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Integration of health and social care in a regional area of Scotland: exploring the needs and experiences of service users and their families.

HENDERSON, L., KENNEDY, C., BAIN, H. and ALLAN, E.

2018



**ROBERT GORDON
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Research Team

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Integration of health and social care in the a regional area of Scotland.

Exploring the needs and
experiences of service users
and their families.

 @Lou_Henderson2

Aims of this session

- To outline the proposed research study.
- Explore the evolution of the study to date.
- Audience participation – thoughts & suggestions welcome!

Background

Integration underpinning principle of national health and social care policy since the inception of:

- Health and Social Care (Community Health and Standards) Act 2003.
- NHS Reform (Scotland) Act 2004.
- Christie commission (The Scottish Government 2011a).
- Public Bodies (Joint Working) (Scotland) Act 2014.



**The Scottish
Government**
Riaghaltas na h-Alba

Health & Wellbeing Outcomes

Outcome 1: Improve own health and wellbeing- good health for longer.

Outcome 2: Live, as far as reasonably practicable, independently at home/homely setting in their community.

Outcome 3. Positive experiences- dignity & respect.

Outcome 4. Services centred on maintaining/improving quality of life.

Outcome 5. Reducing health inequalities.

Outcome 6. Unpaid carers supported to look after their own health and wellbeing.

Outcome 7. Safe from harm.

Outcome 8. Workers feel engaged & supported to continuously improve the info/support/care/treatment.

Outcome 9. Resources are used effectively and efficiently in the provision of health and social care services.

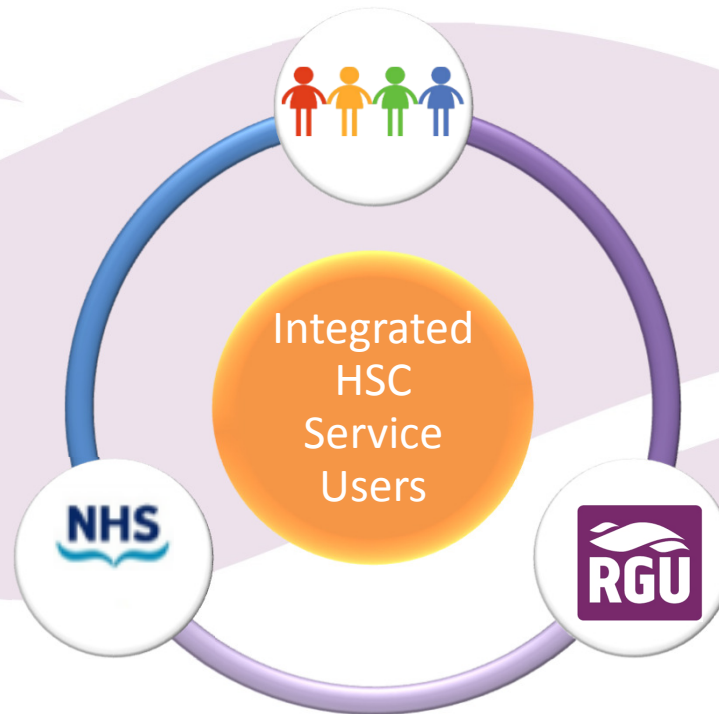
(Scottish Government 2015b)

- Strong focus on improving quality, safety and experiences of services for people utilising those services, their carers and their families.
- IJB's & strategic plans.

Background & Research Questions

What are the **experiences of service users and their families**, who are accessing integrated health and social care primary care in Grampian?

What are the **perceptions** of service users and their families, in relation to their **health and wellbeing needs**?



How do people **access** integrated health and social care at home?

What is the **relationship between** the service users (and their families) **experiences** of integrated health and social care, and their perceived **health and wellbeing needs**?

Too early to study?

- 2014- **2019**, progress so far.
- Benchmark.
- Comparative.
- Assumptions gap...



Anticipated Impact

- **Potential to improve care for service users and their families:** greater understanding of the impact of HSC integration on health and wellbeing.
- Could contribute to future development of integrated health and social care services in a regional area of Scotland.
- Potential to feed into Scottish Government.
 - 9 health and wellbeing outcomes ... **if appropriate**

Anticipated Design

Method/approach

- Exploratory interpretive qualitative case study.
- Differences in strategic plans?
- Semi-structured interviews (Taylor 2015)
 - Open ended questions
 - Capture expression of open opinions
 - Groups or individually
 - Considering 'Touch-points'
- Thematic data analysis.



Questions of the literature

- What are the experiences of people who access and receive integrated HSC at home to meet their health and wellbeing needs?
- How do people access integrated HSC at home? (Strategic plans)
- What do people, who utilise integrated HSC at home, perceive as their health and wellbeing needs?
- How does integrated health and social care meet the health and wellbeing needs of those who utilise it? (Relationship)

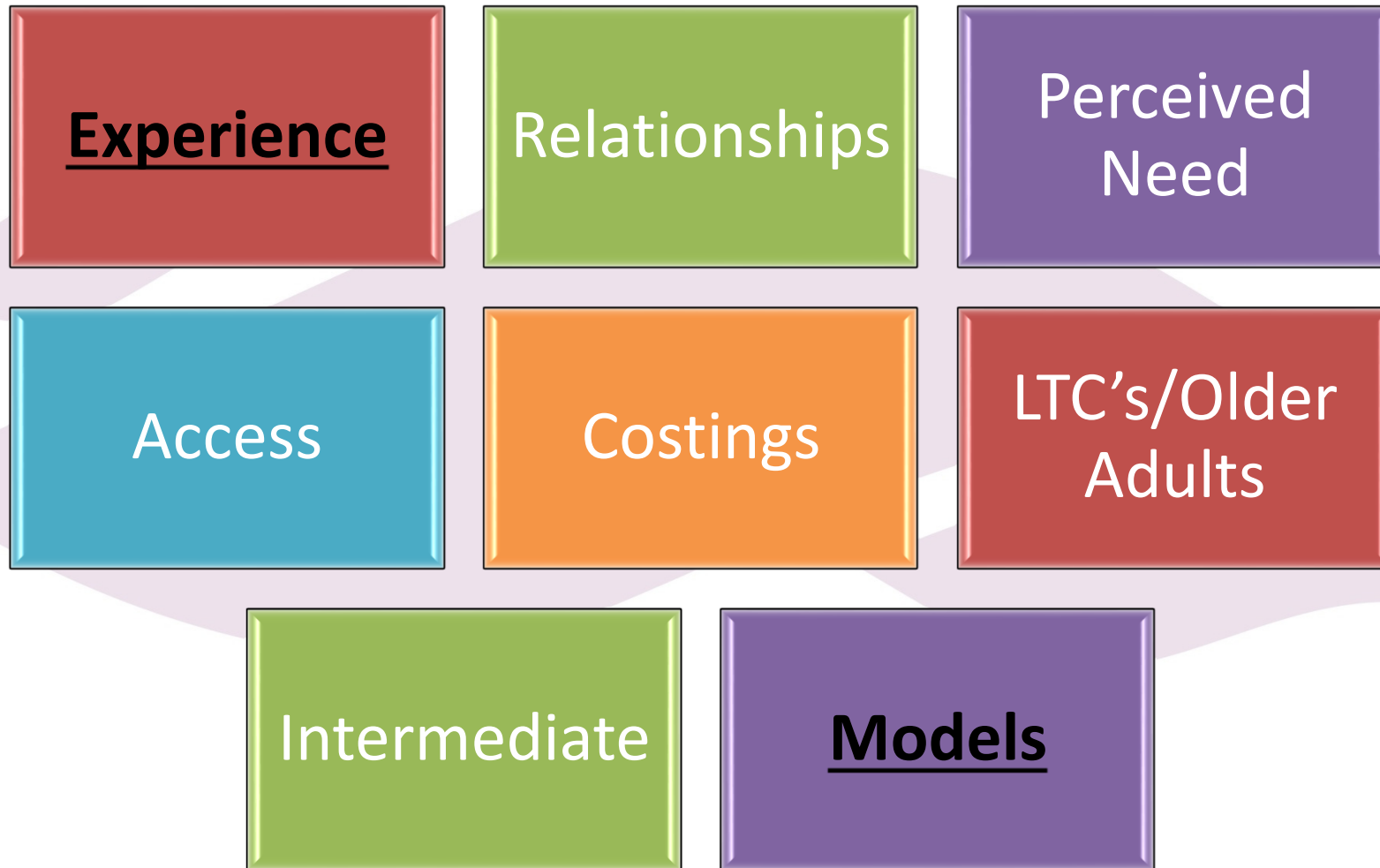
- Search strategy (V6) October 2017- March 2018 (Baxter and Jack 2008)

- Prospero Protocol, published March 2018

(Henderson et al. 2018)

https://www.crd.york.ac.uk/prospero/display_record.php?RecordID=85550

Emerging Concepts



Emerging themes to-date

How do people access IHSC?

Patient Experience?

Emotional
and
psychosocial
wellbeing.

Physiological
& functional
wellbeing.

Service
delivery and
utilisation.

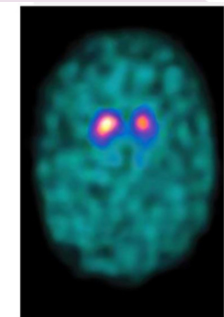
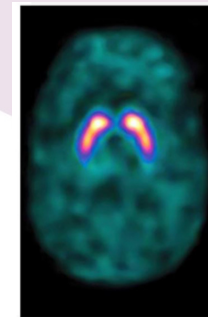
Relationships
with others.

Utility of services?

Meeting needs?

What next...?

- Writing up review for publication: Health & Social Care in the Community.
- Further 'study protocol' development.
 - Interview schedule...
 - 'Plugging the gap'
- Patient & public involvement.
 - Focus groups.
 - Preliminary data.
- Data collection- 3rd Sector.



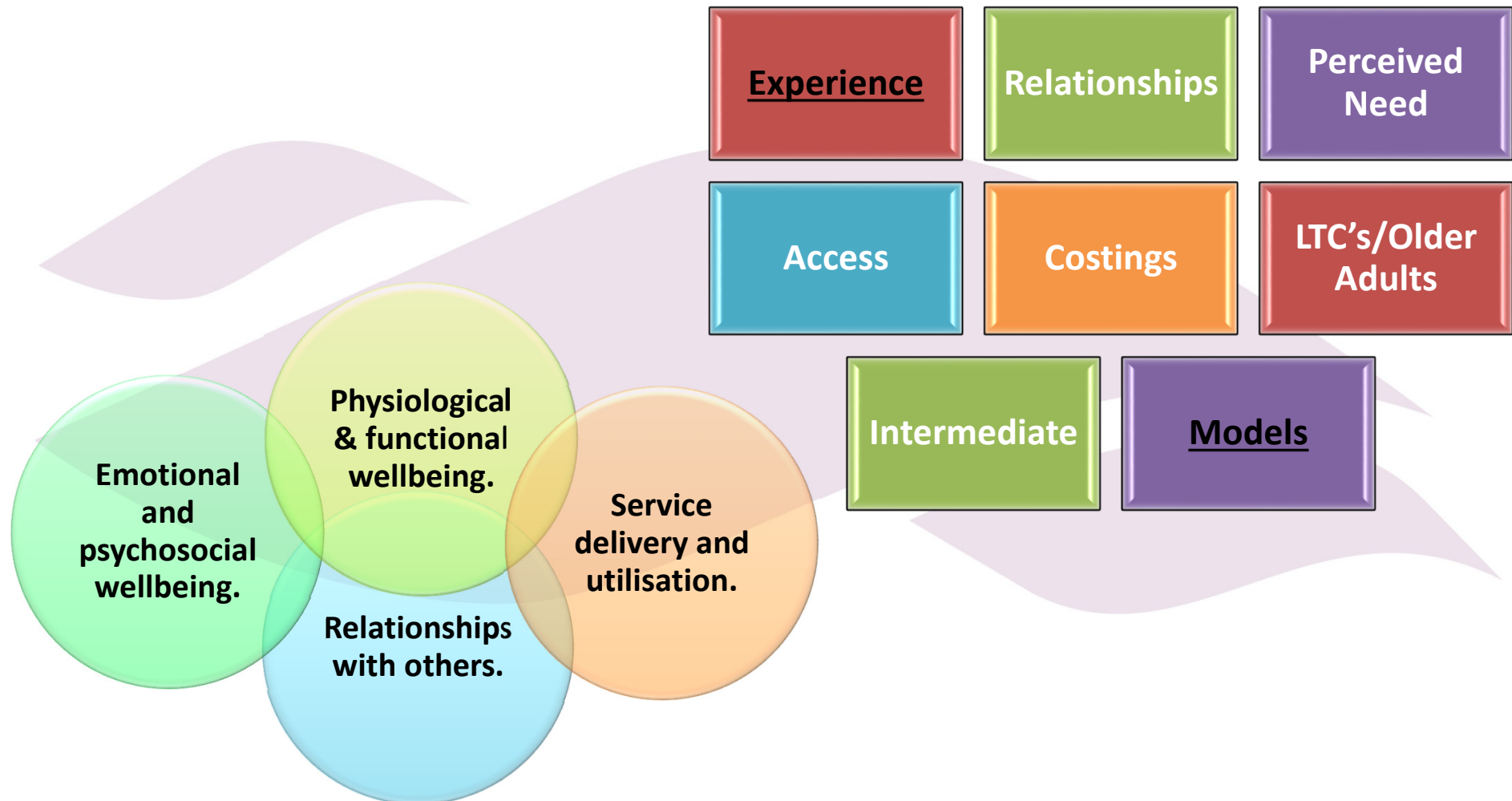
Thanks to NHS & RGU

Over to you...

“Audience participation
– questions, thoughts &
suggestions welcome!”



What are the questions that you, as practitioners, feel are important/would like to ask people who access integrated health and social care?



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