



# Health and Social Care Locality Plan

## Forres and Lossiemouth

2023/26



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## FOREWORD

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I am delighted to present this 2023/2026 Locality Plan. The actions outlined within this plan support the overarching Strategic Plan for Health and Social Care in Moray, which was widely consulted on with many stakeholders, including citizens, patients and service users.

Each of the four local areas (Elgin; Forres and Lossiemouth; Keith and Speyside; and Buckie Fochabers and Cullen) that make up the Health and Social Care Moray Partnership have developed their own specific Locality Plan with partners, including patients, service users, carers, the third and independent sectors. Within the Forres and Lossiemouth Locality Plan we have included actions and areas for improvement which are also being implemented on a region wide basis, and highlighted those more specific to Forres and Lossiemouth.

Locality Plans will be updated annually to show how the Strategic Plan is being implemented locally.

This Plan captures some of the ways that the Forres and Lossiemouth Locality will work to deliver on the strategic priorities over the next three years. This is far from an exhaustive list, but represents some of the most significant pieces of work being taken forward across Forres and Lossiemouth Locality during the lifetime of the Strategic Plan. There is a particular emphasis on equality of access and service provision, community engagement, partnership working and also in using information and data to support improvement.

The Health and Care Partnership believe that the region's people can flourish, with access to health and social care support when they need it, so it is crucial to ensure that the services delivered reflect the needs of individuals.

Forres and Lossiemouth Locality is committed to planning and designing services in partnership with local people, working in partnership with residents, staff, independent contractors and also our key partners across primary care, secondary care, health and social care, care homes, housing and the third sector providers.

I look forward to seeing the delivery of the plan which will support the provision of high quality health and social care services for the people of Forres and Lossiemouth locality.



Simon Bokor-Ingram  
Chief Officer, Health and Social Care Moray

## INTRODUCTION

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### 1.1. What is a locality?

A locality is described as a small area within the Integration Authority. They are not defined by hard borders but instead represent natural communities. Localities are expressed by geography, the people that live and work in the area, the characteristics of the population and to some extent by existing services such as the location of community hospitals, health centres, schools and social work offices.

Moray has four localities and is supported by four Locality Managers:

- Elgin, Lesley Attridge
- Forres and Lossiemouth, Iain Macdonald
- Speyside and Keith, Cheryl St Hilaire
- Buckie, Cullen and Fochabers, Laura Sutherland



### 1.2 What is Locality Planning

Locality planning empowers residents and those working in a locality to play an active role in identifying the priorities for health and social care in each of those localities and to shape the delivery of services for the future. It shows how the strategic objectives of Health and Social Care Moray (HSCM) will be delivered at a community level, acknowledging the unique wants and needs of those in each locality.

### 1.3 Who is the Locality Plan for?

This plan is for people living in the Forres and Lossiemouth area of Moray who currently have access to health and social care services and also for those who may require care and support in the future. Furthermore, it is aimed at people who are well and want to maintain or improve their health and wellbeing.

### 1.4 What is included in the Locality Plan?

A locality plan explains how health and social care services will be delivered across each locality based on the wants and needs of those living and working in it. It identifies how the strategic objectives of Health and Social Care Moray, as well as the nine Health and Wellbeing indicators as established by Scottish Government, will be met. Locality Plans identify local priorities and describe how these will be met through an action plan.

## 1.5 The benefits of locality planning

- Each locality has the opportunity to play an active role in service design and improvement.
- The process will increase awareness of current services and celebrate successful partnership working.
- Identify and ensure that the needs of the locality are being addressed by those who know it best.
- Create a culture where these developing relationships can lead to real change and encourages multi-disciplinary team working.

## 1.6 The wider picture

This plan will be one of a number plans for Health and Social Care Moray and will align with our wider strategic priorities as well as the nine national Health and Wellbeing outcomes.

The strategic plan sets out our high level priorities which provide direction for the Partnership. The commissioning strategy ensures funding is aligned to the projects that are linked to the strategic priorities. Locality planning will in turn help inform future commissioning priorities.

The national Health and Wellbeing outcomes provide a strategic framework for the planning and delivery of health and social care services. The suite of nine national Health and Wellbeing outcomes focus on improving the experience and quality of services for people using integrated health and social care services, carers and their families. These outcomes focus on improving how services are provided, as well as the difference that integrated health and social care services should make for individuals.

## Health and Social Care Moray Themes

### Theme 1: Building Resilience

Taking greater responsibility for our health and wellbeing.

### Theme 2: Home First

Being supported at home or in a homely setting as far as possible.

### Theme 3: Partners in Care

Making choices and taking control over decisions affecting our care and support



## 1.7 What are we hoping to achieve?

The plan is centred on the Moray Health and Social Care Vision:

“We come together as equal and valued partners in care to achieve the best health and wellbeing possible for everyone in Moray throughout their lives.”

We want to see a transformed, sustainable health and care system that manage demand for services in order to safeguard the continued delivery of high-quality care, support and treatment services for those in most need and to get the best value from our limited resource.

Key to this is the strengthening of our partnerships. By working more closely we can make the most of the assets and talents of the people, communities and organisations in Moray. We will encourage one another to consider what we can do for ourselves, what we will need support to achieve, and the areas of health and wellbeing for which we will depend on.

Success will see everyone in Moray building resilience individually and collectively to prevent poor outcomes, enable independence, and for positive life experiences to prevail.



## 1.8 What are the main challenges?

Locality planning is not just about redesigning health and social care services, it is about changing the perception on the delivery of health and social care and promoting ownership within communities. This change in culture and thinking is unlikely to happen overnight and instead will be an iterative process. Ensuring that people are engaged with the process from the start is key to success.

In addition, the health and social care landscape has changed significantly over the last 3 years. In some instances the COVID-19 pandemic has had a negative effect on the public's perception of service delivery. Rebuilding these relationships and growing a more resilient delivery will be paramount to the success of health and social care in Moray.

Finally, unpacking existing practice and processes across Health and Social Care Moray will take time. Historic team structures and models of delivery will need to be evaluated to see how they will operate at a locality level – ensuring they do not become cumbersome and overly bureaucratic at the expense of service delivery.

## 1.9 Locality Planning in Forres and Lossiemouth

In order to develop the locality plan an Oversight Group has been established to cover the Forres area and a separate group to cover the Lossiemouth area. Reporting to the Moray Health and Wellbeing Partnership the remit of the Oversight Group is to:

- Promote the values and priorities of the strategic plan for Health and Social Care Moray.
- To share locality health and social care performance and demographic data to help determine locality priorities.
- Support and empower the community members, and health and social care professionals within the locality to identify and deliver their priorities.
- To create, review and monitor the locality plan.

The Oversight Group includes a core membership, however can be supplemented by other members, groups and representatives. As such, membership should be considered fluid allowing for it to adapt to the specific needs and priorities of a locality.

Locality Oversight Group Membership - Title and Organisation	
Locality Manager, HSCM	Community Council Representatives x 7
GP	Development Trust Representative
GP Practice Manager	Community Organisation Members
Social Worker, Moray Council	Lossiemouth Locality Community Mini Bus Representative
Occupational Therapist, Moray Council	Leancoil Trust Development Officer
Occupational Therapist, NHSG	Forres Area Community Trust Representative
Physiotherapist, NHSG	Forres Area Forum Representative
Care at Home Officer, Moray Council	Findhorn Eco Village Representative
Mental Health Service Representative, NHSG	Lossie 2 to 3 Group Representative
Community Nurse Team Lead, NHSG	Area Public Health Coordinator
Community Support Unit Officer, Moray Council	Children's Services Locality Representative, Moray Council
<i>Housing Officer, Moray Council</i>	<i>Unpaid/informal carer representative</i>

### **1.10 The relationship with other locality initiatives**

Health and Social Care Moray Locality Plans do not operate in isolation and should be considered alongside the various other locality initiatives in Moray, particularly Children Service Planning, and the work of the Moray Council Communities Team and Local Outcome Improvement Plans. Members of these groups attend the Forres and Lossiemouth Oversight Groups to ensure there is no duplication of effort, and HSCM is working closely with partners to combine resources and align planning activity where possible.

The locality plans should also align with the Primary Care Improvement Plan (PCIP). PCIP outlines how our primary care services will change and is being developed in the context of wider transformation and redesign of services across Moray including the development of effective primary care multi-disciplinary working.

As detailed in the Memorandum of understanding 6 workstream areas are operational across Moray and these continue to be developed to ensure each stream fits with patient and practice needs in the locality.

- Vaccination Transformation Programme
- Pharmacotherapy services
- Community Treatment and Care Services
- Urgent Care (advanced practitioners)
- Additional Professional roles
- Health and Wellbeing Workers

From 2022 - the focus has been primarily on Vaccination Transformation Programme; Pharmacotherapy and CTAC.

Work continues to be developed on all 6 and in collaboration with HSCM, NHS Grampian, Moray GP Practices and GP Sub - Committee.

### **1.11 What people in Moray are telling us?**

Engagement and participation with those who live and work in Moray is essential to developing a good understanding of health and wellbeing priorities in the locality and what challenges and opportunities there are. Whilst engagement has been carried out on specific health and social care issues in Moray, thinking about how people living and working in each of the localities are purposefully able to participate and help to develop local plans, is at an early stage. The action plan reflects the need to dedicate more time and resources, to ensure ongoing meaningful engagement with all of the communities within Moray, building on the good work done so far.



## ABOUT THE LOCALITY

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This section highlights key information about the Forres and Lossiemouth Locality taken from the Forres and Lossiemouth Locality Profile which was developed by Health Intelligence Services as an information resource for the development of the locality plans. The full profiles are available on the HSCM website.

### 2.1 Geography

The Forres and Lossiemouth locality ranges from Lossiemouth to Brodie to Dava and includes the larger settlements of Forres, Lossiemouth, Hopeman, Burghead, Kinloss and Findhorn as well as smaller settlements including Dallas, Duffus, Dyke, Logie and Rafford.

Many of the areas retain a village feel about them and a strong sense of identity. The area is home to two armed forces bases – RAF Lossiemouth and Kinloss Barracks. The area shares much of the Moray Coast and has a historic fishing heritage. Findhorn is also home to the renowned Findhorn Foundation - a spiritual community and ecovillage. Inland the area has a strong whisky heritage with many areas supporting the supply chain through its farming sector.

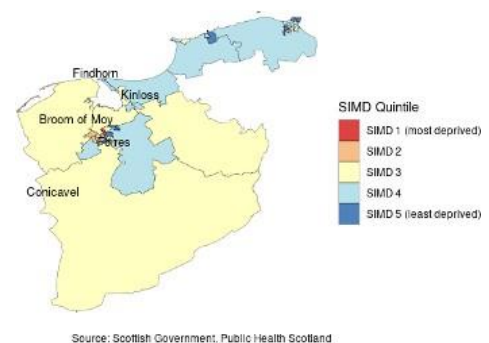
The locality also shares its borders with Highland Council and NHS Highland and benefits from services delivered in Nairn and Inverness.

### 2.2 Population

The Forres and Lossiemouth locality has a population of 30,033 (as at the latest 2020 census) making it the second largest of the four localities in Moray. It has a roughly equal gender ratio of male to female, with the average life expectancy of males being 79.8 years and females 83.1 years. It has the second lowest percentage of population under 65 at 22%, most likely as a result of the younger armed forces population, however the locality is seeing growth in those over the age of 65.

Of the population in the Forres and Lossiemouth locality, 1.8% live in the most deprived Scottish Index of Multiple Deprivation (SIMD) Quintile and 20% live in the least deprived SIMD Quintile. The SIMD ranks all datazones in Scotland by several factors, including; Access, Crime, Education, Employment, Health, Housing and Income.

The map opposite shows the datazones within the Forres and Lossiemouth locality coloured by SIMD quintiles.



## 2.3 Health and Social Care Assets

The Health and Social Care Partnership Resources in the Forres and Lossiemouth Locality are:

Service Type	Service	Number
Primary Care	GP Practices	3
	Health Centres	2
Provider Services	Forres Neighbourhood Care Team	1
	Varis Unscheduled Short Stay Flats	1
A&E	Emergency Departments	0
	Minor Injury Units	0
Residential Care Homes	Care Homes	2
	Sheltered / Very Sheltered Housing	3

As well as linking with Forres; Lossiemouth and the surrounding coastal villages also share many core services with Elgin Locality.

The Forres and Lossiemouth Locality is also in close proximity to Dr Grays Hospital, the only medical hospital in Moray.

## 2.4 Health and Social Care Challenges

The Forres and Lossiemouth communities are quite diverse. There are strengths and challenges that are reflected across the whole locality and there are also examples of health inequalities that relate only to a small part of each locality.

The locality has higher than average life expectancy rates in comparison to the Moray or National average, and lower than average percentage of the population with a long term health condition. The five most common long term life conditions in order of prevalence are: Asthma, Arthritis, Cancer, Coronary Heart Disease and Diabetes. All are below the Moray average, however Diabetes rates per 100,000 are above the national average.

The locality records lower than average Unscheduled Care Emergency Admissions and Unscheduled Care Bed days than the Moray or National average. The locality also records lower numbers of preventable hospital admissions than the Moray or National average.

The locality records lower than average Mental Health Emergency Admissions than the Moray or National average, however has a higher than average use of unscheduled bed days (particularly for the 18 to 44yr old category), and also records higher readmissions than the Moray average.

The locality reports a higher number of alcohol related hospital admissions than the Moray average.

Overall people reporting falls are lower than the Moray average however following a period of a decreasing trend there was a sharp increase in the number of falls reported within the locality during 2021/22

Delayed Discharges from hospital tend to be lower than other Moray localities and there tends to be less instances of people waiting for an allocation of homecare. However the numbers of people waiting for a social care assessment, or review, are proportionately higher than other localities.

Locality data allows us to subdivide the Forres and Lossiemouth Locality into 7 data zones which provides the ability to drill down into specific communities within the locality. Providing the opportunity to either take a locality wide approach or a community specific approach to address health and social care inequalities.

## **2.5 What are the people living and working in Forres and Lossiemouth telling us?**

The people of Forres and Lossiemouth are very proud of their communities. There are many assets that promote healthy living in terms of facilities, community groups, beaches, parks and forests.

Through engagement activities, surveys and public events the community have noted the points below as priorities to improve the health and wellbeing of their local population:

- Improve access to GPs/appropriate health professionals, reduce the time spent on the telephone trying to make appointments, make support available to help people utilise online options such as e-consult.
- Increase support for children and adults mental health, promote where possible alternatives to medication to manage mental health, and to reduce the stigma that still exists around mental health. Parents are also requesting help in regards to how best to support their child's mental health.
- More help, advice and guidance to self-manage health conditions.
- People acknowledge the importance of a healthy lifestyle but indicate that they struggle to live a healthy lifestyle; in particular in relation to diet, alcohol, smoking, exercise, and sleep.
- Increased support needed to access digital technology.
- Increased support for unpaid carers, and an increase in the numbers of paid carers.

- An improved public transport network, particularly between the coastal villages and Lossiemouth. Localised services where possible; the requirement to travel to DGH & ARI for some treatments is also noted as expensive and time consuming. Transport to access public spaces could also be improved.
- Increase the opportunities to reduce social isolation, and increase access to community facilities.
- Increase options for sheltered housing within the Lossiemouth community.
- Greater access and promotion of sport & leisure facilities, wellbeing activities, outdoor gyms, community gardens, and men's shed type opportunities.
- Increase access to financial advice.
- Increase opportunities for the elderly: such as befriending programmes, buddying, neighbourhood schemes, social opportunities, and intergenerational work.
- Development and promotion of active travel and cycle paths

## PEOPLE AND FINANCES

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### 3.1 People

Health and social care teams operate across Moray and aim:

- To work collectively as a multi-disciplinary team.
- Meeting the needs of “people” must be at the core of everything they do.
- Professionals acknowledge the skills and expertise of others within the team.

The oversight group for Forres and Lossiemouth will work with the local health and social care teams, organisations and communities to review the best use of available resources and how this can be managed to support ongoing work to deliver the strategic priorities within the locality area.

Health and Social Care Moray continue to facilitate discussions with key partners and stakeholders across health and social care; developing workforce plans across our integrated teams. Evidence shows that staff who are valued, treated well and supported to give their best will deliver better outcomes for people. We commit to value our workforce and develop the changes that need to be made to ensure a high quality of service is provided. This will ensure a healthy organisational culture from a capable workforce who are then able to deliver integrated services, supported through effective leadership and management.

### 3.2 Finance

The 2022/23 budget for Health and Social Care Moray is £172m. Whilst some areas of the budget can be easily separated to a locality level, other areas remain Moray wide. The aim would be to divide further aspects of the budget out to localities as progress is made in the coming years. This will allow budgets to work at a more localised level better supporting the community and the people who live within that locality requiring support from H&SCM. The budget for 2023/24 is yet to be set.”

## WHAT DO WE NEED TO DO?

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### 4.1 Our Local Priorities

In accordance with the nine Health and Wellbeing outcomes set by the Scottish Government, our Health and Social Care Moray strategic themes and the various community and staff consultation and engagement events, we have identified the following key priorities for 2023 to 2025.

- To improve the mental health and wellbeing of the local population.
- To reduce the health impact of drugs and alcohol use within the local population.
- To develop and promote prevention and self-care approaches within the locality.
- To improve multi-disciplinary team working.
- To increase access to minor injury assessment and treatment.
- To develop models for engaging with the community; ensuring the communities voice is visible within locality planning and strategic planning processes.
- To improve timescales for the completion of social care assessments and reviews.
- To improve transport provision between Lossiemouth and the coastal villages.
- To improve access to appropriate health and social care services.
- To increase support for unpaid carers



## ACTION PLAN

Local Priority 1				
To improve the mental health and wellbeing of the local population.				
Action	Measure of Success	Desired Outcome	Timeline	Progress %
Seek more detailed information on causes of death rate 18 - 44yr olds.	Information accessed and shared with the Locality Oversight Group.	Increase in access to preventive mental health services.	June - 2023	50%
Review bed occupancy days due to mental health and reasons for this.	Information accessed and shared with the Locality Oversight Group.	Increase in information available to local practitioners.	June - 2023	50%
Facilitate a focused session with key locality stakeholders to determine additional preventive approach's to support positive mental health and wellbeing.	Preventative approaches identified and information document developed and shared with practitioners.		Sept - 2023	20%

Local Priority 2				
To reduce the health impact of drugs and alcohol use within the local population.				
Action	Measure of Success	Desired Outcome	Timeline	Progress %
Gather further information in relation to drug and alcohol related hospital admissions for Forres and Lossiemouth population.	Information accessed and shared with the Locality Oversight Group.	Reduction in the number of hospital admissions as a result of drug or alcohol use.	June - 2023	10%
Review current services available locally and Grampian wide.	Services reviewed.	Increase in information available to local practitioners.	June - 2023	
Share updated information and services available with GPs and Health and Social Care Professionals.	Information document developed and shared with local practitioners.		June - 2023	

Local Priority 3				
Further develop and promote prevention and self-care approaches within the locality.				
Action	Measure of Success	Desired Outcome	Timeline	Progress %
Falls - Review, refresh and promote frailty information.	Information accessed and shared with the Locality Oversight Group and local practitioners.	Reduction in the number of falls, particularly in those requiring hospital admission.	June – 2023	
Falls - Review the role of the Forres Neighbourhood Care Team and Community Response Team to encompass a falls response.	Roles of team reviewed and information shared with local practitioners.		July – 2023	
Social Prescribing - Complete current test of change taking place within Forres and scale up to include Lossiemouth.	Test of change completed and evaluated.	Increase in the number of individuals who are redirected towards a non-clinical based service/intervention.	April – 2023	100%
Social Prescribing - Develop a model of provision encompassing a range of services available within Forres and Lossiemouth.	Test of change mainstreamed into core provision.		Sept – 2023	
Identify gaps within current range of services available within Forres and Lossiemouth.	Gaps noted and actions identified to address these where possible.	Increase the range of provision available within the locality.	Sept – 2023	
Review preventative approaches to addressing the 5 most prevalent long term conditions: Asthma for under 65's and COPD, diabetes, heart disease, & cancer for over 65's.	Review of preventative approaches undertaken and information shared with the local practitioners.	Reduction in the requirement for hospital based admissions.	March – 2024	

Ensure an individual's finance is considered in all preventive conversations through the use of Making Every Opportunity Count (MEOC) tool.	Adoption of the MEOC tool by all services involved with Social Prescribing model.	Increase citizen's awareness of financial supports.	Jun – 2023	
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Local Priority 4				
Improve Multi-Disciplinary Team working				
Action	Measure of Success	Desired Outcome	Timeline	Progress %
Review current models of Multi-Disciplinary Team working within Forres and Lossiemouth.	Review undertaken.	Improvement in Multi-Disciplinary Team working within Forres and Lossiemouth areas.	Jun – 2023	
Evaluate 'How Good Is Our MDT Working' within Forres and Lossiemouth.	Survey staff on effectiveness of current MDT working completed.		Sept – 2023	
As part of evaluation review feedback already received from patients and lessons learned.	Feedback reviewed and shared.		Sept – 2023	
Discuss and agree any improvements to current MDT model.	Information reviewed and actioned.		Sept – 2023	

Local Priority 5				
Increasing access to in-hours minor injuries assessment and treatment.				
Action	Measure of Success	Desired Outcome	Timeline	Progress %
Promote discussion at a HSCM strategic level regards Forres Health and Care Centres potential contribution towards Minor Injury assessment and treatment.	FHCC promoted as part of the 'NHS24 111' model for Minor Injury provision.	Improve locality access to Minor Injury provision.	Jun – 2023	
Consider an altered model of Minor Injury provision utilising Forres Health and Care Centre for specific treatments.	Partial return of Minor Injury treatment to FHCC.		Jun – 2023	
Review Minor Injury work being undertaken within Moray Coast Medical Practice.	Review completed.		Sept – 2023	

Local Priority 6				
Establish models of engaging with the community and ensuring the communities voice is visible within locally planning and strategic planning processes				
Action	Measure of Success	Desired Outcome	Timeline	Progress %
Update contact information for Forres and Lossiemouth Locality Services and promote involvement.	Contact information updated.	Increase community representation within locality and Moray wide HSCM planning processes.	April – 2023	
Arrange a contact point at FHCC and MCMP where information can be shared and the views of the community gathered on an ongoing basis.	Patient/local resident feedback recorded periodically and themes shared with the Locality Oversight Group.		April – 2023	
Review public Information messaging within the locality.	Public Information messaging updated.		Jun – 2023	
Facilitate regular 'Pop Up' community events to gather feedback, and share service information on an ongoing basis.	Patient/ local resident feedback recorded periodically.		Oct – 2023	
Review the role of the Third Sector and Community Groups in the Forres and Lossiemouth Locality Planning model.	Increased involvement of Third Sector and Community Groups.		Jun – 2023	
Plan a community engagement event for Forres and Lossiemouth which promotes positive messaging, gathers views of public and other stakeholders, and contributes towards locality planning and HSCM Strategic Plan.	Event completed, evaluated and information shared with the oversight group. Information utilised to form next reiteration of the Forres and Lossiemouth Locality Plan.		Sept – 2023	



Local Priority 7				
Improve timescales for the completion of social care assessments and reviews.				
Action	Measure of Success	Desired Outcome	Timeline	Progress %
Explore Forres and Lossiemouth locality options to support social work staff in completion of assessments.	Focused discussion completed and actions identified.	Improve time for completion of social care assessments and reviews.	Jun – 2023	
Monitor 'test of change' in relation to referrals coming straight to the 'long term team' from 'access team.	Information collated and shared.		Jun – 2023	

Local Priority 8				
Improve transport provision between Lossiemouth and coastal villages.				
Action	Measure of Success	Desired Outcome	Timeline	Progress %
Increase publicity relating to the Dial a Bus service within the Lossiemouth and coastal areas.	Increased public awareness of the service.	Improve the transport provision between Lossiemouth and the coastal villages.	April – 2023	
Gather data to evidence or otherwise the need for an enhanced transport provision.	Use of Dial a Bus and the local Community Mini Bus recorded and shared.		April – 2023	
Facilitate further discussions with key transport providers and local community.	Meetings undertaken with key transport providers and actions noted.		April – 2023	
Support local community based transport initiatives.	Regular meetings, and sharing of information and resources with the local Community Mini Bus Committee.		March – 2024	
Promote active travel	Promotion of active travel undertaken through social media and webpages.		March – 2024	

Local Priority 9				
Support access to appropriate health and social care services.				
Action	Measure of Success	Desired Outcome	Timeline	Progress %
Review public information regarding contacting local GP, and health and social care professionals.	Review of current information undertaken and shared with the Locality Oversight Group.	Increase in public satisfaction in accessing health and social care appointments.	April - 2023	
Promote and inform the public in regards to the current models of practice.	Public promotion campaign completed.	Improve access to health and social care services via the use of digital technology.	April – 2023	
Establish a small group to focus specifically on access to digital technology within local communities.	Group established and plan in place.		April – 2023	
Support individuals within localities to access health care support through digital technology.	Individuals identified and support provided.		Sept – 2023	
Provide specific digital technology training to local residents who require support.	Training provided and evaluated.		Sept – 2023	
Research, and equip specific sites within the locality to house digital technology to access health and social care professionals.	Sites identified, funding sought and work undertaken. Usage evaluated and shared with the Locality Oversight Group.		March – 2024	

Local Priority 10				
To increase support for unpaid carers and recruitment of paid carers				
Action	Measure of Success	Desired Outcome	Timeline	Progress %
To identify support for unpaid carers within the locality and how they can access this.	Information collated and shared.	Increased support for unpaid carers.	Sept – 2023	
To work alongside the Digital Health Institute and Quarriers to develop a digital Person Held File prototype.	Digital Person Held File prototype is developed and tested.	Unpaid carers have access to all appropriate information regards the person they are caring for.	April – 2024	
To support recruitment of care at home workers within the locality	Increased care at home staffing numbers.	Increased care at home availability.	April – 2024	

## HOW WILL WE KNOW WE ARE GETTING THERE?

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### 6.1 Measuring Performance

The targets within the Locality Action Plan will be reviewed by the Locality Oversight Group on a bimonthly basis, with a more in depth review against locality performance and demographic data on an annual basis.

Regular reports from the Locality Oversight Group to the HSCM Senior Leadership Team and the Moray Integration Joint Board will help demonstrate what outcome integrating services is having for the people who access the services and support. A performance report will be developed each year as required by legislation.

### 7.1 Reference Documents

- Health and Social Care Moray Strategic Plan 2019 - 2029
- Health and Social Care Standards 2015
- National Health and Wellbeing Outcomes 2017
- Public Health Scotland Strategic Plan 2020 – 2023
- Scottish Public Health Observatory Profile Data for Forres and Lossiemouth Areas
- NHSG Forres and Lossiemouth Locality Profile Data
- NHSG Health and Wellbeing Profiles
- HSCM Daily Performance Data
- HSCM Healthier Lives, Healthier Communities Survey Results
- Lossiemouth Community Development Trust 5 Year Plan



**Health and Social Care Moray are committed to meaningful and sustained engagement with all stakeholders.**

**If you would like to be added to our locality communications group please contact us and we will send you an application form. We will keep you up to date with opportunities to work with us and use your knowledge, skills and live in experience to help achieve positive change.**



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