



Dear Colleagues,

Thank you for the ongoing work to reduce the time people spend in hospital unnecessarily.

Whilst the overall trend is down from where we were some weeks ago, hard work will be required to reduce this further and to maintain that. I know I have written that before but this is too important not to labour the message.

The system has undergone a number

of improvements, rapidly, and that pace has to continue. We are at 19 delays this evening, which for each individual is 19 too many.

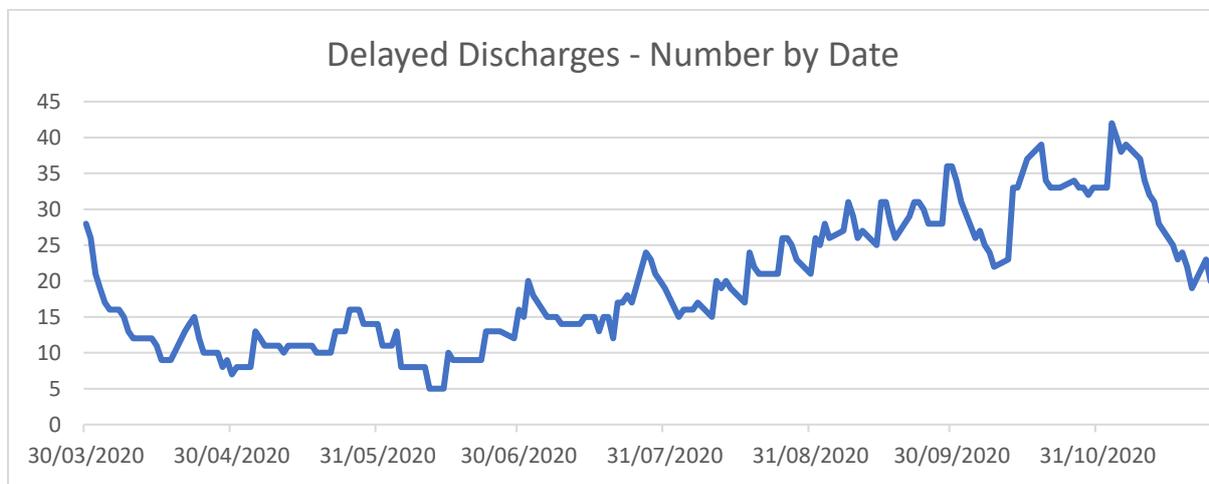
I know we will continue to improve - the commitment from the team has been tremendous and a difference has already been made, so thank you again.

I am on leave next week so there won't be a message from me in the newsletter. I won't be going far - time walking the dog and breathing in some country air or sipping the odd coffee in one of Elgin's cafes.

Taking leave at regular intervals is important so please do plan ahead within your respective teams so we all get a chance to recharge our batteries.

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

**Delayed discharges** – Redesign and continuous improvement work across the system is continuing to support a reduction in both delayed discharge and the risks to patients from unnecessary time spent in hospital.



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### Carers Wellbeing Campaign 2020 –

Today marks the start of a new national campaign aimed at encouraging carers across Scotland to seek the emotional and practical support that will help them to look after themselves.

Adult carers and young carers in Scotland provide invaluable support to family, friends and neighbours. Health & Social Care Moray recognises the importance of supporting carers and young carers to be able to manage their own life alongside their caring responsibilities by protecting their own health and wellbeing.



Before the pandemic there were an estimated 690,000 carers in Scotland but recent polling suggests this figure could have increased to around 1.1 million since Covid-19 and lockdown.

Quarriers, Moray's carer centre, responded quickly to lockdown, adapting practice and communications to ensure ongoing contact with carers of all ages deemed most at risk from the rapidly changing circumstances. Through adoption of multiple online platforms, regular telephone contact and, where necessary, safe doorstep contact, the service has been able to maintain active and bespoke support to almost 700 carers.

All carers in Scotland have a right to a personalised plan to explore what support would be helpful for them. Staff are currently working with Quarriers and carers to review support plan paperwork, raise awareness of carer rights and improve take up of Adult Carer Support Plans.

Information on support for carers is available on the Moray Council website [here](#).

**The Oaks** – The day service offering palliative care support to Moray residents is poised to resume as soon as the risk assessment for the building-based service is signed off by Public Health. Capacity will be restricted by physical distancing requirements and people can expect to return for half day sessions only. Volunteer drivers will support people to attend.

Visiting clinics - including the oedema clinic and wig service - are also being remobilised as quickly as possible.

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**Moray Transformation Programme** - NHS Grampian is recruiting to a Public Empowerment Group (PEG) for Moray. This will be a forum where local people can engage in how health and social care services will be delivered in the future as part of the Dr Gray's Hospital Transformation Programme and the Home First Programme.

Potential members should have an interest in improving patient and service user experience, with a good understanding of their community's needs and a willingness to contribute constructively in meetings. The PEG will meet virtually in 1-hour monthly focus groups and there may also be surveys and other additional opportunities to contribute your views. Members may also be asked to attend some NHS Grampian or Health & Social Care Moray meetings to represent the PEG views.

The group is open to anyone aged 16+ with recent personal experience of health and social care in Moray, whether they are themselves a service user or support someone who accesses those services. The group welcomes participants from all walks of life and backgrounds. Interest can be registered through the NHS Grampian's Public Involvement Team [gram.involve@nhs.scot](mailto:gram.involve@nhs.scot).

**Pick Me Up project** – NHS Grampian is asking businesses and members of the public to help it treat more patients at the region's hospitals by supporting timely discharge.

The Pick Me Up Project is aimed at improving patient flow in hospitals and the health board is asking businesses to commit to allowing flexibility to staff, where possible, to collect loved-ones and friends from hospital when they are ready to go home.

Cameron Matthew, Interim Deputy Chief Officer acute services, said: "One issue facing the health board is getting those ready for discharge home. Currently we see a peak in discharges at around 6pm as patients well enough to go home are collected by friends and loved-ones following their work – whereas discharges should ideally be completed by noon.

"These delays impact NHS Grampian's ability to admit acutely ill patients to the hospital, leading to waits and delays in its Emergency Department and in some instances delays for ambulances at the front door, getting patients into the Emergency Department."

**Mental health training** - The Public Health directorate has organised a range of short, virtual mental health and stress management training courses for health, social care and Third Sector staff.

These courses aim to raise awareness around mental health and wellbeing problems, explore solutions and signpost participants to related resources. The courses can be attended by any member of staff (clinical and non-clinical) working at any level across the sectors in Grampian. You can see the training calendar [here](#) and the booking form is available [here](#).

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**POA Day** – Did you know that if you become unable to make decisions for yourself - because of illness or injury for example - no-one else can make those decisions for you unless you have given them legal powers to do so?

Health & Social Care Moray is using today, National Power of Attorney Day, to urge everyone to think ahead and take action to safeguard their future wishes.

Power of attorney (PoA) is a legal document allowing a nominated person to act or make decisions on another person's behalf should they no longer be able to look after their affairs. This could relate to finance and property as well as health and personal welfare issues such as where you live and who looks after you.

There is a misconception that a PoA is only for older people or those with a progressive illness who are slowly losing capacity but accidents and illness can happen at any age.

Starting the conversation about Power of Attorney now is one of the most important things any of us can do with our family, friends and those close to us. It should be a priority for every adult across Scotland. By taking action and appointing Power of Attorney, you will protect yourself and those closest to you by granting legal powers to act on your behalf if something were to happen to you.

Start the conversation today – head to <https://mypowerofattorney.org.uk>.

Further information is available from the Office of the Public Guardian Scotland's website at <http://www.publicguardian-scotland.gov.uk/power-of-attorney>.



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