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| <b>Meeting of East Renfrewshire Health and Social Care Partnership</b>  | Integration Joint Board   |
| <b>Held on</b>  | 13 August 2025  |
| <b>Agenda Item</b>  | 5   |
| <b>Title</b>  | People Story: 'Helping Me to Live and Age Well at Home'           |
| <p><b>Summary</b></p> <p>This paper sets out our proposal to share people stories at our Integration Joint Board meetings to allow us to capture evidence of the quality of services, share the learning about what works well and what needs to be improved with the operational teams who can then take forward any improvements identified.</p> <p>The people story '<i>Helping me to live and age well at home</i>' will be presented at the meeting.</p> |   |
| <b>Presented by</b>   | Lee McLaughlin, Head of Adult Services: Communities and Wellbeing |
| <p><b>Action Required</b></p> <p>Integration Joint Board members are asked to:</p> <ul style="list-style-type: none"> <li>a) Agree the proposal to share a people story at all Integration Joint Board meetings.</li> <li>b) Note the people story 'Helping me to live and age well at home' being presented at the IJB meeting, and comment on areas of good practice/areas for improvement.</li> </ul>  |   |

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**East Renfrewshire Integration Joint Board**

**13 August 2025**

**Report by Chief Officer**

**People Story: Helping me to live and age well at home**

**Purpose of report**

1. To share the people story 'Helping me to live and age well at home' and set out our proposal to share people stories (in presentation, video or in user/carer/ in-person format) at our Integration Joint Board meetings to allow us to capture evidence of the quality of services, share the learning about what works well and what needs to be improved with the operational teams who can then take forward any improvements identified.

**Recommendation**

2. Integration Joint Board members are asked to:
  - a) Agree the proposal to share a people story at all Integration Joint Board meetings.
  - b) Note the people story 'Helping me to live and age well at home' being presented at the IJB meeting, and comment on areas of good practice/areas for improvement.

**Report**

3. East Renfrewshire HSCP strives to collaborate with people (and their families) who use our health and care services in the design, evaluation and review of our user pathways and the services we provide. We do this informally through our partnerships with individuals, user groups, carer/parent organisations and more formally through Patient Engagement, Your Voice and the Young Peoples Champions Board/Promise Board.
4. We recognise that people stories can be a powerful continuous improvement tool which help identify areas where we need to improve the quality of services and transform user and carer experience, through listening and learning from the patient voice. People stories can be positive, negative, or combine elements of both.
5. The proposal is to share a people story (in presentation, video or in user/carer/ in-person format) at our Integration Joint Board meetings to allow us to capture evidence of the quality of services, share the learning about what works well and what needs to be improved with the operational teams who can then take forward any improvements identified.
6. People stories will also allow a spotlight on key areas of best practice, challenging performance areas affording the IJB to reflect on the overall strategic plan, the impact of policies in practice and help to shape the use of our resources to meet our key strategic priorities and objectives.

## **Recommendations**

7. Integration Joint Board members are asked to:
  - a) Agree the proposal to share a people story at all Integration Joint Board meetings.
  - b) Note the people story 'Helping me to live and age well at home' being presented at the IJB meeting, and comment on areas of good practice/areas for improvement.

## **Report author and person to contact**

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IJB Chief Officer: Alexis Chappell

30 July 2025