



Dear Colleagues,

This week's update is somewhat brief, and not because there isn't much going on.

We want to keep the brief topical and avoid repetition so it does what it's meant to do in giving you the key messages for this week that set the direction of travel.

The journey is never ending but the regular reporting and use of performance metrics tells us when we have got somewhere. The more we look for those signs, the more we need good performance metrics so we can measure success and when we need corrective action.

The daily performance metrics that we use continues to tell us that there is more we need to do to improve flow around hospital to community, and teams are working on this.

Some glimmers of light this week - thank you to all those working so hard on this.

**Simon Bokor-Ingram,  
Interim Chief Officer**

**Support for social care providers** – Ensuring the social care sector remains sustainable and continues to deliver high quality care and support to ensure people's needs are met, is a key priority for the Partnership.

We continue to address requests for covid-19 support from social care providers who are concerned about their financial sustainability. This may be because fixed contract payments are based on the actual volume of usage and that remains restricted meantime or because of extraordinary cost increases caused by the pandemic which are not reflected in their payment mechanism.

The current provider sustainability payments (supplier relief) remain in place through to the end of November. As directed by the Scottish Government and COSLA, commissioners and providers are preparing for the transition from the current overarching approach to sustainability support towards a more targeted position which ensures that people and carers get the support they need, services can be sustained and value for money is secured.

**Outcome-based commissioning** – Moray's strategic direction is to empower people to live independent lives at home near the people and places that are important to them.

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Home care supports people in a community setting - supporting discharge home from hospital, helping people get back on their feet after a crisis and offering an alternative to residential care.

The current task and time approach to delivering care at home doesn't always promote greater independence. It is an inflexible system which is less able to respond effectively to the changing needs of individuals requiring the service and their family carers.

The Partnership has remobilised its project to develop an outcome-based approach to care at home which focuses less on the tasks associated with addressing individual needs (e.g. the need for help getting dressed) and more on improved personal outcomes – the goals that individuals have chosen for themselves – which support people to do things for themselves like getting dressed, getting out, doing things that make life enjoyable.

Care needs to be provided in ways that involve the person as much as possible, building on what they can do and enabling them to regain and retain skills for everyday living.

**Infrastructure manager** – Andrew McArdle, who was managing the out-of-hours urgent medical service GMED, has been supporting Health & Social Care Moray for the past few months in detailed areas of work that required a specific focus. Following further discussions, Andrew has kindly agreed that he will carry on with these duties and will also take on other components and responsibilities required by the Partnership. He will now report into Tracey Abdy, Chief Financial Officer, who will support Andrew and the work he is doing.

**Guidance updates** – Health Protection Scotland (HPS), a part of Public Health Scotland (PHS), continues to update its guidance for health and social care practitioners as the situation evolves, as well as providing guidance for non-healthcare settings.

In order to support the essential sharing and cascading of new or updated guidance to staff, there is now an option to subscribe to an email alert service on the HPS COVID-19 guidance pages. Please visit <https://hps.scot.nhs.uk/subscribe/> and sign up (email address required) to receive these guidance updates.

**Support for Health & Social Services staff** – Staff wellbeing is now more important than ever as we prepare for the second wave of the pandemic and its impact on services. Scotland's National Wellbeing Hub [www.promis.scot](http://www.promis.scot) offers advice and support to enable health and social services staff, wherever they work, to cope with the psychological challenges such as anxiety, fatigue, poor sleep.

Within the Hub there are lots of information, resources and activities to promote positive wellbeing and provide practical advice and tips on how to look after yourself.

Staff are invited to attend a web session to learn more about resources on the Hub,

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including the app programme 'Feeling Good' which focuses on building personal resilience to cope with stress, anxiety, low mood. The sessions will be held online on **2<sup>nd</sup> December at 4pm and repeated at 7pm**. They will be run by Dr Alastair Dobbin and Sheila Ross who developed the programme.

If you would like to attend one of these sessions please click the relevant links below:

To attend the session on **2<sup>nd</sup> December at 3pm** register via the link below:

<https://www.eventbrite.co.uk/e/health-and-social-care-support-scotland-with-the-feeling-good-app-tickets-127169139319>

To attend the session on **2<sup>nd</sup> December at 7pm** register via the link below:

<https://www.eventbrite.co.uk/e/health-and-social-care-support-scotland-with-the-free-feeling-good-app-tickets-127166667927>

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