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Community Healthcare West



Saolta

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University Health Care Group

# *Better Together*

To improve your health and social care

**Transforming Community Care using  
Experience-Based Co-Design**

# Enhanced Community Care (ECC)

- Is enhancing and increasing community health services and reducing pressure on hospital services.
- This means more services closer to where people live especially for older people and people living with chronic conditions.
- These conditions include asthma, COPD, diabetes and cardiovascular disease such as heart failure, angina, stroke, irregular heartbeat.
- Also a focus on health and wellbeing to enable prevention, early intervention and self-care supports.

# Experience-based co-design

- Entails service users, carers and staff to reflect and share their experiences of a service.
- Work together in partnership to identify and develop improvement priorities.
- These improvements emerge through the course of listening to and understanding the experiences and perspectives of those that are receiving and delivering care.
- Capturing experiences of using and delivering services is a key part of how improvement is grounded in what matters to people.



# Managing group needs

- Give everybody a chance to share and speak
- Listen quietly when someone is talking
- What we share and talk about stays within our group
- Respectful and non judgemental
- Start and finish on time

# What topics would you like to hear more about?

- What service improvements did you build in this project?
- What supports did you have to run this project?
- What roadblocks/barriers did you meet with this project?
- What are the next steps now that the project is finished?