

# **A multi-case study of the experiences, needs and relationships of people who access and provide Health and Social Care (HSC)**

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## **Background**

Current UK legislation sets a precedence of person-centred sustainable HSC that meets the diverse health and wellbeing needs of Service Users and their families through improved experiences. However, current research in the field focuses on service models and evaluation; fewer studies investigate person-centred experiences and needs of people who use HSC.

## **Aim of the study**

This qualitative multi-case [n=7] study was designed with key stakeholders to explore the experiences and needs of people who use and deliver HSC at home, in a regional area of Scotland (UK).

## **Methods**

Data were collected via individual or dyad semi-structured interviews with Service Users [n=6], Informal Carers [n=5] and HSC staff [n=7] and synthesised using Interpretive Thematic Analysis]

## **Results**

Supportive relationships and personal connections were instrumental in helping all participant groups to feel able to cope with their changing HSC needs and roles, promoting reassurance, information sharing, and reduced anxiety; when they were lacking, it negatively impacted upon Service Users' experiences of HSC. Supportive relationships within a community were instrumental in meeting the HSC needs of their individual members. Support that statutory services provided did not always meet the needs of the people who were accessing or providing HSC, and they undervalued the support that communities provided.

## **Conclusions and implications**

Findings suggest a need to adopt Person-centred, Relationship based HSC to encourage meaningful connections and improve experiences of accessing and providing it. This study highlights indicators for improved sustainable HSC beyond COVID-19, advocating co-produced community-driven HSC services that meet the self-defined needs of the people who use them.