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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
UNIVERSITY ABERDEEN**



Research Team

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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.



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.
 - Public Bodies (Joint Working) (Scotland) Act 2014.



- 31 integrated Joint Boards (IJB's) to progress change in legislation and translate into integrated health and social care practice (The Scottish Parliament 2016).

- Devise an integration strategy
- Outline how they will achieve the intended outcomes of care
- Promote positive experiences & enable service users to shape their own care



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 (2015)

Strong focus on improving quality, safety and experiences of services for people utilising those services, their carers and their families

Research Question & Aim

Preliminary research questions:

1. What are the experiences of service users and their families, who are accessing integrated health and social care primary care in a regional area of Scotland?
2. What are the perceptions of service users and their families, in relation to their health and wellbeing needs?
3. 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?

Literature review

- 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?
- 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?

- Search strategy

(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

- Screening

- Total: 436

- Full text screening: 48

- Defining

Anticipated Design

**Service user/
relative/Informal
carers**

- LTC's
- CoE

**Home
environment**

- Where care is delivered

**Iterative process
Defining &
Refining**

**Literature & further
evolution of research
question**

Integrated HSC?

- Services delivered jointly
- Health agency
- Care agency
- Mental health

Anticipated Design

Method/approach

- Exploratory qualitative study
- Semi-structured interviews (Taylor 2015)
 - Open ended questions
 - Capture expression of open opinions
 - Groups or individually
 - Considering 'Touch-points'
- Propose interpretative thematic analysis



Vs.

Hermeneutic phenomenology

- Service user experience



Case Study

- Geography
- Differences in strategic plans?

Anticipated Impact

- Improving 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.
 - Health and Social Care Partnerships
 - IJB's
- Potential to feed into Scottish Government.
 - 9 health and wellbeing outcomes

... if appropriate (bold?)

Recap: Outline of anticipated research project, insight & questions, over to you now ...

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