diapositiva: keepfaking.it/4S2022

Innovation and neglect in UK social care

Innovación y abandono en la ”social care" del Reino Unido

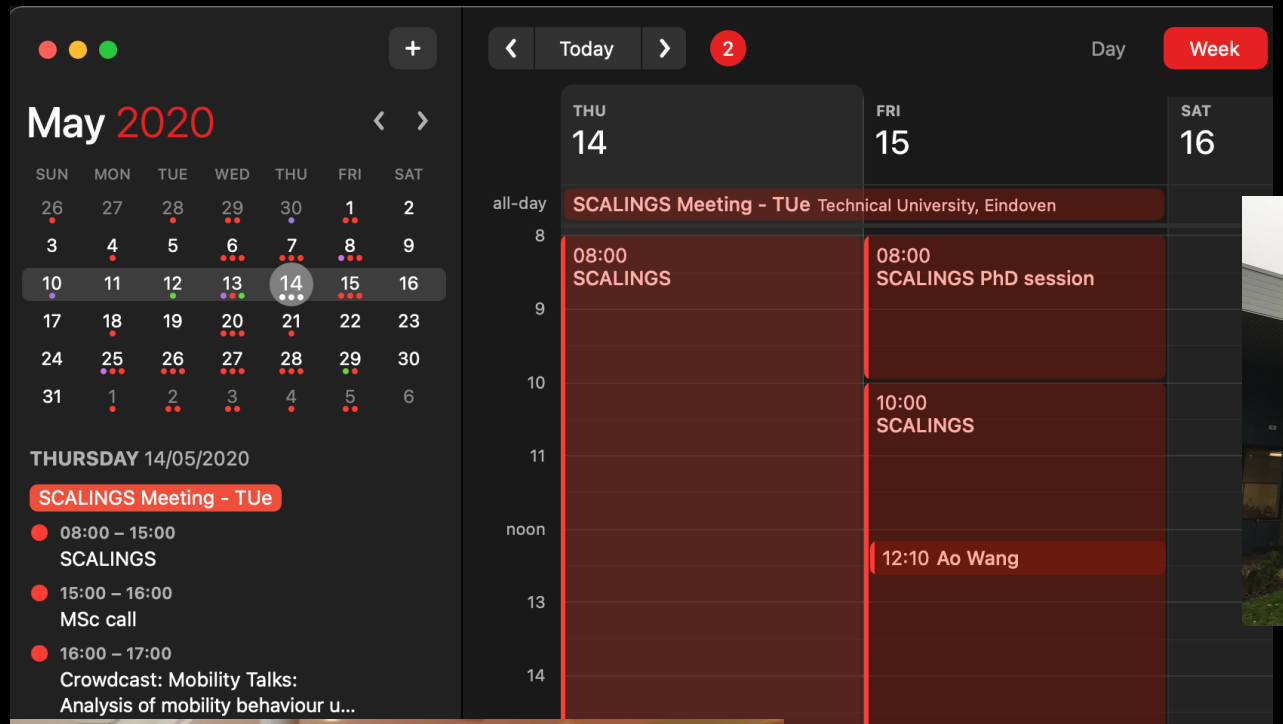
Presentado en 4S 2022, Cholula, México, 10 de diciembre de 2022

Cian O’Donovan | @cian | c.o’donovan@ucl.ac.uk

Department of Science and Technology Studies, UCL

SCALINGS

SCALING UP CO-CREATION



This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No. 788359

Coronavirus: muertes entre los residentes en el centro de atención de Shetland

14 abril 2020

Wastview Care Centre, Shetland

Gráfico de muertes en el asilo de ancianos

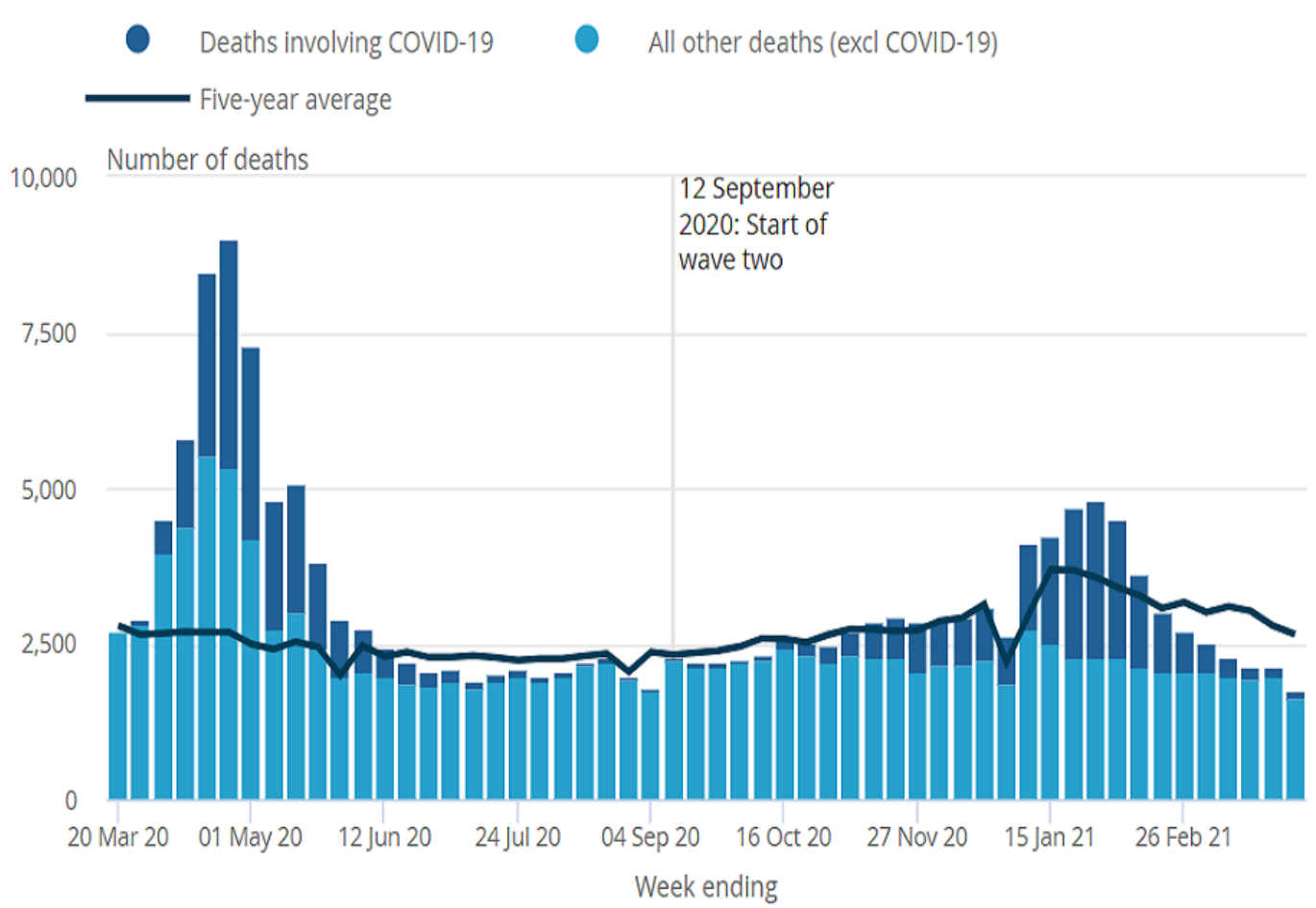
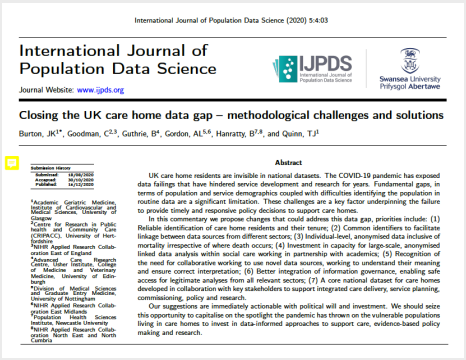


Figure 2: number of weekly deaths of care home residents registered from 14 March 2020 to 2 April 2021, England and Wales

Deaths involving COVID-19 in the care sector, England and Wales – Office for National Statistics. The average for 2015 to 2019 provides a comparison of the number of deaths expected per week in a usual (non-pandemic) year. This comparison provides a frame of reference but it should be noted that occupancy will have fallen after wave 1, which will affect comparability for wave 2

https://www.ons.gov.uk/peoplepopulationandcommunity/birthsdeathsandmarriages/deaths/articles/deathsinvolvingcovid19inthecaresectorenglandandwales/latest

El gobierno no sabía quién estaba en las residencias


International Journal of Population Data Science (2020) 5:4:03

International Journal of Population Data Science

IJPDS

Journal Website: www.ijpds.org

Closing the UK care home data gap – methodological challenges and solutions

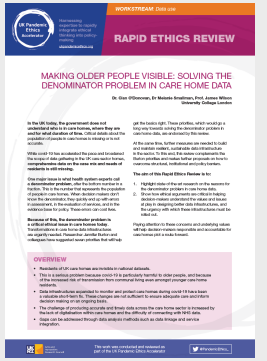
Burton, JK[1*], Goodman, C[2,3], Guthrie, B[4], Gordon, AL[5,6], Hanratty, B[7,8], and Quinn, TJ[1]

Abstract

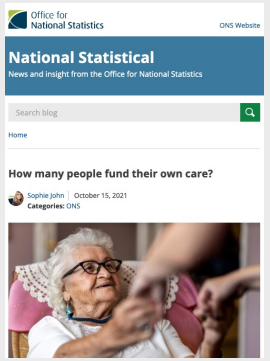
UK care home residents are invisible in national datasets. The COVID-19 pandemic has exposed data failings that have hindered service development and research for years. Fundamental gaps, in terms of population and service demographics coupled with difficulties identifying the population in routine data are a significant limitation. These challenges are a key factor underpinning the failure to provide timely and responsive policy decisions to support care homes.

In this commentary we propose changes that could address this data gap, priorities include: (1) Reliable identification of care home residents and their tenure; (2) Common identifiers to facilitate linkage between data sources from different sectors; (3) Individual-level, anonymised data inclusive of mortality irrespective of where death occurs; (4) Investment in capacity for large-scale, anonymised linked data analysis within social care working in partnership with academics; (5) Recognition of the need for collaborative working to use novel data sources, working to understand their meaning and ensure correct interpretation; (6) Better integration of information governance, enabling safe access for legitimate analyses from all relevant sectors; (7) A core national dataset for care homes developed in collaboration with key stakeholders to support integrated care delivery, service planning, commissioning, policy and research.

Our suggestions are immediately actionable with political will and investment. We should seize this opportunity to capitalise on the spotlight the pandemic has thrown on the vulnerable populations living in care homes to invest in data-informed approaches to support care, evidence-based policy making and research.


RAPID ETHICS REVIEW

MAKING OLDER PEOPLE VISIBLE: SOLVING THE DENOMINATOR PROBLEM IN CARE HOME DATA


Office for National Statistics

ONS Website

National Statistical

News and insight from the Office for National Statistics

Search blog

Home

How many people fund their own care?

Sophie John | October 15, 2021

Categories: ONS

Also missing from care data:

- Case mix and needs of residents
- People who pay for their own care
- People who don't receive care but should

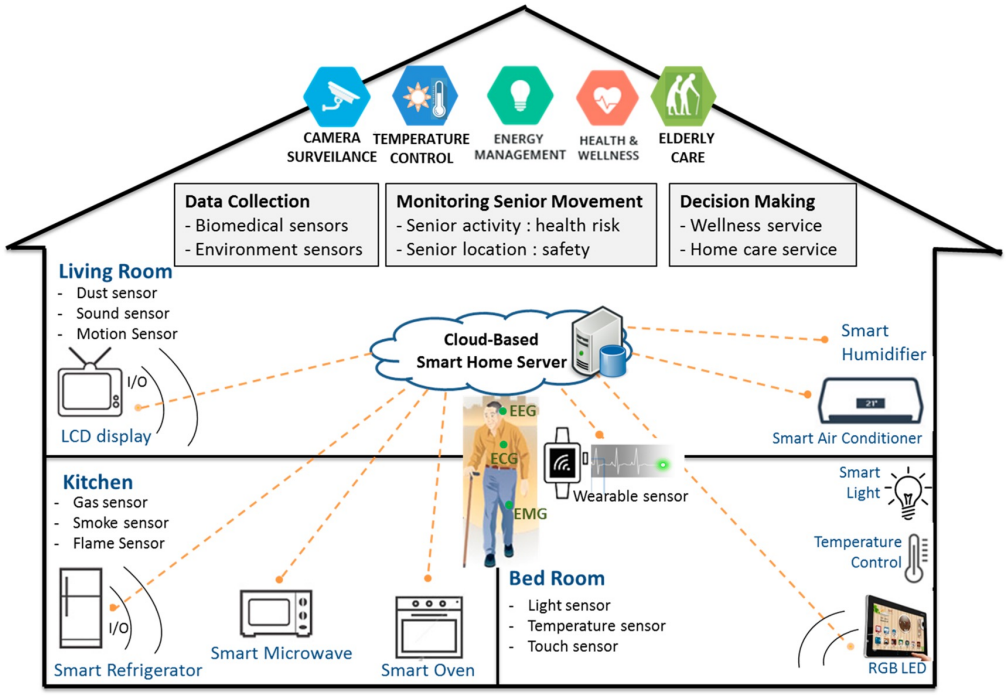
- Impact - errors in: assessment; service evaluation; evidence base for policy

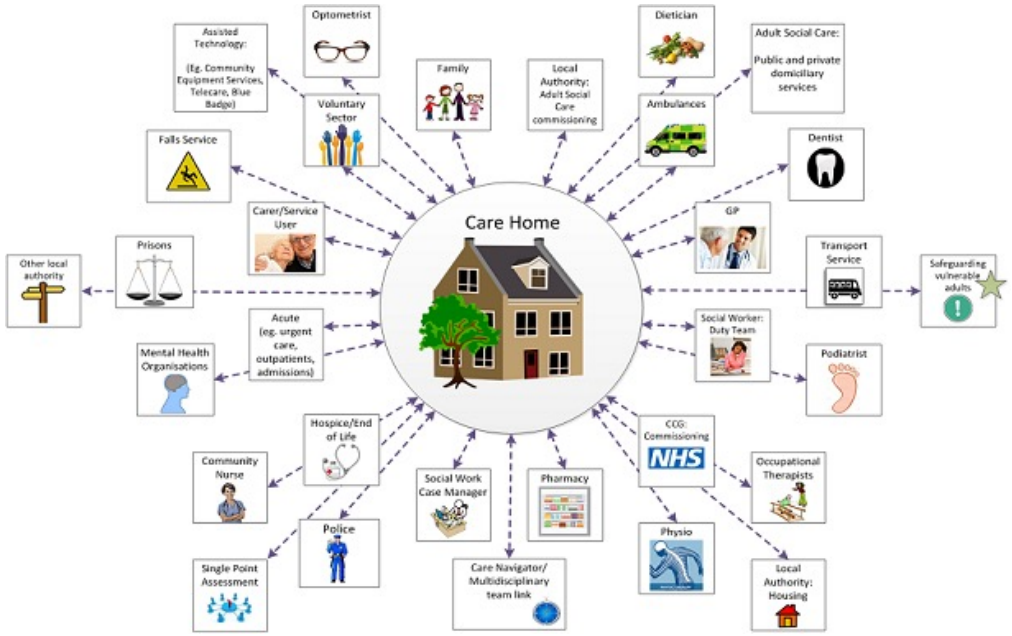
También falta en los datos de atención:

- Mezcla de casos y necesidades de los residentes
- Personas que pagan por su propio cuidado
- Personas que no reciben atención pero deberían
- Impacto - errores en: evaluación; evaluación de servicios; base de evidencia para la política

“Digital transformation”: la cura y el virus.

- El problema no es solo la falta de datos
  - Los datos no son útiles ni se utilizan fuera de las residencias.
  - Los datos que se utilizan para tomar **decisiones a distancia** no son los que más **importan a las personas sobre el terreno**
- ~~Responsabilidad~~





paper:
Innovación y abandono en la ”social care" del UK

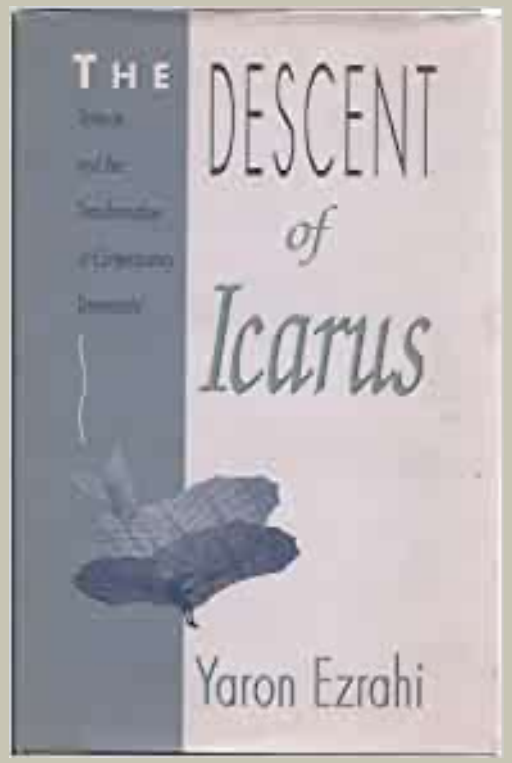
Innovación y responsabilidad

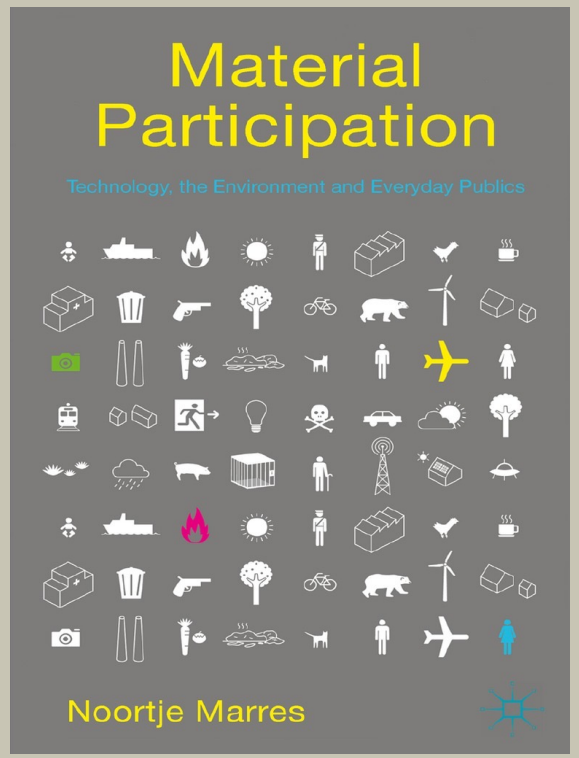
“Social care”

- “Social care is how society **orders** *practices of care* and **distributes responsibilities** and obligations for these practices between **markets**, the **welfare state**, voluntary sectors and **families**"
- *El cuidado social es cómo la sociedad ordena las prácticas de cuidado y distribuye responsabilidades y obligaciones por estas prácticas entre los mercados, el estado del bienestar, los sectores voluntarios y las familias.*

Mary Daly and Jane Lewis (2000) ‘The Concept of Social Care and the Analysis of Contemporary Welfare States’, *The British Journal of Sociology* 51, no. 2, 281–98, https://doi.org/10/cgvrr4

Qué hace la innovación en la “social care”

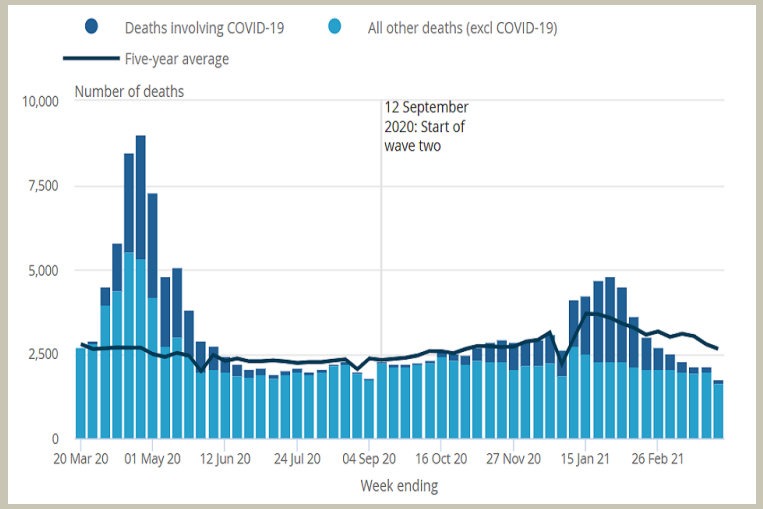




- La innovación cambia lo que se cuenta y lo que se hace para contar
- reconfigurando…
  - espacialidad
  - temporalidades
  - practicas de cuidado

Langstrup, H. (2013). Chronic care infrastructures and the home. *Sociology of Health and Illness*, *35*(7), 1008–1022. https://doi.org/10/f48gwt

“Modes” modernos de rendición de cuentas en la social care: ciencia, tecnología y datos

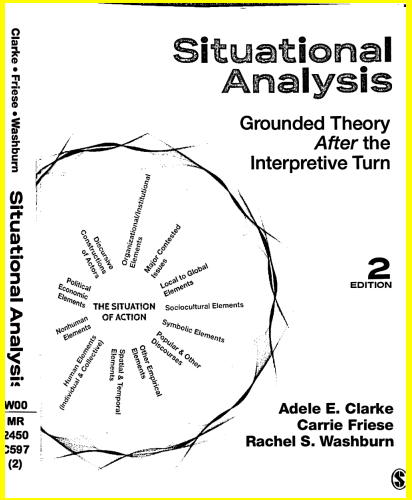


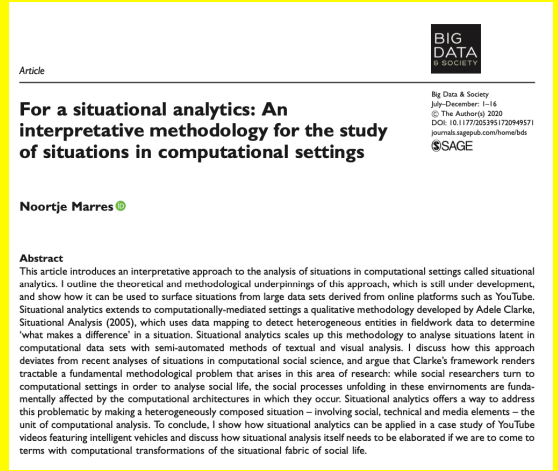
ACCOUNTABILITY Especially important in a crisis: instruments and structures of accountability reveal the quality or absence of care in order to direct care to those who need it most (Naylor 2018)

- Estructuras **administrativas públicas** (normas y objetivos tecnocráticos)
- Tomadores de decisiones **profesionales y expertos** (cumplimiento de estándares profesionales)
- Obligaciones **participativas y colectivas**

Bracci, E. (2014) Accountability and governance in social care: the impact of personalisation, in G. Grossi and I. Steccolini (eds) *Qualitative Research in Accounting & Management*, 11(2): 111–28, doi: 10/gmdj95

paper:
Innovación y abandono en la ”social care" del UK




Article

BIG DATA & SOCIETY

Big Data & Society
July–December: 1–16
© The Author(s) 2020
DOI: 10.1177/2053951720949571
journals.sagepub.com/home/bds
SAGE

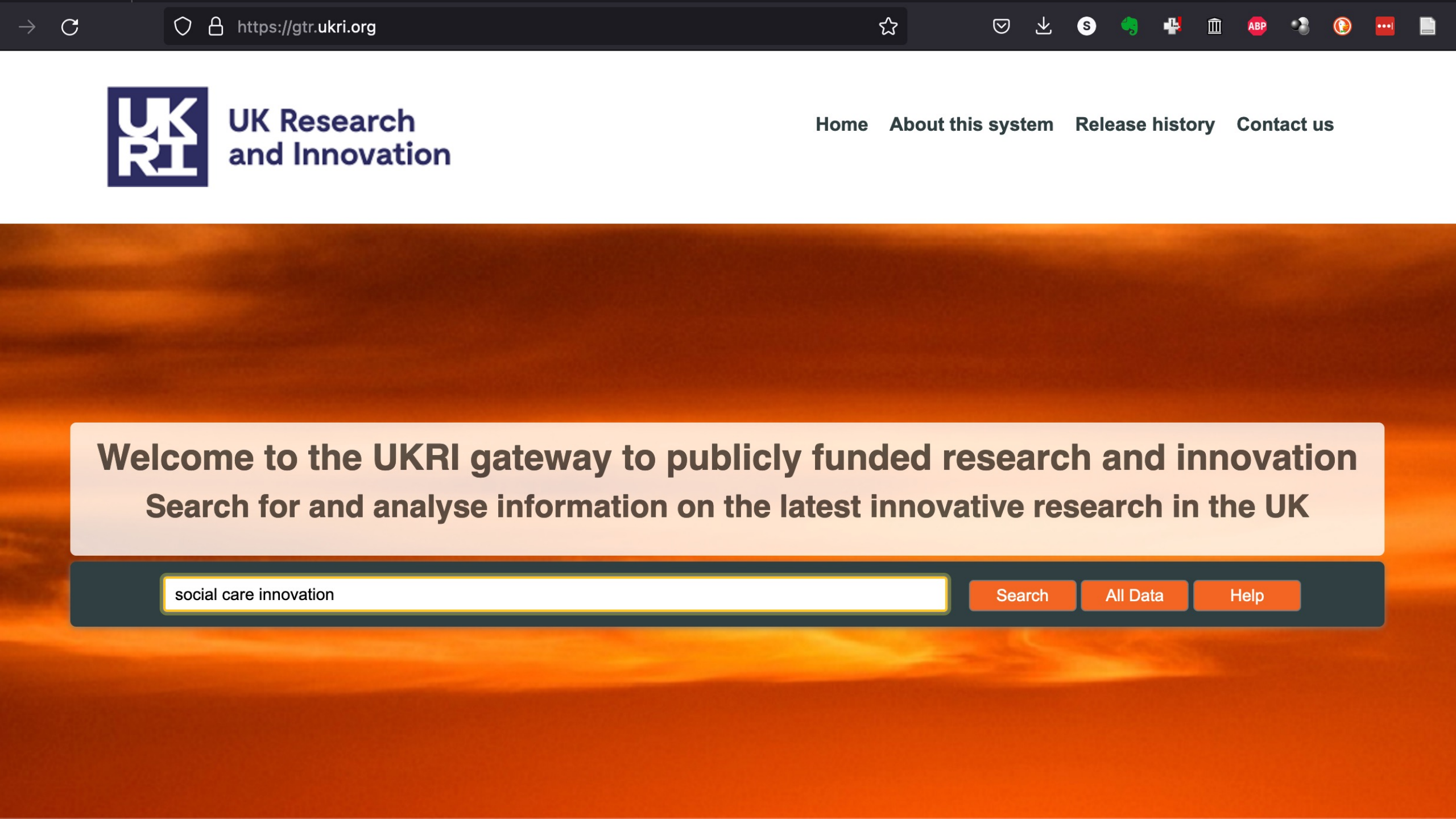
For a situational analytics: An interpretative methodology for the study of situations in computational settings

Noortje Marres

Abstract

This article introduces an interpretative approach to the analysis of situations in computational settings called situational analytics. I outline the theoretical and methodological underpinnings of this approach, which is still under development, and show how it can be used to surface situations from large data sets derived from online platforms such as YouTube. Situational analytics extends to computationally-mediated settings a qualitative methodology developed by Adele Clarke, Situational Analysis (2005), which uses data mapping to detect heterogeneous entities in fieldwork data to determine 'what makes a difference' in a situation. Situational analytics scales up this methodology to analyse situations latent in computational data sets with semi-automated methods of textual and visual analysis. I discuss how this approach deviates from recent analyses of situations in computational social science, and argue that Clarke's framework renders tractable a fundamental methodological problem that arises in this area of research: while social researchers turn to computational settings in order to analyse social life, the social processes unfolding in these envirnoments are fundamentally affected by the computational architectures in which they occur. Situational analytics offers a way to address this problematic by making a heterogeneously composed situation – involving social, technical and media elements – the unit of computational analysis. To conclude, I show how situational analytics can be applied in a case study of YouTube videos featuring intelligent vehicles and discuss how situational analysis itself needs to be elaborated if we are to come to terms with computational transformations of the situational fabric of social life.

“SITUATIONAL ANALYTICS”: MAPEO DE CÓMO SE DIRIGE LA INNOVACIÓN A UN FINANCIADOR


https://gtr.ukri.org
UK Research and Innovation
Home
About this system
Release history
Contact us
Welcome to the UKRI gateway to publicly funded research and innovation
Search for and analyse information on the latest innovative research in the UK
social care innovation
Search
All Data
Help

UK Research and Innovation

Home About this system Release history Contact us

Wearable Soft Robotics for Independent Living

Lead Research Organisation: University of Bristol
Department Name: Engineering Mathematics

Go back

Overview Organisations People Publications Outcomes

Abstract

This project addresses the growing healthcare needs of people to live independently with dignity. There are 10.8 million disabled people living in the UK today (Office for Disability Issues 2010). Nearly 6.5 million have mobility impairments; 6 million have an impairment of lifting and carrying; 2.4 million have impaired co-ordination. Many of these people are supplied with assistive and rehabilitative technologies (ART), but much ART has low user acceptability and concordance, and may have a negative impact on people's perceived dignity. Many people do not use ART correctly, or at all, and many people find ART devices undignified. In extreme cases ill-fitting or ill-prescribed ART may even cause injury or increase disability. The consequence of this lack of effective and acceptable ART is that people living with mobility impairments are more prone to conditions such as poor circulation, skin pressure damage and falls. Each of these conditions has an enormous public health implication and together they constitute a substantial drain on health and social care resources. The cost of falls to the NHS is £2Bn, skin pressure damage £2.1Bn, and the overall cost of stroke to health and social care services and the loss of income is £9.0Bn.

This project will be the first time that emerging soft robotics technologies are employed to address multiple rehabilitation and health care needs in one single class of wearable device, enabling effective and comfortable rehabilitation, functional restoration and long term assisted living. In contrast to conventional rigid robotics, the inherent physical compatibility of soft robotics with biological tissue and human motion means that truly

Funded Value:
£2,026,737

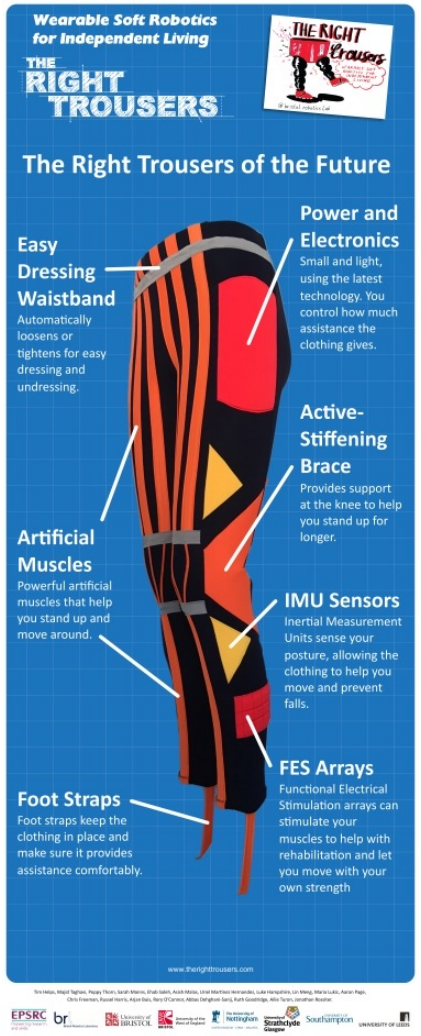
Funded Period:
Jun 15 - Dec 18

Funder:
EPSRC

Project Status:
Closed

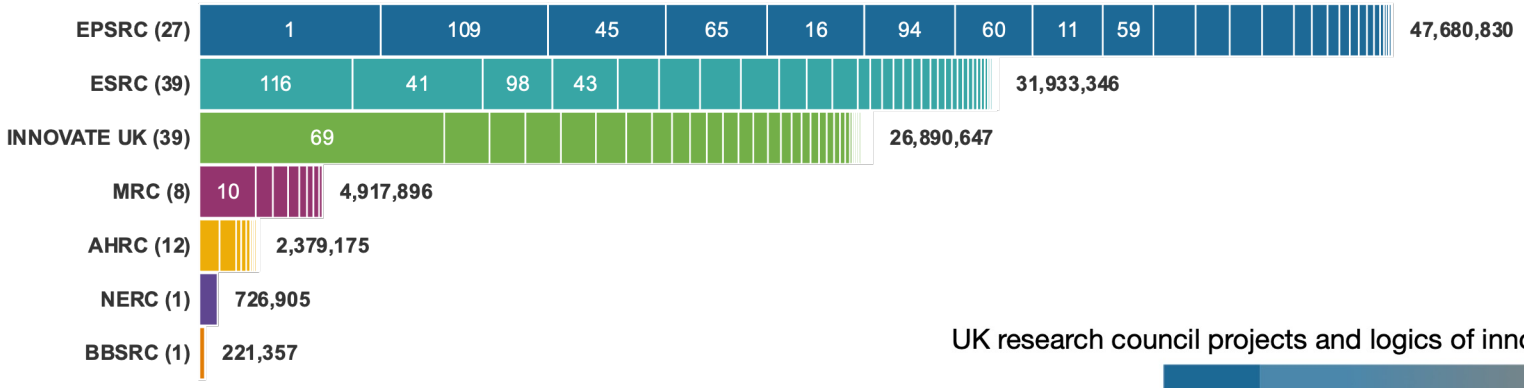
Project Category:
Research Grant

Project Reference:
EP/M026388/1



- Nuevas tecnologías
- Nuevos materiales
- ~~Contratación de personal~~
- ~~Personal de atención~~
- ~~Usuarios finales + responsabilidad~~

Mapeo de “logicas of innovation” en una cartera de financiadores del UK



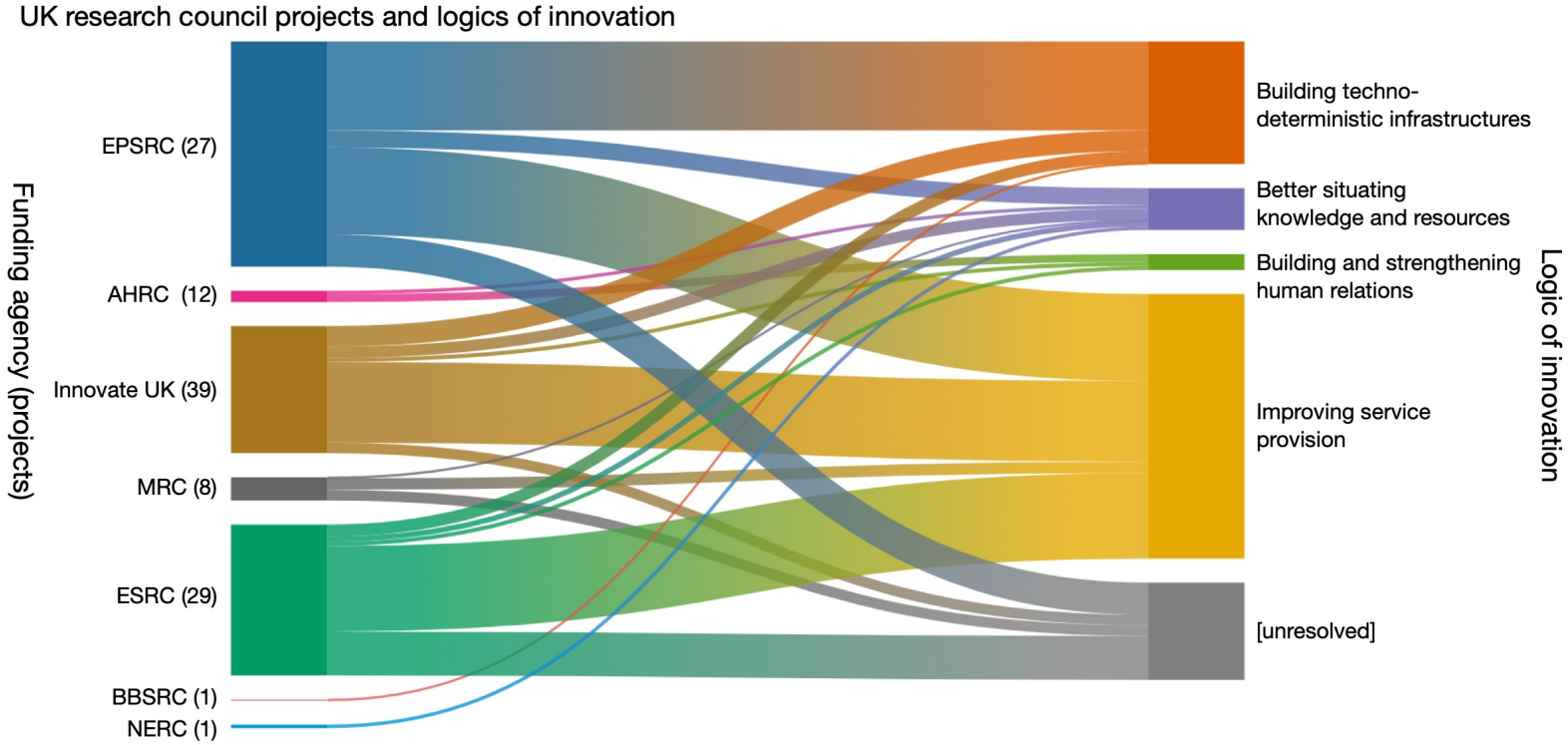
UKRI gasto en investigación de innovación en social care 2009-2019:

127 projects

~£110,000,000

Table 3. Mapping logics of innovation in social care across 127 UKRI project abstracts

Innovation logic	Projects	% of funding
Improving service provision	52	49%
Building techno-deterministic infrastructure	32	23%
Better situating knowledge and resources	23	8%
Building and strengthening human relations	12	3%
[Unresolved]	8	18%



paper:
Innovación y abandono en la ”social care" del UK

LO QUE LA INNOVACIÓN DESCUIDA

La responsabilidad no se mencionó en ningún proyecto

1. Diversidad de temas, personas, valores + métodos

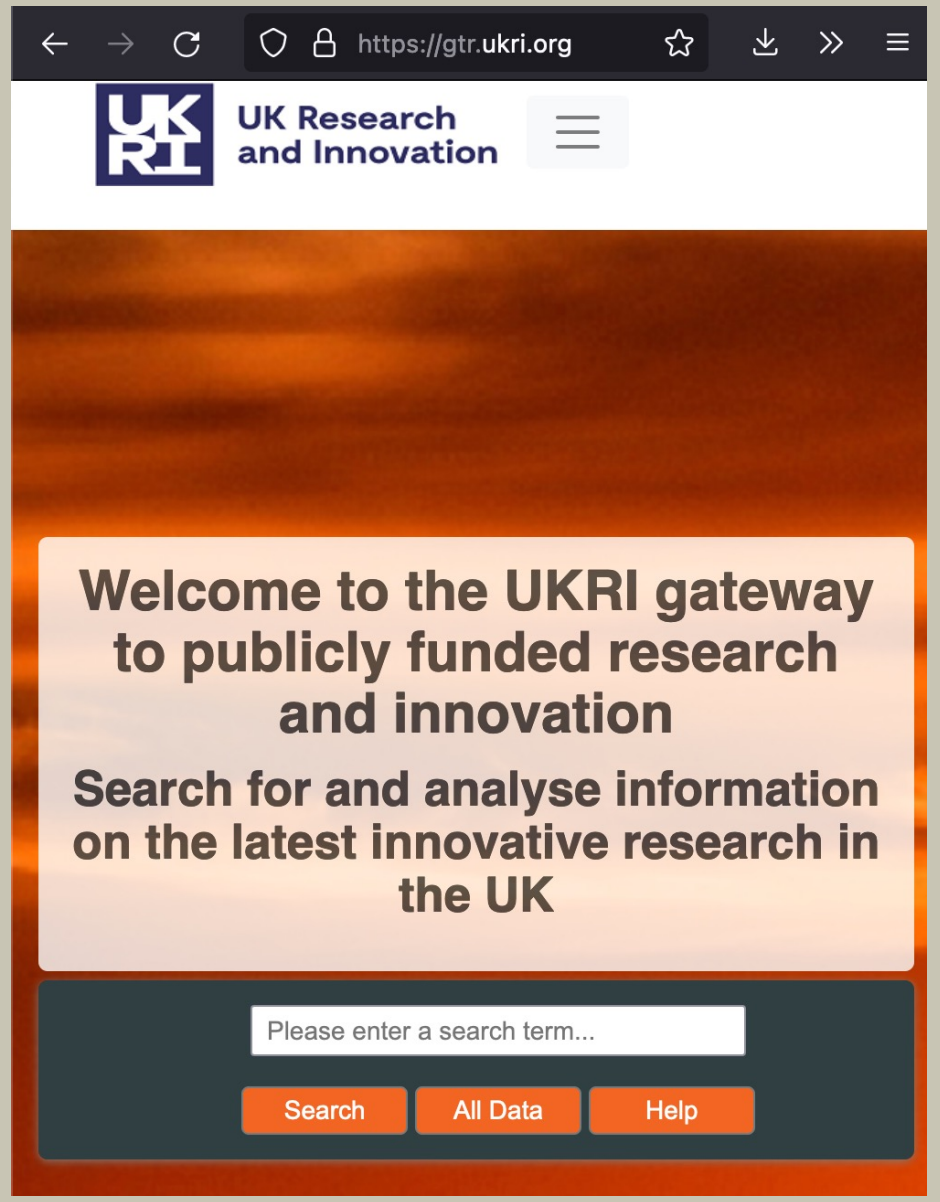
Descuidada: what innovation neglects

1. Política

Descuidada: what innovation neglects

3. La reflexividad institucional movilizada por la investigación de la innovación

Descuidada: what innovation neglects



paper:
Innovación y abandono en la ”social care" del UK

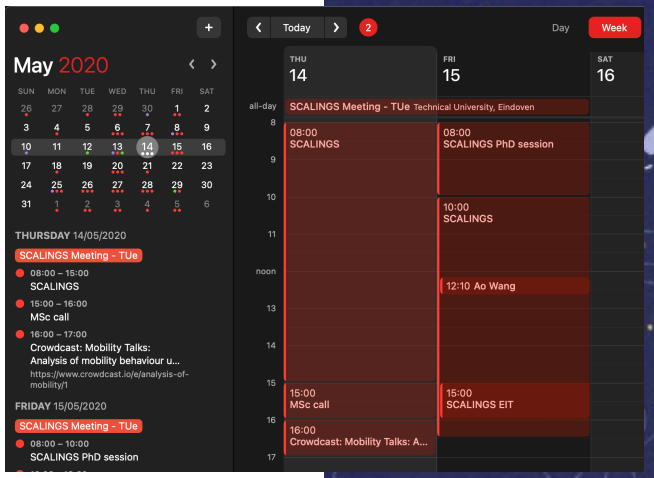
ENFRENTAR EL DESCUIDO

…

…

Limitaciones de la co-creación

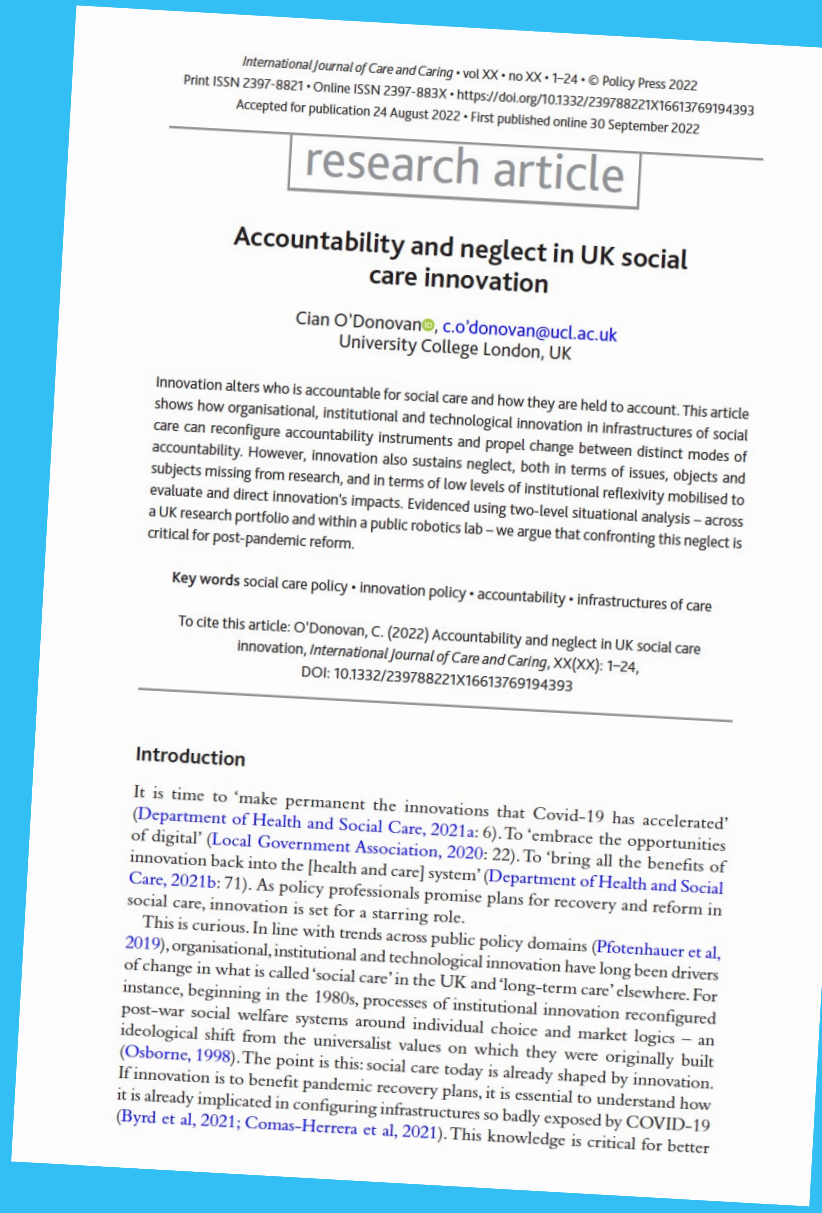
- EU: “do no harm”
- La innovación no puede reemplazar a la democracia



summary

“Innovation on its own cannot be expected to resolve problems with accountability and neglect in social care... innovation that sustains neglect may make these problems worse”

1. La innovación cambia los “modes of accountability”
2. La evaluación de la innovación debe estar más atenta a lo que estos modos de rendición de cuentas **descuidan**
3. -> Evaluación ”**more than human**” de la innovación



International Journal of Care and Caring • vol XX • no XX • 1–24 • © Policy Press 2022
Print ISSN 2397-8821 • Online ISSN 2397-883X • https://doi.org/10.1332/239788221X16613769194393
Accepted for publication 24 August 2022 • First published online 30 September 2022

research article

Accountability and neglect in UK social care innovation

Cian O'Donovan, c.o'donovan@ucl.ac.uk
University College London, UK

Innovation alters who is accountable for social care and how they are held to account. This article shows how organisational, institutional and technological innovation in infrastructures of social care can reconfigure accountability instruments and propel change between distinct modes of accountability. However, innovation also sustains neglect, both in terms of issues, objects and subjects missing from research, and in terms of low levels of institutional reflexivity mobilised to evaluate and direct innovation's impacts. Evidenced using two-level situational analysis – across a UK research portfolio and within a public robotics lab – we argue that confronting this neglect is critical for post-pandemic reform.

Key words social care policy • innovation policy • accountability • infrastructures of care

To cite this article: O'Donovan, C. (2022) Accountability and neglect in UK social care innovation, *International Journal of Care and Caring*, XX(XX): 1–24,
DOI: 10.1332/239788221X16613769194393

Introduction

It is time to ‘make permanent the innovations that Covid-19 has accelerated’ (Department of Health and Social Care, 2021a: 6). To ‘embrace the opportunities of digital’ (Local Government Association, 2020: 22). To ‘bring all the benefits of innovation back into the [health and care] system’ (Department of Health and Social Care, 2021b: 71). As policy professionals promise plans for recovery and reform in social care, innovation is set for a starring role.

This is curious. In line with trends across public policy domains (Pfotenhauer et al, 2019), organisational, institutional and technological innovation have long been drivers of change in what is called ‘social care’ in the UK and ‘long-term care’ elsewhere. For instance, beginning in the 1980s, processes of institutional innovation reconfigured post-war social welfare systems around individual choice and market logics – an ideological shift from the universalist values on which they were originally built (Osborne, 1998). The point is this: social care today is already shaped by innovation. If innovation is to benefit pandemic recovery plans, it is essential to understand how it is already implicated in configuring infrastructures so badly exposed by COVID-19 (Byrd et al, 2021; Comas-Herrera et al, 2021). This knowledge is critical for better

---

O’Donovan, C. (2022). Accountability and neglect in UK social care innovation. *International Journal of Care and Caring*, https://doi.org/10.1332/239788221X16613769194393

diapositiva: keepfaking.it/4S2022

Innovation and neglect in UK social care

Gracias, thanks, obrigado

Presentado en 4S 2022, Cholula, México, 10 de diciembre de 2022

Cian O'Donovan | @cian | c.o'donovan@ucl.ac.uk

Department of Science and Technology Studies, UCL