



Health & Social Care Moray

Board round-up: Moray Integration Joint Board 25.01.18

Successfully integrated working between hospital and community and the accolade of Queen's Nurse were among the items discussed at the meeting of the Board held in Elgin Youth Café on January 25.

Waiting time targets met

THE overall positive performance for the Moray health and social care system during the festive period has been welcomed by the Moray Integration Joint Board.

Dr Gray's Hospital in Elgin was one of the few acute hospitals in Scotland which managed to maintain its performance over Christmas and New Year which is traditionally a challenging time for the health service.

Nationally, emergency departments have a target of 95% of patients being seen and subsequently admitted, transferred or discharged within four hours.

Pam Gowans, Chief Officer for Health & Social Care Moray, told Thursday's meeting of the board that the local performance showed the success of integrated cross-system working between the hospital and community.

"The hospital continued to be extremely busy and there have been days of very high activity beyond the norm. The teams both in the hospital and in the community are working very hard and on a daily basis link with each other to ensure all parties are active in maintaining this outcome for the people of Moray," Ms Gowans said.

Apology over handling of respite closure

AN APOLOGY has been made to service users and their families over the handling of the closure of a Moray respite unit.

A decision was taken at the December meeting of the Moray Integration Joint Board (MIJB) to decommission the Doocot View respite service in Buckie for adults with a learning disability.

The facility was accessed by 19 families for respite support in the last financial year and following the meeting it emerged they had not been involved in the review of the service and were unaware that a decision was being made on the future of Doocot View.

On behalf of the board its chair, Christine Lester, issued an apology to families at Thursday's meeting.



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“This is not the way we want to do things and will not be the way we do things in the future,” she said.

Ms Gowans gave an assurance that processes for the decommissioning of services, including communication and engagement with service users and their families, had been reviewed.

The earlier report to the board outlined that the contracted accommodated respite service provided by Cornerstone at a cost of £313,000 a year was running at below 50% of capacity. Following the decision families are being supported to access alternative respite solutions.

District Nurse named Queen's Nurse

THE achievement of a district nurse in being awarded the title of Queen’s Nurse after demonstrating her impact as an expert practitioner, was recognised by the Board.



Ally Lister (right), District Nurse team leader in Keith, was among a group of 20 people to be awarded the title at a ceremony in December, marking the first time the honour has been made in Scotland after a gap of almost 50 years.

Ally, who has worked in the community for 21 years and has been in her current role since 2013, was nominated to take part in the nine-month development programme run by the Queen’s Nursing Institute Scotland which promotes excellence in community nursing.

The accolade recognised her outstanding practice and learning that can be shared across the health and care system.

Ms Gowans praised the work and dedication Ally had demonstrated, adding it was great to have someone of her calibre as one of Health & Social Care Moray’s team leaders supporting integrated working.

Ally was presented with her award by Bake Off judge Prue Leith.



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Chief Social Work Officer report

MORAY'S social work service is continuing to adapt and improve in what continues to be a time of challenge and financial constraint, it was highlighted.

Staff have steadily improved and adapted what they do and have prioritised their resources to meet the growing demands associated with protecting and caring for the most vulnerable members of our community, said Susan Maclaren, Head of Integrated Children's Services, as she presented her annual Chief Social Work Officer report to the board.

The report sets out the landscape in which social services are being delivered and captures a number of improvement approaches and developments.

A retendering exercise resulted in the opening of the Wellness Centre in Elgin which provides improved access to support for people with mental health issues. A redesign of the Care at Home service resulted in home carers changing title to social care assistants to better reflect their role.

A transformation project in Learning Disability services is identifying opportunities to help people achieve greater levels of independence whether in terms of living arrangements, work or leisure. Tenants with severe autism moved from a facility in Forres to a new development in Lhanbryde in August and there has been a significant drop in the recorded incidents of challenging behaviour and a reduction in the use of medication. Staff retention rates remain high and overall the project has already had a significant positive impact on the lives of the tenants and staff.

Among the challenges highlighted were: the ongoing trend of an increasing population of older people with long term conditions and more complex needs; staff recruitment and retention; the implementation of legislation including the Scottish Living Wage and budget shortfalls.

Positive response to inspection

POSITIVE progress is being made to respond to a critical report by the Care Inspectorate on services for children and young people provided by the Moray Community Planning Partnership.

Board members noted a follow-up inspection report published last month which acknowledged that partners have been working hard to deliver change and improvement.



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In the original report published last February, the inspectors said they were not confident that joint planning of children's services was resulting in improvements in the wellbeing of children and young people.

Six priorities for improvement were identified and these continue to be addressed, the board was told.

Susan Maclaren, Head of Integrated Children's Services, said a huge number of actions had been completed and there was now a need to ensure improvement was embedded and sustained to demonstrate improved outcomes for children.