

# Better Together

To improve your health and social care

This report summaries the learning from our **Better Together Transforming Community Care Project**.

Aim of the project: Use the experience-based co-design (EBCD) process to aid service users and health care providers in working together in co-designing and implementing a community service improvement.

Main objectives:

- Identify key areas where service improvements should be focused.
- Participants partake in co-design working groups to develop a service improvement most important to service users and staff.

Experience-based co-design (EBCD) enables service users, carers and staff co-design services and care pathways in partnership

## Method

- Meet and greet: Project plan explained, information sheet provided, watched lived experience videos.
  - Four co-design working group sessions: Sharing of experiences receiving/providing care and service improvements based on these. Prioritisation activity to highlight what is most important to the group.
- Discussion on the draft developed, working through each section and making changes based on the groups opinions. Final draft of service improvement developed by the group.

## Participants

The project involved two groups:

- The Galway group consisted of four service users who live with chronic conditions and four staff working in the Enhanced Community Care (ECC) programme.
- The Ballinasloe group consisted of two service users, three carers and four staff who work in the Older Persons (ICPOP) service and Frailty at the Front Door (FFD) service.

## Results

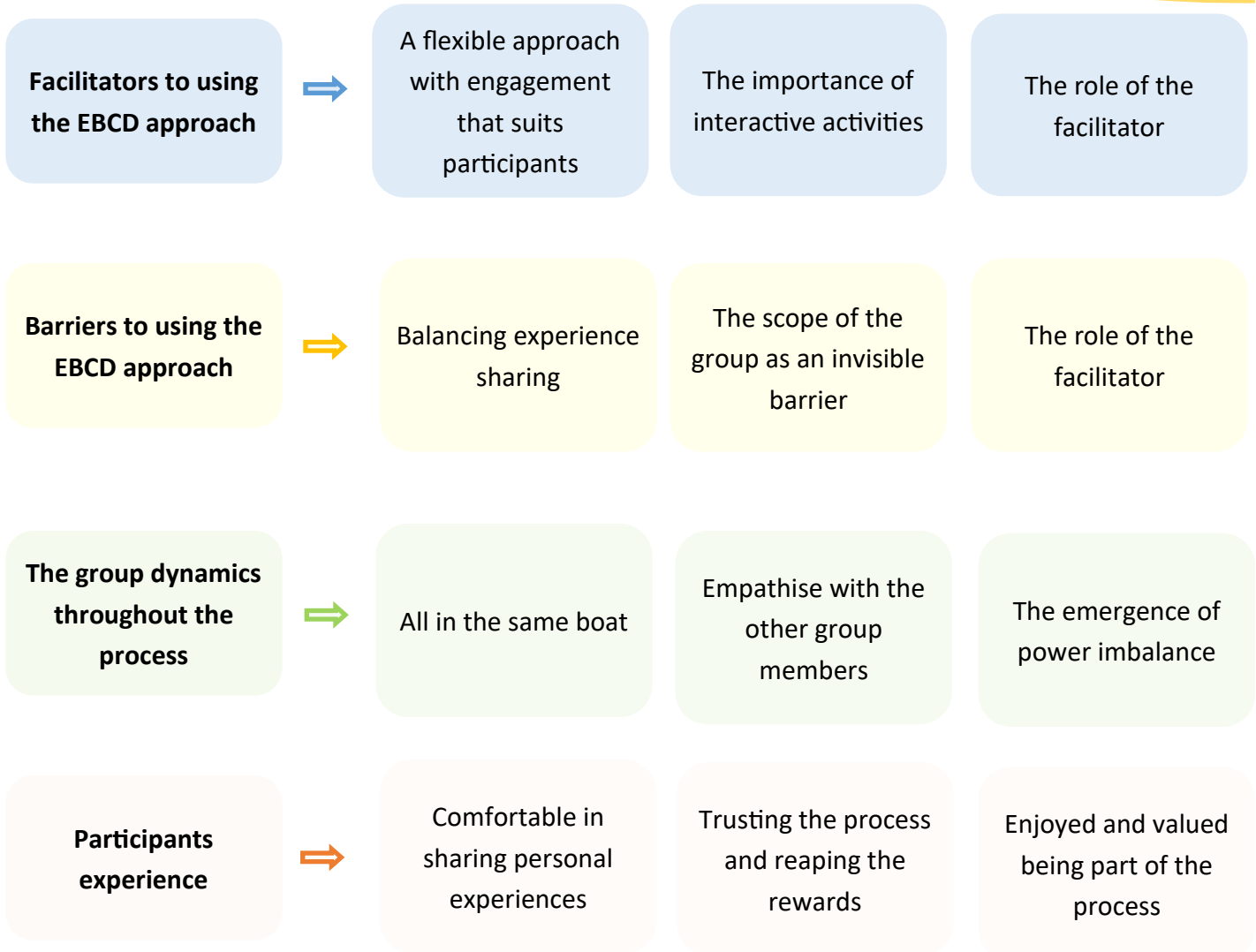
This project produced two service improvements:

- **Better Together Transforming Community Care poster, leaflet with a feedback form**
- **Community Specialist Team Assessment Report for the older person**

Both tools will make the care more person centred, enable better use of resources, support self management and empowerment.

The tools can be adapted for other care settings whilst providing care at a local level.

Evaluation:



Strengths and values of using the EBCD approach

- Continued sharing and mutual learning
- Capturing of various perspectives
- The sharing and evoking of experiences
- Creation of a community and formation of friendships
- Development of unique relationships
- A final product that works for service users, carers and staff
- A space where service users are listened to and understood
- A positive and enjoyable experience for those involved

Effortful and challenging work

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