Despite the availability of health and social care services designed to support people in their own homes, older people often under-use or refuse these. It is now acknowledged that this phenomenon contributes to older people being admitted to hospital and long-term care in circumstances that could be avoided. In order to understand how the uptake of supportive and preventative services can be improved I developed a three phase constructivist inquiry to explore what factors enhance and encourage, and what factors inhibit service use. This paper describes how narratives were used in the second phase of the study to illustrate of the study to identify decision and choice-making influences. In addition this presentation will illustrate how the narrative also enhance the quality of the hermeneutic processes associated with the constructivist approach, which further enabled me to: recognise the influence of wider life experiences; see the person from a more holistic perspective; feedback to participants the value of information shared with me and recognise empowerment and ethical issues.