

HENDERSON, L., KENNEDY, C., BAIN, H. and ALLAN, E. 2019. Exploring the experiences of people who use and deliver integrated health and social care (IHSC) in a regional area of Scotland. Presented at 2019 NMAHP (Nursing, Midwifery and Allied Health Professionals) excellence conference, 30 October 2019, Elgin, UK.

Exploring the experiences of people who use and deliver integrated health and social care (IHSC) in a regional area of Scotland.

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

2019

Exploring the experiences of people who use and deliver Integrated Health and Social Care in a regional area of Scotland.

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Supervisory Team

Prof. Catriona Kennedy, RGU.

Dr Heather Bain, RGU.

Dr Elaine Allan, NHSG & RGU.



My name is...

For today...

- Outline some of the key findings from our literature review.
- Give you a brief overview of our study.
- Highlight opportunities to take part in our research.



... Literature review

Questions of the literature

- What are the **experiences** of people who access and receive integrated health and social care (IHSC) at home to meet their **health & wellbeing needs (HWB)**?
- How do people **access** IHSC at home?
- What do people, who utilise IHSC at home, **perceive as their HWB needs**?
- How do integrated health and social care **meet the HWB needs** of those who utilise it?

- Scoping review Oct '17
(Baxter and Jack 2008)
- **Integrative** review
Mar – Apr '18
- Thematic analysis (Braun &
Clarke, 2016)

Databases (7)

- EBSCOHost:
CINAHL; AMED;
SocINDEX; MEDLINE
- TRIP
- Web of Science
- Science Direct

Prospero Protocol
Published March 2018
(Henderson et al. 2018)

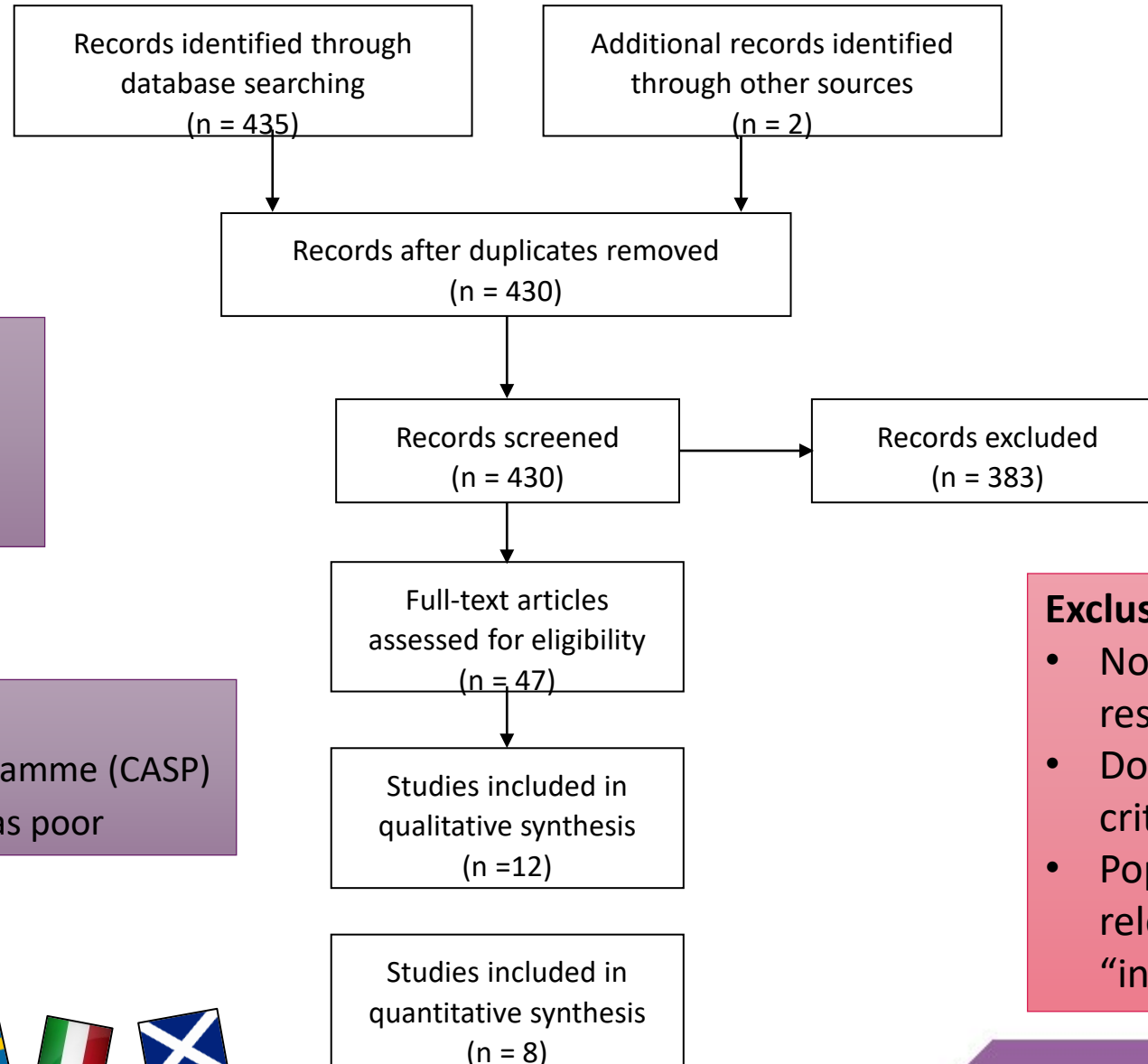
Findings

Quality appraisal

- SIGN grading system
- Grading ranged from 2++ to 3
- Grading ranged from B to D

Quality appraisal

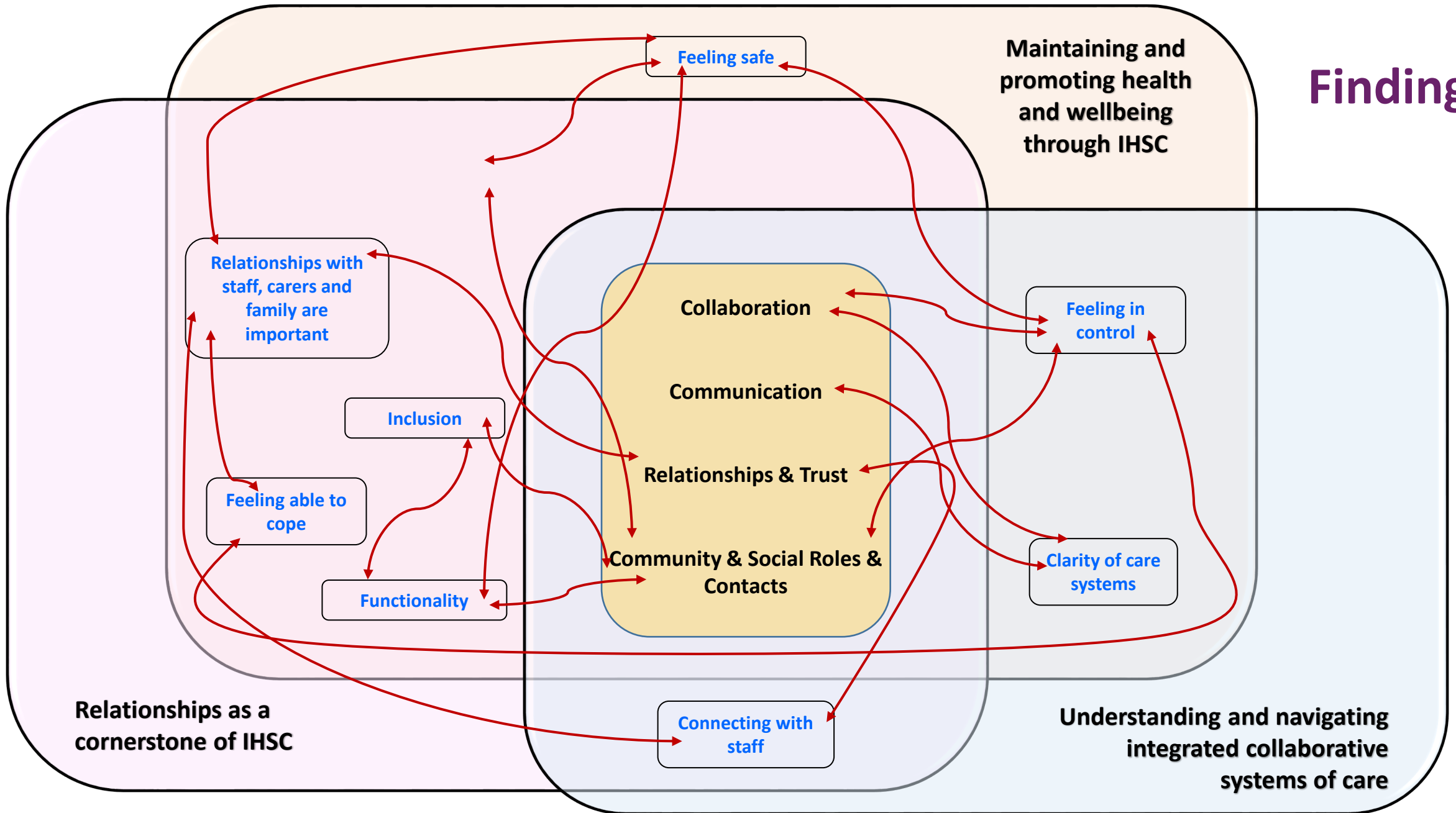
- Critical Appraisal Skills Programme (CASP)
- Overall, quality of papers was poor



Exclusions

- Not primary research- descriptive
- Does not meet criteria
- Population; relevance: “integration”

Findings



Our study...



A case study of service user, informal carer and staff experiences of IHSC

Aim & objectives of this study

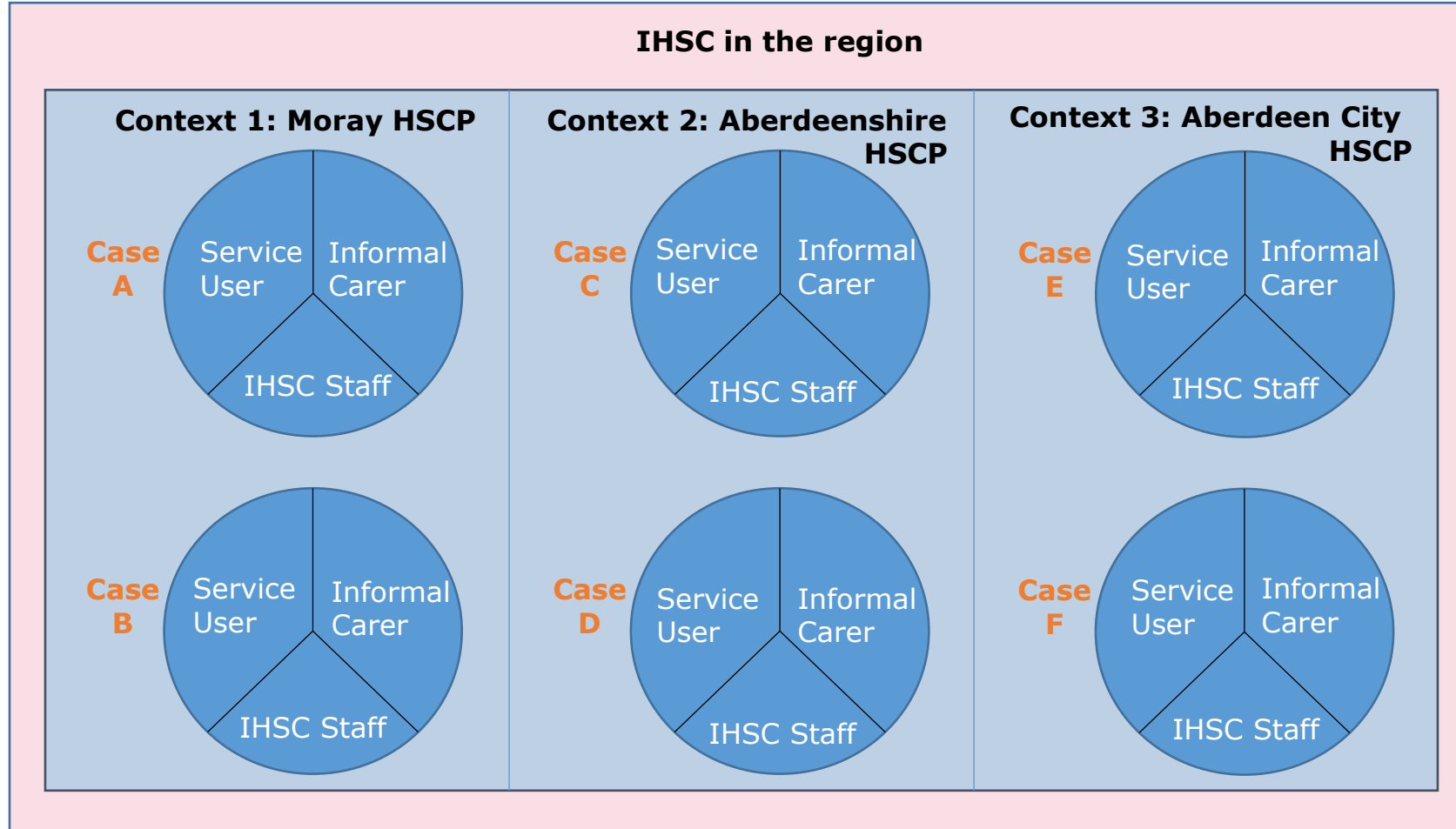
Aim

To understand experiences of integrated health and social care, for service users and people that help them at home.

Objectives

- To **describe the health & wellbeing (HWB) needs** of services users and informal carers.
- To **investigate the relationship** between **HWB** needs and the **experiences** of key stakeholders who receive IHSC.
- To **explore the experiences** of key stakeholders who access and delivery IHSC services in a regional area of Scotland.
- To **explore the significance of relationships** in experiences of IHSC

Participants & Methods



(Yin 2018)

Data collection & analysis

- Semi-structured interviews
- 1 hour (1:1)
- 2 hour (Group)
- Time/date/location of your choosing
- Thematic analysis: Nvivo
- Replication logic
 ↑certainty of results
- Summary report available

Impact

- **Improving care** for service users and their families.
- Could contribute to **future development of IHSC in the region.**
- **Potential** to feed into Scottish Government.

... if appropriate (bold?)

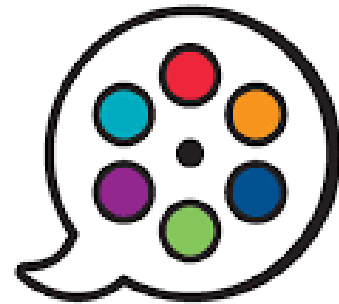
Anticipated Impact & Study Progress

Progress

- 2 years into PhD (1/2 way)
- Integrative literature review
- Exploratory field work
- **Patient, Public & Staff Involvement**
- Ethical review: SERP & IRAS
- Data collection
- Analysis, findings & writing up



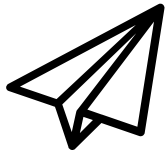
How can we become involved in this study?



**NOTHING ABOUT ME
WITHOUT ME**

Inclusion criteria

- Over 18 years of age.
- English speaking.
- **Using** IHSC services regularly.
- Currently supporting the person who is using IHSC (**informal carer**).
- Regularly **provide IHSC** through a contractual paid IHSC role, to the person that is using IHSC.



Would you like to take part in a research study about Integrated Health & Social Care?

Interested? If the answer is yes to any of the below questions, we would like to hear from you...

- Do you access Integrated Health & Social Care services regularly in Aberdeen City, Aberdeenshire or Moray?
- Do you help someone at home that accesses Integrated Health & Social Care services regularly in Aberdeen City, Aberdeenshire or Moray?
- Are you an Integrated Health & Social Care member of staff in Aberdeen City, Aberdeenshire or Moray?

If you would like to join our research study about your experiences of Integrated Health & Social Care, please contact:

Louise Henderson
Louise is a Registered General Nurse and District Nurse, who works as a Lecturer & PhD Student at Robert Gordon University.

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Exclusions

- People with learning difficulties.
- People who do not have capacity to consent.
- People who have profound mental health issues.



Closing remarks...

- Outlined some of the findings from our literature review & given you an overview of our study. Exciting time of change in IHSC...
- Please get in touch if you would like to **know more** about the study or if you, or someone you know may like to **take part**.

Many thanks, in anticipation of your help.


Louise Henderson

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