



Health & Social Care Moray

Shaping future health and social care

in the Forres area

Community conversation event held on 8 June 2017

Forres Academy, Roysvale Place

Event report

1. Introduction

On 8 June 2017, the Moray Integration Joint Board (MIJB) and Health & Social Care Moray held an open community conversation event. This was the start of what we hope will be an ongoing, open and productive dialogue with people about how best to shape future health and social care services in the Forres area.

The event was promoted through print and social media, posters and direct email invitations to a wide range of community organisations, groups and service providers.

Over 70 people attended the event along with board members, local councillors, representatives from NHS Grampian and Health & Social Care Moray staff.

The aim of the community conversation was to provide people with the opportunity to:

- Better understand the role and function of the board and Health & Social Care Moray;
- Learn about the health and social care profile of the community;
- Consider the current resources, the opportunities for improvement and the challenges which need to be addressed;
- Ask questions and raise issues directly with board members and lead officers;
- Contribute ideas and suggestions to help shape future services and start identifying the priority areas.

We would like to thank all those who came to the event and participated so actively.

This report records the learning from that event.

2. The presentation



Pam Gowans, Chief Officer of Health & Social Care Moray, welcomed everyone to the event and gave a slide presentation.

She explained the role of Health & Social Care Moray. The partnership of council and NHS staff under the direction of the Moray Integration Joint Board is working with people who use services, their families and communities, along with the third and independent sectors, to improve health and wellbeing.

To start shaping services fit for the future we need to understand local needs, look at current service provision and work together to identify priorities for change and innovation which will support residents to live well and as independently as they can.

The presentation highlighted:

- Increasing life expectancy in Moray and Scotland;
- The changing Moray population profile with a 45% increase in the over 65s by 2035 and the changing Forres GP practice profile;
- 31.5% of the Forres area population have 1 or more long-term health conditions; 20% feel their life is limited by disability or a long-term health issue;
- High than average rates in Moray for new presentations of depression and common health conditions of hypertension, obesity and diabetes;
- Current budget expenditure by the Moray Integration Joint Board and the range of health and social care services delivered by Health & Social Care Moray in the area;
- Our reshaping care model which seeks to promote community wellbeing and support people to stay independent and self-managing their long-term conditions in an effort to reduce the need for crisis, long-term and intensive support;
- The new purpose-built Varis Court development for older people which includes dementia and extra care facilities, which has been developed by Hanover in partnership with Health & Social Care Moray;
- Use of the 9 remaining beds in Leancoil Hospital; the challenges for staff working and delivering good quality care in an outdated building.

For a printed or email copy of the slide presentation or more information on the data sources, please email involvement@moray.gov.uk, call the involvement officer on 01343 567187 or see the website www.hscmoray.co.uk.

3. Table discussion – key issues

The community conversation centred on small group discussions. Each of the 8 tables had a facilitator and scribe from Forres Area Community Trust (FACT) and Health & Social Care Moray.

The table discussions were designed as a conversation starter to begin to gather insight from people about local health and social care issues, challenges and opportunities.

We asked:

1. Do we have a shared understanding of the Forres area health and social care system? What do we agree/disagree on or want to explore further?
2. What stood out to you as a challenge?
3. What stood out to you as an opportunity?
4. What should we start doing?
5. What should we be doing differently?
6. What should we stop doing?
7. What are your priorities going forward?

We have analysed the comments from each table and the additional comments left on the feedback tree at the end of the evening to identify the emerging key issues.

We have used our tiered model of care as the structure on which to theme the comments.

A separate document detailing the comments in full from each of the discussion tables is available by emailing involvement@moary.gov.uk, calling the involvement officer on 01343 567187 or see the website www.hscmoray.co.uk.

Tier 1: Community wellbeing

Needs and Challenges:

People need to take more responsibility for their own and their family's health and wellbeing. We need to prepare for younger generations growing older to mitigate against future health problems. We need to protect the mental health and wellbeing of our young people. Education is needed to support this. Encourage people to be more independent in their thinking about health care.

People are not aware of what goes on. There may be 250 community groups in the area but if you don't know about them you can't make use of them or signpost others to them. Possibly too many organisations in Forres and it is diluting things too much. Transport such as Dial M becomes booked up very quickly.

People are reluctant to do too much for neighbours as they are then relied on and it becomes difficult when the neighbour's needs increase.

Opportunities:

Forres is a great community with good community spirit which should be tapped into to enable people to support each other. Retired people are an asset with lots of skills and experience to offer the community. There are a lot of community buses which could be used to help address transport needs. Lots of advantages of going to groups. Better community links might prevent illness and isolation. Knowing your neighbour is important.

Forres Area Community Trust (FACT) is updating its directory of local groups which ideally should be available online as well as in print form. People need to be more educated in healthy choices and lifestyles so an information/wellbeing hub could be created in the library or in the health centre. Have more speakers going to groups and giving/sharing information.

Focus on the natural resources around us that help a healthy life.

Use community grants/funding for opportunities/facilities which promote and support wellbeing.

Doing things differently

Be better at communicating and taking responsibility to share information and we need to be better at promoting what is going on.

Get people away from computers, phones etc. and connecting face-to-face.

Be proactive not reactive in our approach to health and social wellbeing regardless of age.

Create a wellbeing hub which is kept updated in the health centre or community centre/library.

Create community food gardens and orchards to bring joy and wellbeing both nutritionally and socially. Community fund for local projects.

Tier 2: Staying independent and self-management of long-term conditions

Needs and challenges:

Minor injuries unit is only open to 6pm since integration with health centre. It used to be 24 hours in Leancoil

A lot of older people are lonely and isolated and that can lead to increased depression.

There is still a bias towards physical ailments compared to mental health/wellbeing.

More help should be available for younger people with mental health issues. Start figuring out why there is an increase in depression. Identify what the problems are.

It can be difficult to get a GP appointment. Need better initial assessments to prevent and catch minor illness before it becomes complex.

Support for relatives.

Concerns over out of hours GP cover and ambulance cover.

Being sent to hospital in Aberdeen for appointments.

Opportunities:

A befriending service would help reduce isolation. High depression stats indicate loneliness is a big issue – adopt a granny/grandpa

People respond better to positive messages such as how many people did keep their GP appointment.

There could be a Healthpoint/Access point for people locally so they can get the advice and information they need about self-care and the self-help available. Need information in the health centre so people know what to do and what's available to support wellbeing – including private practice options.

GP to refer people to self-help; more social prescribing.

Essential we all work together. GP, pharmacists etc. involved in understanding of each other's roles and having more awareness of the social care system. Being clearer on whose role is what.

We should be prioritising people seeing the right services to get help for their problem. People need to stop going to the GP for every minor ailment. Not enough people know about alternatives to the GP. Not enough people know you can go to the pharmacist for minor ailments. It's quicker and more convenient. Local opticians will see people as an emergency patient. People need to have confidence in alternatives to seeing a GP. GPs would then have more time to see more ill people.

Doing things differently:

Better communication between GP practice and local community groups.

People to plan ahead and consider appointing a power of attorney earlier. Better anticipatory care planning/assessment.

Use health centres differently – longer hours.

Send patients to Raigmore instead of Aberdeen. Make more use of video conferencing for appointments to reduce travel time.

Tier 3: Medium support needs

Needs and challenges:

Issues around recruitment of care staff and rates of pay. Shortage of carers which leads to patients being stuck in community hospitals when they are medically fit to be discharged. Access to care at home and rapid access to services in a crisis to prevent hospital admission is an issue. More care at home is not the only thing which is needed to enable people to remain in their own homes. Need to get away from traditional model of care going in 4 times a day.

Only place for learning disability services is Towerview and this is small.

Lack of respite facilities in Forres means people have to travel.

Facilities for people with mental health issues are limited

There are not enough services for older people given the demographic. There are not enough specific dementia services and there needs to more training for spouses around care needs and managing their own feels of loss.

Opportunities:

Varis Court is seen as a positive new model of care and support.

Follow other areas in having a rapid response team which is properly resourced and can respond quickly in a crisis.

Increase telecare provisions – help create confidence and trust in using technology for care and support.

Small local care networks can work well for example good experience of care in Findhorn area.

Doing things differently:

Share with people what care options are available, educate them and help build their confidence in alternative options to what is seen as traditional care.

People want Varis Court experience but in their own homes rather than having to move.

Look at replicating the model of Highland Home care in Inverness. Community and person-centred care – people caring for their friends and elders. Self-managing nursing teams who have personal relationships with their clients.

The Journey Home care charity would like to use this model in Burghead. To support people to remain as independent in their own homes as possible we need to look at new opportunities such as small care companies. They have low management costs and can pay carers better. Creates more choice for those using their self-directed support budget.

Increase support for relatives; help build their skills, knowledge and confidence in providing care and support.

Get social work personnel into the Forres health and care centre as soon as possible.

More places like Cameron Court are needed.

Tier 4: Intensive support/complex needs

Needs and challenges:

Local hospital is seen as part of life of people in Forres. Lot of history and family connections with Leancoil. It's easy to access.

People are concerned and anxious about the future of Leancoil and that it may be demolished. Hospital building is in disrepair. Not fit for purpose. Haemorrhaging money but what is the alternative? Been allowed to run down for many years. Would be too expensive to sort out but would be great. Currently leak coming in to dining room. Need information about whether it's possible to expand the current building or knock it down.

Costs for Leancoil should be released. People may not understand implications of offering care in Leancoil. Need to be realistic that we are not going to have all the resources we need. Keeping Leancoil as it is, is not the best solution. A decision needs to be made about its future. How much does Leancoil cost? How long can this be talked about?

Leancoil is a challenge for the future – is it on the local plan? Feel it is going to be sold for housing. Concerns over underlying ground conditions at Leancoil – formerly a quarry?

Forres has a disadvantage in Moray with lower bed number in community hospital. Surprised only 9 beds; didn't realise people stayed so long. Forres Health Centre was supposed to have beds incorporated. Not enough beds in comparison to community needs. Low number of patients going to Leancoil because there are being sent to Keith, Buckie, Dufftown instead. Massive impact on relatives when people are not being treated in their own community. Difficult to visit for elderly relatives who may not have their own transport.

Leancoil typically gets filled with patients who get stuck there. Care is excellent but there is no care in the community available. GPs are unable to use those beds as they would want to prevent admission to Dr Gray's. People end up in Dr Gray's as there is nowhere else for them to go but they don't need an acute bed. New facility (at Varis Court) isn't enough, not enough beds.

Palliative care – people want to die at home but it's difficult to get joined up services at end of life when people are very ill.

Stop people being in hospital unless they need medical interventions/surgery etc.

Crisis situations can make it difficult to get people back out of hospital.

Opportunities:

Future use of Leancoil - High number of alternative practitioners in area – could there be practice space at Leancoil? Use it as an interim place – home from hospital before returning home. A convalescent home. Use it for palliative care. Build a care home in the grounds. Could be similar to Varis Court with a mix of private and NHS. Could Leancoil provide space for a better facility (than Towerview)? Use it for respite. Addition of commercial or social enterprise use. Look to develop Leancoil grounds – not practical as it is

Hospital building in disrepair – people of Moray could raise money for it, tap into

Tier 4: Intensive support/complex needs

community goodwill for repairs.

More hostel accommodation.

Doing things differently

Increase beds. Why not put more patients in to make use of staff? Leancoil being used as an appropriate facility for Forres.

Get rid of Leancoil – far too costly. Should we pull out of Leancoil and use the money elsewhere? Close it and use it more efficiently. Use the 9 beds in a different way somewhere else. Keep beds in Forres as were promised originally within new health centre.

Leancoil to include models similar to Varis Court or independent living with care.

Consider a Community Asset Transfer, fundraising, grants. Leancoil could be taken over by the community as a multi-purpose, community-led health and wellbeing centre. If the NHS don't want or need it the building should be handed back to the community.

Need to plan end of life when able to take responsibility for what they want to happen. Address the lack of respite and hospice care if people want to be at home.

5. Next steps

We have analysed all of the issues captured during the discussions at the tables and grouped them into the themes as shown in this report. The full comments have been shared with lead managers in Health & Social Care Moray so they have all of the ideas and information you shared.

The learning from this event will inform and influence the future direction of services which are fit for the future.

A report on the event will be presented to the Moray Integration Joint Board.

As was highlighted on the night, the 8 June event was just the start of the conversation around shaping health and social care services fit for the future.

The next meeting will be:

DATE: Tuesday 15 August 2017

TIME: 7-9.30pm

VENUE: Forres Academy

We will be taking note of your suggestions when planning the event.

If you have something that you want us to know or a question you would like us to address at the next meeting, please call 01343 567187, email involvement@moray.gov.uk or see the Contact Us section on the website www.hscmoray.co.uk and complete the online form.