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# Integration of health and social care in the Grampian region 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 Grampian region 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.

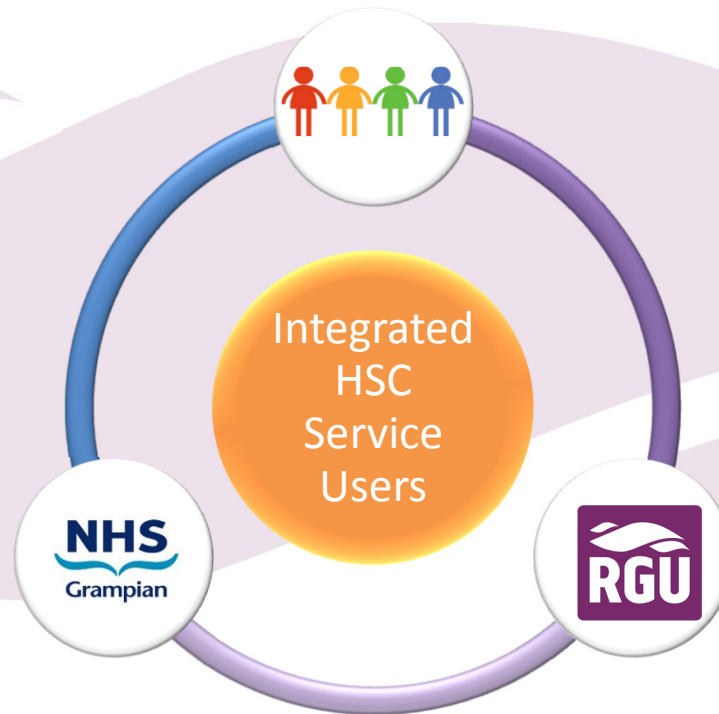
(Scottish Government 2015b)

- 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...



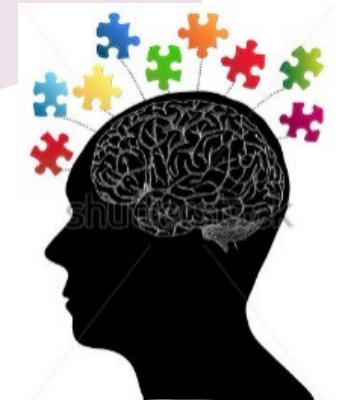
## Anticipated Impact

- **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 Grampian.
- 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)

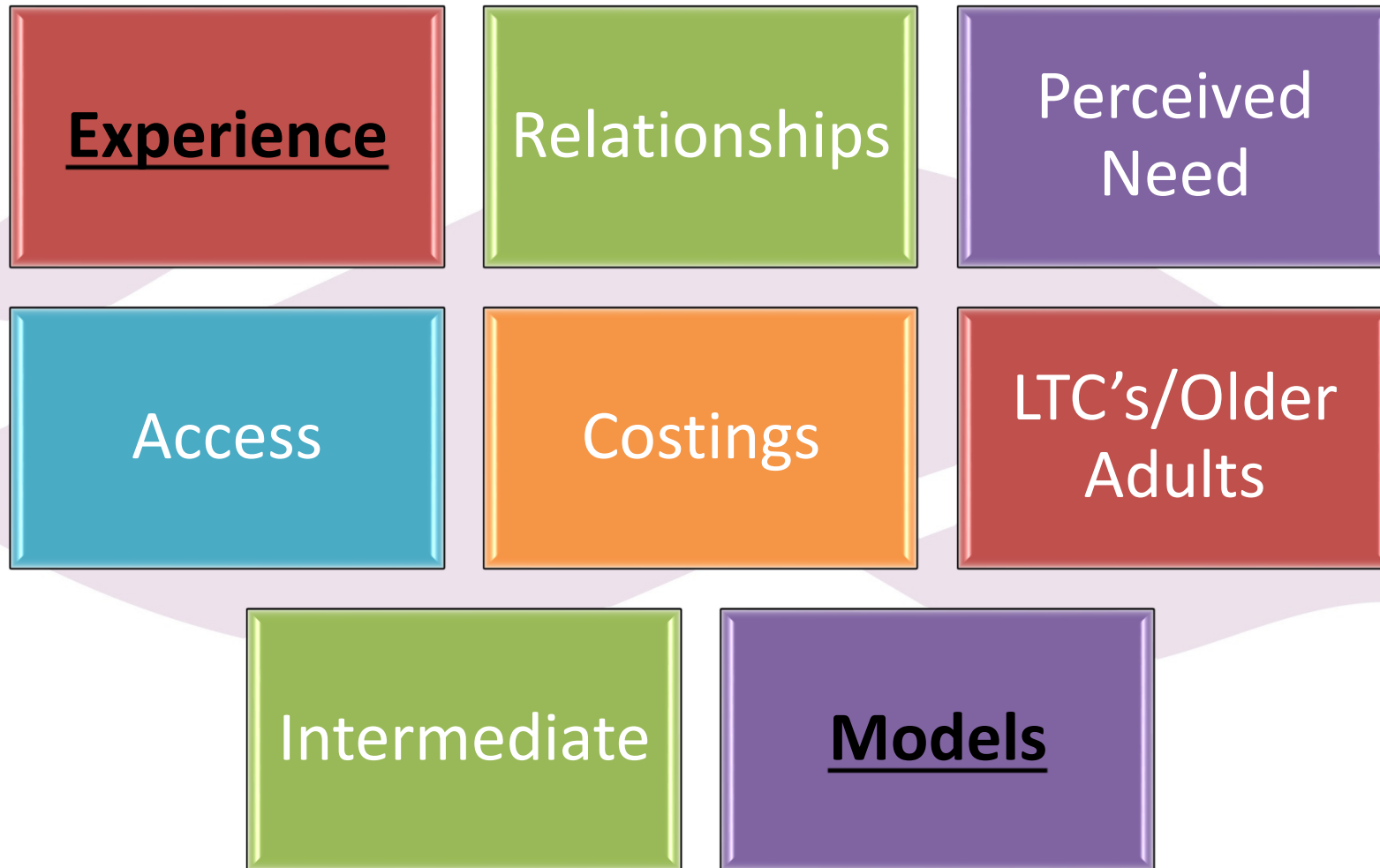
- Search strategy (V6) October 2017- March 2018 (Baxter and Jack 2008)

- Prospero Protocol, published March 2018

(Henderson et al. 2018)

[https://www.crd.york.ac.uk/prospero/display\\_record.php?RecordID=85550](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.

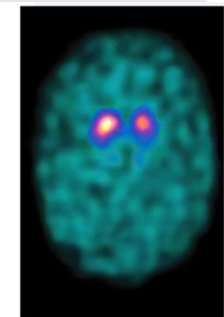
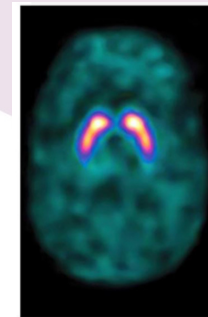
Relationships  
with others.

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- 3<sup>rd</sup> Sector.



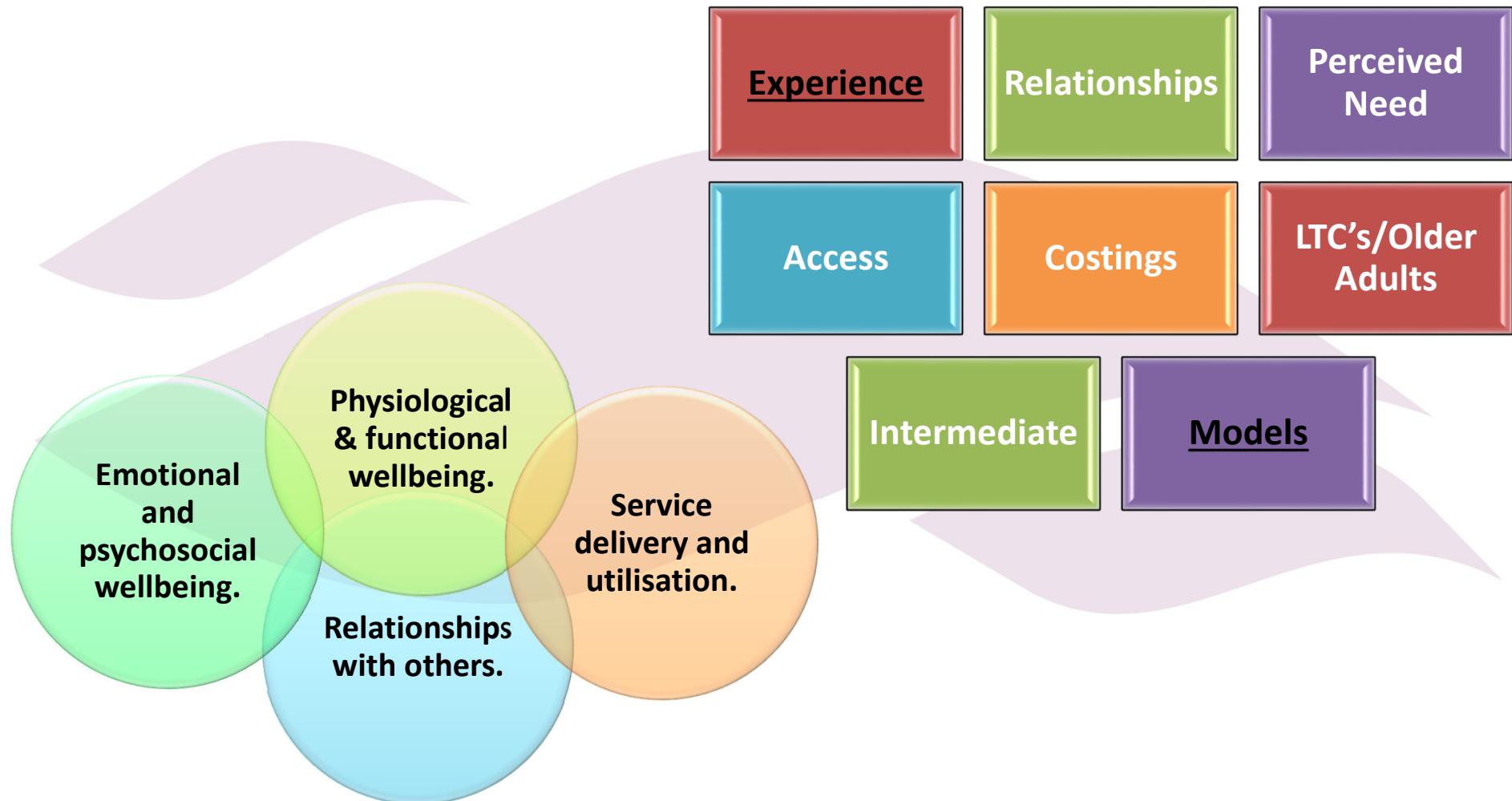
Thanks to NHSG & RGU

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?



# References

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