The Personal Social Services Research Unit (PSSRU) at the University of Manchester has been commissioned to develop guidance relating to the standards of care coordination practice in the non-statutory sector. This will focus on services provided for older people and their carers.

Public involvement in the process will be promoted in collaboration with Age UK Trafford. It will also be informed by a professional reference group, including overseas colleagues with experience of developing standards of care coordination practice.

**BACKGROUND**

**PURPOSE OF THE STUDY**

The study will explore and articulate care coordination arrangements for older people in the non-statutory sector. Both the practice guidance and its implications for service development will have a utility for a number of key actors in social care services: commissioners and providers as well as managers and practitioners in non-statutory organisations.

**DESIGN**

A six stage mixed methods approach will be employed in the development of the guidance. In the first, a scoping review will be undertaken to collate existing literature and a database will be created of organisations in the non-statutory sector providing care coordination for older people. Second, measures of variation in practice will be developed from the literature. Third, a national survey of relevant organisations will be undertaken to determine the presence and utility of the measures in differentiating practice. Fourth, a set of care coordination standards will be developed relating to both organisational and practice arrangements, the former comprising elements that support the latter. Fifth, fieldwork will be undertaken in a number of organisations to: explicate the range and content of care coordination activities undertaken and with whom; investigate the costs of care coordination; and validate the standards. Sixth, guidance and quality indicators for care coordination standards will be produced.

**DISSEMINATION**

There will be a targeted approach to the dissemination of findings. Feedback will be available for research participants in the form of a brief research summary. National dissemination of the findings will be achieved though the production of guidance relating to the standards of care coordination practice in the non-statutory sector and peer reviewed articles.
The Personal Social Services Research Unit was established in 1974 and now has branches at three UK universities: the University of Kent, the London School of Economics and Political Science, and the University of Manchester. Its mission is to conduct high quality research on social and health care to inform and influence policy, practice and theory.

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