

WHAT ARE THE EXPERIENCES OF OLDER SERVICE USERS WITH MULTIPLE HEALTH CONDITIONS OF COMMUNITY BASED INTERPROFESSIONAL WORKING?

A Systematic literature review

INTRODUCTION

Social work requires the assessment and care planning of older adults within the community as mandated by the well-being principle of the Care Act 2014. Developments in medicine and assisted technology now mean older people who are living with multiple conditions are choosing to remain living at home for longer. This can create challenges in the management of complex care needs. Having contact with multiple professionals can cause fragmentation of care. The review was an exploration of the lived experience of older people with multiple health conditions who receive community-based care from professionals across the Health and Social Care Sector. It aimed to (a) identify the experiences of older people residing within their own home, with complex needs and comorbidities who receive care from multiple health and Social Care Professionals; (b) analyse older service user experience and (c) identify how to improve service user outcomes, including lived experience, health and well-being in order to improve social work practice.

THEMES

TIME RESTRAINTS IN CARE AND CARE PLANNING



THE IMPORTANCE OF PROFESSIONAL AND INFORMAL RELATIONSHIPS TO OLDER PEOPLE INCLUDING RELATIONAL CONTINUITY



OLDER PEOPLE HAVING CHOICE AND CONTROL OVER THEIR CARE AND LIVES



SERVICE USERS HAVING PROFESSIONALS WHICH WERE ACCOUNTABLE, RESPONSIVE, AND ACCESSIBLE IN RELATION TO THE MANAGEMENT OF THEIR HEALTH AND SOCIAL CARE NEEDS



CONCLUSION

Older people exist within complex systems which impact on their lived experience, health and social care management. Social workers are pivotal in breaking down these complex systematic barriers and bringing health and social care professionals together. Social workers should take an individualistic, person-centred approach to case management, taking a lead role in care-coordination, to improve communication. Bringing professionals together responsively, to prevent the deterioration and oppression of older adults and improve lived experience and outcomes