

# Connecting Care

A newsletter for council and NHS staff working in adult and older people's services  
**Issue 3: August 2014**



## **Chief Officer announced**

Pamela Gowans has been appointed as Chief Officer for Health and Social Care integration in Moray and will take up post in October.

Pamela, who is currently Head of Aberdeenshire Community Health Partnership, will be responsible for leading and managing the wide range of services and strategic programmes required to implement integration.

She has worked in the health service for 32 years, initially as a nurse before moving into management and leadership roles which have involved working in partnership with local authority colleagues, third sector organisations, primary care services and communities.

The new Chief Officer said: "I am delighted to be appointed to take forward the work of integrating health and social care services in Moray. It is a huge challenge to incorporate two large and complex organisations but one I am looking forward to.

"The aim of integration is to provide high quality health and care services for the people of Moray which are easy for people to engage with. We want to build on the work which is underway with our communities and third sector colleagues that will support Moray citizens to be happier, healthier and to live independently, remaining in their homes for longer where possible. We will work tirelessly on continuing to improve the quality and experience for all who use and work with our emerging partnership."

The appointment had been welcome by Christine Lester and Councillor Lorna Creswell, co-chairs of Moray's Transitional Leadership Group.

Ms Lester said: "This is a very important post and we were keen to get the best possible candidate for the job. Prior to the joint board being set up Pamela will work with the Transitional Leadership Group to put in place the structures for an integrated service in time for the start date of April 2015."

This is another important step towards integrating health and social care services in Moray, added Councillor Creswell.

"We were looking for someone who has substantial experience of partnership working who can bring two large and complex organisations together to provide seamless care for people in Moray. Someone who can design and communicate a coherent vision, set of values and culture to improve outcomes for the people we serve," she said.

"In Pamela, we have absolutely the right person to drive this forward."

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## A Vision for Moray

At the beginning of this year, over 230 members of staff, third sector representatives and people who use health and social care services took part in an exercise to consider what successful integration would look like.

The feedback has been considered by a steering group and used to draft a vision, principles and values statement for Moray.

### Our Vision

- The lives of adults in Moray will be improved where they are supported to share responsibility for leading independent, healthy and fulfilling lives in active and inclusive communities, where everyone is valued, respected and supported to achieve their own outcomes.

### Our Purpose

- Through health, social care and third sector professionals working together with patients, unpaid carers, service users and their families, we will promote choice, independence, quality and consistency of services by providing a seamless, joined up, high quality health and social care service. When it is safe to do so, we will always do our utmost to support people to live independently in their own homes and communities for as long as possible. We will strive to ensure resources are used effectively and efficiently to deliver services that meet the needs of the increasing number of people with longer term and often complex care needs; many of whom are older.

### Our Principles

**A single point of contact.** We will make it easier for people to access information and support by having a single point of contact for accessing all health and social care services.

**Helping you to help yourself.** We will appoint a single lead professional across health and social care to facilitate improved communication with people in need of support.

**Health and social care professionals share information.** We will work to ensure that people will have to tell their story only once and that their information is shared with all relevant professionals.

**Signposting.** Information and advice should be provided in a format that is right for the person and is readily available in their community.

**Personalisation.** Our vision means that we don't provide the same service for everyone but the right service for each person. We will always aim to provide choice and control.

**Community Outcomes.** We will aim to support local communities to determine their own health & well-being priorities and we will work in partnership towards the realisation of these agreed outcomes.

**The conversation is at the heart of what we do and is the key to meaningful action.** Identifying positive outcomes that matter to people is based on a conversation with the service user, patient, unpaid carer and sometimes the whole community. This level of engagement is the essential first step in delivering an outcomes based service.

**Best Value.** We will always endeavour to make the best use of public money by ensuring that our services are efficient, effective and sustainable.

## A Vision for Moray (cont)

### Our values

We will always work to support people to achieve their own outcomes and goals that improve their quality of life.

We will always listen and treat people with respect.

We will always value the support and contribution provided by unpaid carers.

We will respect our workforce and give them the support and trust they need to help them achieve positive outcomes for the people of Moray.

### Over to you

Is this vision the right one? Will the principles and values support us to deliver the vision and the national health and wellbeing outcomes?

Have your say by following the link <https://www.surveymonkey.com/s/integration-vision>.

### Memorandum of understanding

The framework for the working relationship between the Transitional Leadership Group (TLG) and its parent bodies, NHS Grampian and The Moray Council, should soon be in place.

A memorandum of understanding has been signed off by The Moray Council.

When finalised with NHS Grampian the TLG will become the Integration Joint Board in shadow form and drive forward the preparation of Moray's integration scheme which will set out how health and social care will do business together.

Moray's draft integration scheme is due to be completed by November and will be widely consulted on with staff, partner organisations and the wider community before going before Scottish Ministers for approval early next year.

### Integration workshops

The achievement of improved personal outcomes for individuals is the focus of integrated care and support.

It is what we do as providers of health and social care but how do we ensure we are talking the same language and delivering together the holistic outcomes which are important to individuals?

The next series of staff workshops will explore the challenge and opportunities we face as well as providing an update on integration plans.

These will be held at the following:

Elgin Library Monday – Monday 1<sup>st</sup> September, 2-4pm

Forres Town Hall – Monday 8<sup>th</sup> September, 2-4pm

Buckie Community Centre – Tuesday 9<sup>th</sup> September, 9.30-11.30am

Keith Longmore Hall – Tuesday 9<sup>th</sup> September, 2-4pm

To book a place at any of the workshops or to request a workshop for your team, please contact Rachel Foster, Commissioning and Performance Team, on 01343 567132 or email [Rachel.foster@moray.gov.uk](mailto:Rachel.foster@moray.gov.uk).

## Integrating systems

Staff in health and social care continue to highlight areas of good practice as well as the barriers which can get in the way of joint working.

Over 40 people have already shared their views on ways to improve information systems and processes – and there is still time for others to have their say.

The joint systems subgroup asked what the priorities for improvement should be. Staff have been ranking their top five from a list of processes and have also commented on what they feel are the challenges ahead.

Leading the way so far is the issue of assessment/care planning/review, closely followed by data sharing and hospital discharge.

One person wrote: “Anticipatory care planning, hospital discharge planning and care planning are all closely linked and need to be moved forward together. In order to do this effectively, you must have an efficient communications network and shared intranet and documents system.

“The clinical outcomes are most important and must be prioritised for the staff and population to see the benefits of CHCP joint working. This will in turn encourage everyone to embrace the process/systems changes that will become necessary.”

Other comments have included:

“Improve communication between primary and secondary care across health and social care so we have shared goals.”

“I cannot emphasise enough the need for IT systems to be compatible. This is one of the major pitfalls and makes duplication of work, thus taking clinicians away from direct patient care.”

“Start with the processes that have a common aim and might be more easily joined up so that a momentum can be created. The data sharing is going to be complex so work on that could be happening in the background.”

Roddy Huggan, the council’s Commissioning and Performance Manager, who co-chairs the group, said: “Feedback from colleagues has been very constructive and provides additional evidence to inform the integration scheme. The Joint Systems subgroup looks forward to reporting back on how we intend to address the issues raised.”

The short survey can be completed using the link

<https://www.surveymonkey.com/s/jointsystems>.

## Do you have a question?

As well as opportunities for staff to feed in their comments and suggestions, we also want to provide a platform for people to ask questions and get answers.

We will shortly be compiling a frequently asked questions (FAQ) document on integration so please get your questions in. Send them to [involvement@moray.gov.uk](mailto:involvement@moray.gov.uk).