

# Exploring the health and wellbeing needs and experiences of people who use and deliver integrated health and social care in the community: a multi-case study.

HENDERSON, L.

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## Aim

Explore health and wellbeing needs, relationships and experiences of Integrated Health and Social Care (IHSC)

## Research question

What are the experiences and health and wellbeing needs of people who use and deliver IHSC, and how do their relationships influence these experiences?

## Participants (n=18)

6 Service Users – 5 Informal Carers – 7 IHSC Staff

## Methods

- Qualitative multi-case study
- Semi-structured interviews
- 3 Health and Social Care Partnership areas (Scotland)

## Preliminary Findings

- Connections are important across three different levels:  
*-Individual, service and organisational.*
- The connections that individuals have with the people who support them can influence their experiences of IHSC.  
*-Positive when connections with people around them are present.*
- Why? Connections can help people to cope better.  
*-Improved information sharing; involvement.*

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## Key learning for the future

Maintaining and promoting connections with others should be a key principle of helping Service Users to meet their health and wellbeing needs, and improving their experiences

HENDERSON, L. BAIN, H., ALLAN, E., KENNEDY, C., 2020. Integrated health and social care in the community: A critical integrative review of the experiences and well-being needs of service users and their families. Health & Social Care in the Community [Online], 00. Available: <https://onlinelibrary.wiley.com/doi/abs/10.1111/hsc.13179> [Accessed 17 March 2021].

