

What is the right size for a care organisation?



We want to tell you
what we found out

About the study



Research is a planned and organised way to find answers to important questions.



We did some research to find out about very small care organisations (with 5 people or less working for them). We call these organisations **micro-enterprises**.



We involved people who use services in the research team.

We found five ways that micro-enterprises are better than bigger care organisations:



1. Micro-enterprises offer more personalised support.

Personalised support means:

- Being flexible about care and support activities and changing them to suit the person using the service



- Being friendly and acting like family



- People can choose and control their own activities



2. Micro-enterprises help people to do more of the things they value and enjoy



3. Micro-enterprises are good at finding new ways to work with people



4. Micro-enterprises are good at involving people that sometimes get left out



5. Micro-enterprises offer better value for money than larger organisations

We discovered things that help micro-enterprises to do well



Having a specialist in care services who can give advice about starting and running a micro-enterprise



Having strong local networks and a good relationship with the local council



It is also important that local Councils tell people about micro-enterprises

We also discovered things that can stop micro-enterprises from doing well



Sometimes people do not hear about micro-enterprises. This means people who might want to use these services don't have a chance to.



People running micro-enterprises sometimes find it difficult to separate their work-time and private-time.



When a micro-enterprise only has a few people using the service it can be difficult to employ staff and plan work.

Next steps

We are the people who led the research. Our names are:



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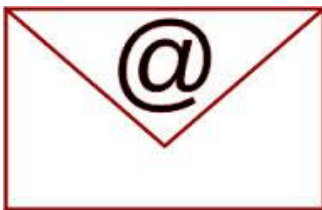


and Kerry Allen



We will share our findings with people who design services. We want to help them to understand what works best in care services.

You can find out more by...



Getting in touch with Kerry by emailing
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Having a look at the project website
<http://www.birmingham.ac.uk/research/activity/micro-enterprises>