
POSTER ABSTRACT

The Role and Experiences of Frontline Social Care Staff within Integrated Care

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Background: This study explores the role of those frontline individuals working in care and support roles in ensuring that people receive Integrated Care and how they interact, collaborate and work in partnership with external professionals. Such staff are often central to the people's experience of person-centred, co-ordinated care due to their frequent contact with people, their families and a multitude of professionals. Despite the centrality of their role, there is a lack of research on these individuals with most research around Integrated Care focused on formal professions such as Nurses and Social Workers.

Who is it for? This research study has been conducted for frontline social care staff within Integrated Care services and for all stakeholders involved in a person's care ranging from Social Workers, CPNs, Housing support, health and local authorities. This will also be of interest to those responsible for managing future integrated services and to those implementing new Integrated Care programmes.

Who did you involve and engage with? This research study was led by a PhD Research student around an Integrated Mental Health Recovery Service for Adults in the Midlands region of England which had been implementing integrated care over the past five years. The service supports people to leave /avoid hospital or prison etc to develop new skills, manage their risks and to support the Mental Health Recovery journey for individuals. The emerging insights from this study will be shared with a lived experience panel in order to gain their perspectives.

What did you do? A scoping literature review was conducted which highlighted the limited number of research studies involving frontline social care and support staff. With the premise that all involved in Integrated Care are equal partners, a lack of literature on these individuals highlighted a gap in data. Qualitative semi-structured interviews are being conducted with social care staff and various professionals involved in the case study site, based on themes which emerged in the literature review.

What results did you get? This research study is part of a PhD Thesis due for completion in September 2023 and data gathering will be complete and initial analysis will be presented at the conference.

What is the learning for the international audience? The areas of learning will be around the key themes which emerge from the findings of the qualitative interviews on barriers and facilitators of Integrated Care based on the role and experiences of frontline social care staff, a group which has been under researched both within the UK and internationally.

What are the next steps? The insights from this research study will help to inform the Integrated service and the local areas to improve the support to people in services, to help advance practice within Integrated Care and for the future development of Integrated Care services and programmes.