!

