

# **Understanding experiences and wellbeing needs of people who access integrated health and social care in the community: an integrative review**

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## **Background**

Current UK legislation sets a precedence of person-centred sustainable Health and Social Care (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**

This review aimed to synthesise empirical evidence about experiences of integrated HSC in the community, and better understand the health and wellbeing needs of people who accessed it.

## **Methods**

A literature search was conducted (March-April 2018) across six databases (CINAHL; MEDLINE; AMED; TRIP; Web of Science and Science Direct; 2007-2018). Quality of included papers [n=20] was appraised using tools appropriate to their methodology. Data were extracted to a thematic matrix. Themes were iteratively developed using mixed-method descriptive analysis.

## **Findings**

Findings indicate that relationships hold significance in HSC. People who access HSC services felt that they were not always involved in planning their care, and there was a lack of clarity in navigating integrated systems; subsequently, this negatively affected their experiences of those services. However, Service User and Informal Carer voices appear to be underrepresented in current literature.]

## **Conclusions and implications**

The potential impact of relationships between professionals and Service Users must not be underestimated; these grow stronger when providers approach care planning with involvement and collaboration. More evidence is needed on the effectiveness and impact of integrated HSC as an intervention that promotes health and wellbeing, and on the experiences of those who receive it.