

Advice on welfare rights for disadvantaged older people recruited via primary health care

Submission date 14/02/2012	Recruitment status No longer recruiting	<input type="checkbox"/> Prospectively registered <input checked="" type="checkbox"/> Protocol
Registration date 14/02/2012	Overall study status Completed	<input type="checkbox"/> Statistical analysis plan <input checked="" type="checkbox"/> Results
Last Edited 09/04/2019	Condition category Other	<input type="checkbox"/> Individual participant data

Plain English summary of protocol
Not provided at time of registration

Contact information

Type(s)
Scientific

Contact name
Dr Katie Haighton

Contact details
Newcastle University
Institute of Public Health
Richardson Road
Newcastle upon Tyne
United Kingdom
NE2 4AX
-
katie.haighton@newcastle.ac.uk

Additional identifiers

Protocol serial number
11415

Study information

Scientific Title
Advice on welfare rights for disadvantaged older people recruited via primary health care

Study objectives

Older people in poor health are more likely to need extra money, aids and adaptations to allow them to stay in their homes, yet many do not claim the benefits to which they are entitled. This study will evaluate the effects on health and well-being of a welfare rights advice service provided by social services departments in North East England for low income older people, who we will identify from general practices.

More details can be found at http://www.phr.nihr.ac.uk/funded_projects/09_3009_02.asp

Ethics approval required

Old ethics approval format

Ethics approval(s)

NHS National Research Ethics Service NRES Committee South West - Exeter, ref: 11/SW/0260

Study design

Randomised interventional trial

Primary study design

Interventional

Study type(s)

Quality of life

Health condition(s) or problem(s) studied

Primary Care Research Network for England

Interventions

750 older people who volunteer to take part will be assigned, by chance, to one of two groups. The 375 older people in one group will be given an appointment with a welfare rights advisor within 2 weeks in their own home, during which they will receive a full benefit assessment and help with claiming benefits and other entitlements. Advisors will keep in touch with them until they no longer need help. The 375 older people in the other group will receive exactly the same help and advice 24 months later and receive usual care in the meantime. Older people in both groups will be interviewed at the outset and after 24 months to find out whether the service has had beneficial or other effects and whether it is acceptable. We will also assess whether the service offers good value for money and is acceptable to professionals. Older people in both groups will be free to seek advice independently or to leave the study at any time.

Wait list control, 'Usual care', including voluntary access to available welfare rights services until 24 months follow up, when the trial intervention will be offered.

Welfare advice, Welfare advice consultations and active assistance with benefit claims delivered in participants' own homes by a trained welfare rights advisor (WRA)

Intervention Type

Other

Phase

Not Applicable

Primary outcome(s)

Quality of life (CASP 19) measured at baseline, 12 months, 24 months

Key secondary outcome(s)

1. Health status (Euroqol EQ5D)
2. Functional ability (ADLs/IADLs)
3. Independence (living independently, with carer support, in own home or a relations, care home or hospital)
4. Social support/participation (Social Support Questionnaire)
5. Depression (PHQ-9)
6. Mortality
7. Key health related behaviours (diet, physical activity, alcohol, smoking)
8. Perceived financial well-being (Affordability Index)
9. Fuel poverty (achievement of household temperature sufficient to maintain health for expenditure of <10% of household income).

Completion date

31/05/2015

Eligibility**Key inclusion criteria**

1. Volunteer men and women registered with a General Practice in one of 10 social services areas (1 individual per household)
2. Aged 60 years and over
3. Providing informed consent

Participant type(s)

Patient

Healthy volunteers allowed

No

Age group

Adult

Sex

All

Key exclusion criteria

1. Patients resident in nursing homes or hospitals at the time of identification
2. Diagnosed terminal illness
3. By virtue of current physical/mental health cannot participate in the research
4. Lack of fluency in written and spoken English

Date of first enrolment

01/12/2011

Date of final enrolment

31/05/2015

Locations

Countries of recruitment

United Kingdom

England

Study participating centre

Newcastle University

Newcastle upon Tyne

United Kingdom

NE2 4AX

Sponsor information

Organisation

NHS North of Tyne (UK)

Funder(s)

Funder type

Government

Funder Name

NIHR Public Health Research Programme (UK) ref: PHR 09/3009/02

Results and Publications

Individual participant data (IPD) sharing plan

IPD sharing plan summary

Not provided at time of registration

Study outputs

Output type	Details	Date created	Date added	Peer reviewed?	Patient-facing?
Results article	results	10/01/2019		Yes	No
Protocol article	study protocol	28/05/2012		Yes	No

Funder report results	results	01/01/2019		No	No
Participant information sheet	Participant information sheet	11/11/2025	11/11/2025	No	Yes
Study website	Study website	11/11/2025	11/11/2025	No	Yes