

# Local Outcome Improvement Plan Actions – Improving well-being of our population

PI Status		Short Term Trends		Actions	
	Alert		Improving		Due Date met
	Warning		No Change		In Progress
	OK		Getting Worse		Due Date not met
	Unknown				
	Data Only				

**People are healthier and experience fewer harms as a result of making well informed decisions about their health and well-being** 50%

Action Code & Title	Latest Status Update	Action Progress	Action Status
A whole population approach to prevention and reducing related harms – prevent and reduce alcohol and drug related harms		50%	
Identify the level of physical and mental wellbeing of those accessing Drug and Alcohol Services, and improve these through treatment and support. <ul style="list-style-type: none"> <li>All services use and comply with DAISY and the Recovery Outcomes Tool as part of case and data management.</li> <li>The data is used to improve and develop services and inform commissioning decisions.</li> </ul>	The range of Moray service partners have continued to deliver quality services throughout the COVID pandemic and as restrictions are now being eased services will continue to open up, i.e. group work is now being re-established. Data shows increasing demand for services. In addition the data shows the positive interface between both MIDAS and Arrows, with both agencies working together to provide comprehensive support packages. The DAISY system is slowly becoming more user friendly. However the reporting function is still limited with a continued delay in being able to pull off comprehensive data reports, a function that is unlikely to be resolved before the end of 2021. ADP's leads have expressed their concern.	Progress against each action will be provided from Quarter 3	
All services will comply with the DAISY reporting requirements as a condition of their funding.	All third sector commissioned service provide quarterly reports (as present to the MADP), linked to their contracts which hold the detail behind summaries provided.		
Delivery Alcohol Brief Interventions and MEOC (Making Every Opportunity Count) interventions in a range of settings, in conjunction with Health Improvement colleagues.	The combined services have taken steps to respond as quickly as possible to unplanned discharges and re-engagement through proactive interventions. In response to the pandemic individual support provision was adapted to include regular telephone/video contact between worker and client. In accordance with COVID-19 risk assessments Service are increasing the number face to face meetings to support the public. This has continued through Q1 into Q2. Arrows continued to receive a significant number of requests for food support from those who use the service. Following service referrals to Moray Foodplus for assistance approximately 50+ food packages were received by Arrows during each quarter. Food packages delivered to Arrows office are later collected by recipients or delivered by staff where individuals have no access to transport or are		

	unable to collect.		
<p>Work with alcohol and drug services to reduce unplanned discharges: promoting re-engagement by proactive interventions.</p> <ul style="list-style-type: none"> <li>The MARS process is used to assess and reduce the risks of people assessed as being high risk.</li> <li>Learning from the MARS process is used to reduce risk</li> </ul>	<p>A meeting was held on the 31<sup>st</sup> August to consider current, circumstances, share intelligence, and discuss how to enhance the risk management process. Looking to see what we can be learnt and use this to reflect on how services are delivered; including considering the hidden harms of the substance using community of Moray.</p> <p>Actions from the meeting:</p> <ul style="list-style-type: none"> <li>Review MARS process to see if the criteria for the MARS reviews needs to be broadened.</li> <li>The Budget discussion to consider options which will be put forward to the MADP. (Note: the MADP meeting of the 23<sup>rd</sup> September 2021 agreed the budget proposals to reduce harms. (See Appendix 2)</li> <li>Link up with Public Health (including options such as the Health Bus), Locality Networks, and media colleague to plan media campaign on reducing harms, overdose awareness and management, trauma informed practice, accessing services, stigma and naloxone.</li> </ul>		
<p>Undertake Non-fatal overdose reviews, drug/alcohol related death reviews, and risk management plans as part of the Moray MARS process and in line with Drug Death Task Force Recommendations and use these reviews to identify opportunities to intervene in or reduce future deaths.</p>	<p>There have been 9 drug related deaths in 2021 (unconfirmed), 10 in 2020, 12 deaths in 2019, and 17 in 2018.</p> <ul style="list-style-type: none"> <li>Average age 37/38 years old. Generally younger when compared to Grampian as a whole where the age is 40+</li> <li>1 females</li> <li>8 males (including 1 who was in transition)</li> <li>All of the 9 were open to services.</li> </ul> <p>Full pathologist information is still pending and the data is yet to be confirmed; although Poly drug use and heroin is feature of more recent deaths. Police Scotland will continue to do analysis to see if there are any patterns. The loss of any life is a tragedy. None of the 9 deaths were involved in the MARS process.</p>		
A whole population approach to prevention and reducing related harms – There is a reduction in alcohol and drug related harm and improvement in people’s wellbeing		50%	
<p>Reviews are completed at 3, 6 and 12 month intervals with the reviews being used to support a person’s individual recovery, operational and strategic planning. Undertaking reviews and complying with DAISY is a condition of receiving funding from MADP.</p>	<p>Recovery outcomes continue to show an average improvement from Assessment to their third Review.</p>		
<p>Services are easily accessible, service users receive support within the three weeks and 72 hour targets, and the options of appointment, and support is available in the evenings and across sites in Moray.</p>	<p>Moray has consistently met the 3 week waiting time target throughout 20/21. There were only people who waited more than three weeks for a service after referral in quarter 2.</p>	<p>Progress against each action will be provided from Quarter 3</p>	
<p>Deliver services in line with the Medically Assisted Treatment standards (MAT) in partnership with MIDAS, the Direct Access Services, those who use services, and other agreed partners. This work will take account of the issues such as, but not limited to: Ease of access and reducing barriers so that any</p>	<p>As per the Q4 report Substance Use, Mental Health/Wellbeing and Occupying Time, Physical health and Self Care, all consistently have low average recovery outcome scores. The low score areas are, areas which are associated with Multiple Complex Needs.</p> <p>The overall Initial Assessment scores tend to be lower for younger people and higher for older people with the 18 to 25 and 26 to 33 age groups having the lowest scores. The lowers scores indicating a higher level of need.</p>		

<p>system does not impede access to support, such as premises, staff location and availability, the interface between the agencies; recognising their unique qualities and their identity, as well as the strong joint working arrangements; all of which support the principles set out in the standards.</p>	<p>Naloxone continues to be supplied; and now re-supplied to people and their families; which is reflected in the data with 54 kits being given out in Quarter 1. Still unable to obtain up to date discharge data from DAISy, therefore the data is based on local solutions to ensure the ADP data is accurate, up to date and reflects the data on DAISY. Based on the local data sources, the trend in un-planned discharges continues to reduce, and with low numbers of planned discharges; as per the previous reports. The number of planned closures being low is also important as the longer people stay in receipt of support (at whatever level) the more positive the outcomes.</p>		
<p>Support the development of a Moray recovery network and café and ensure that this fits into a wider recovery movement across Moray, which accepts people at all stages of their recovery journey, and which incorporates helping people to make positive changes, reducing harms, promoting wellbeing, fostering engagement and peer involvement; reaching out to those currently not engaged in services.</p>	<p>The Recovery Café worked through the COVID restrictions, proving meals and food for those in need. The café is run by a manger and volunteers. Many of the volunteers are in recovery and use the volunteering opportunity to build up their recovery capital, and confidence; in addition to being able to work to recognised qualifications in areas linked to food hygiene and preparation.</p> <p>The café is part of the recovery network which includes groups, peer support and links across wider networks such as the Moray Wellbeing Hub.</p>		
<p>A whole population approach to prevention and reducing related harms – Promote engagement into treatment care and support and ensure the consistency of alcohol and drug service provision across Moray: supporting community services in meeting the needs of those using services where alcohol or drug use is a factor</p>		50%	▶
<p>Promote workforce development in order to improve the competence, confidence, and capacity of the workforce. Deliver courses linked to the training needs analysis, emerging needs and trends; utilising both local and external service providers and running a programme of Front Line Forums; to ensure that staff are skilled and able to work in a person centred way that responds to individual and community needs. (Linked to a LOIP action).</p>	<p>The MADP put on 11 training events in Q1 and Q2, with 146 professionals participating (85% attendance) from a wide range of organisations. A report setting out how much staff have benefitted from the training and analysis of those attending e.g. numbers attending versus those signing up, work locations and roles will be produced for the end of Q4.</p>		
<p>There will be an integrated pathway for service users, providing a person led flexible range of services that are accessible to all throughout the Moray area; enhancing the links between MIDAS and Arrows through additional investment linked taking forward the MAT standards, adopting whole family approaches and rehabilitation and recovery support.</p>	<p>Access to support is primarily with the Single Point of Access (Arrows). Accompanying data shows that numbers accessing services are increasing against following the COVID restrictions.</p> <p>Moray has two mains providers: Arrows (the Direct Access Service – the third Sector partner) and MIDAS (Moray Integrated Drug &amp; Alcohol Service – the Public Sector Partner. The two agencies work directly together as part of the Integrated Alcohol and Drug service in Moray.</p> <p>The attached data shows that Moray continues to meet the waiting times targets.</p> <p>Plans and funding approved by the MADP are in place to further enhance the Moray Provision; with a particular focus on those with multiple complex needs who struggle to engage, increasing the prescribing provision, and providing practical and psychological support. The MADP will be able to report on progress against the newly funded areas, in the future.</p>	<p>Progress against each action will be provided from Quarter 3</p>	

## Risks and Issues

<b>Risks and Issues</b>	<b>Mitigating Action</b>
<p>Although the overall position in Moray is positive, further work is being taken forward on how we can continue to take steps to reduce harms and deaths. Refer to the MARS process and the meeting of the 31<sup>st</sup> August.</p> <p>The Scottish Government have set out steps to increase the reporting arrangements as part of understanding the benefits of the additional budgets.</p> <p>The MIDAS service, working in partnership with the Arrows service, to lead on developing and submitting a referral and funding pathway and report for access to, and support for people assessed as requiring residential rehabilitation; which includes pre and after care arrangements; ensuring that there clear understanding of the process and which is publically available.</p> <p>Although Moray has continued to meet its targets there is a considerable amount of work to be done over the next 12 month, in taking forward the MAT Standards, ensuring that services are accessible to people with needs linked to both alcohol and drug use; and being more proactive in supporting people with complex needs. There are service needs in Moray which will impact on the ability to meet the MAT standards, a key areas being accommodation for the MIDAS service. The current provision is no longer suitable to meeting the diverse and complex needs of those requiring support.</p>	<p>The recent additional budget allocations once; additional staff are in place and systems have been enhanced to access residential rehabilitation; should help to reduce alcohol and drug related harms.</p> <p>The pathway will ensure that there is a clear understanding of the processes, there is the capacity to respond, and partners are aware of their responsibilities involved in all the relevant stages of pathways into and from rehabilitation, and the MADP will be advised accordingly.</p> <p>Take forward the MAT Standards and work to reduce alcohol and drug related harms and deaths will continue to be a high a key priority area. This will be supported by taking forward the MADP budget decisions.</p>

## General Progress Commentary

<b>General Progress Commentary</b>	<b>Covid-19 Recovery impact on delivery</b>
<p>Moray has a well-developed approach to multi-agency / cross-partnership working and is therefore well placed to take forward the work into 2021/22 to reduce harms, implement the MAT standards; taking forward the MADP September budget decisions.</p>	<p>Services have remained open throughout the period of COVID restrictions. Group work and more informal meetings such as the weekly evening social evening (Soup and Soap Operas) are opening up. More informal activities are starting to resume; for example people attending the national recovery walk; the Bow Café operating as a café again and recovery groups being run.</p>

**(LOIP Priority): People are healthier and experience fewer harms as a result of making well informed decisions about their health and well-being**  
**(LOIP Outcome) A whole population approach to prevention and reducing related harms – prevent and reduce alcohol and drug related harms**

Code	Cat	Short Name	Current Target	2020/21	2021/22	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22	Latest Note	Short Term Trend Arrow	Status	
				Value	Value	Value	Value	Value	Value				
	Local	Recovery Outcome – Physical Health and Wellbeing – Number of clients reporting improvement	Data only							Indicator results will be made available from Quarter 3			
	Local	Recovery Outcome – Physical Health and Wellbeing – Number of clients reporting no change	Data only										
	Local	Recovery Outcome – Physical Health and Wellbeing – Number of clients reporting decline	Data only										
	Local	Recovery Outcome – Physical Health and Wellbeing – Average review score	Data only										
	Local	Recovery Outcome – Physical Health and Wellbeing – Average change from assessment score	Data only										
	Local	Recovery Outcome – Mental Health and Emotional Wellbeing – Number of clients reporting improvement	Data only										
	Local	Recovery Outcome – Mental Health and Emotional Wellbeing – Number of clients reporting no change	Data only										
	Local	Recovery Outcome – Mental Health and Emotional Wellbeing – Number of clients reporting decline	Data only										
	Local	Recovery Outcome – Mental Health and Emotional Wellbeing – Average review score	Data only										
	Local	Recovery Outcome – Mental Health and Emotional Wellbeing – Average change from assessment score	Data only										
	Local	MADP and services produce quarterly reports	Data only	N/A	N/A	Not measured for Quarters					Refer to LOIP Action - All services will comply with the DAISY reporting requirements as a condition of their funding.		
	Local	Compliance with DAISY reporting process by MADP and agencies	Data only	N/A	N/A	Not measured for Quarters							

Code	Cat	Short Name	Current Target	2020/21	2021/22	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value			
	Local	ABIs delivery against national standard and in accordance with the Moray ABI Delivery Plan	Data only	N/A	N/A	Not measured for Quarters				Refer to LOIP Action - Delivery Alcohol Brief Interventions and MEOC (Making Every Opportunity Count) interventions in a range of settings, in conjunction with Health Improvement colleagues.		
	Local	Number of unplanned discharges from recovery orientated system of care in Moray (reduce by 10%)	Data only	N/A		N/A	N/A	N/A	N/A	Data shows a decreasing trend of unplanned discharges indicating services are taking positive steps in keeping people engaged in services Indicator results will be made available from Quarter 3.		
	Local	Agencies and partnerships represented on the MADP agree to engage in and contribute to the MARS process	Data only	N/A	N/A	Not measured for Quarters				Refer to LOIP Action - The MARS process is used to assess and reduce the risks of people assessed as being high risk. Learning from the MARS process is used to reduce risk		
	Local	Provide reports as required to COG and half yearly to MADP	Data only	N/A	N/A	Not measured for Quarters						
	Local	Learning from the MARS process is fed into commissioning decisions	Data only	N/A	N/A	Not measured for Quarters						

**(LOIP Priority): People are healthier and experience fewer harms as a result of making well informed decisions about their health and well-being**

**(LOIP Outcome) A whole population approach to prevention and reducing related harms – There is a reduction in alcohol and drug related harm and improvement in people’s wellbeing**

Code	Cat	Short Name	Current Target	2020/21	2021/22	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value			
	Local	Number of clients in drug and alcohol services receiving 1 <sup>st</sup> reviews within 3 months	Data only							Indicator results will be made available from Quarter 3		
	Local	Number of clients in drug and alcohol services receiving 2 <sup>nd</sup> reviews within 6 months	Data only									
	Local	Number of clients in drug and alcohol services receiving 3 <sup>rd</sup> reviews within 12 months	Data only									
	Local	Recovery Outcome – Year to date averages across all outcomes	Data only									
	Local	Number of planned discharges from the recovery orientated system of care who	Data only									

Code	Cat	Short Name	Current Target	2020/21	2021/22	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value			
		are free from problematic alcohol or other drug use (increase by 10%)										
	Local	Number of clients in specialist services in Moray	Data only	N/A		457	561			Starting to see an upward trend in the data Indicator results will be made available from Quarter 3		
	Local	Number of people waiting more than 3 weeks between referral to a specialist drug and alcohol service and commencement of treatment	Data only	8		2	2			Indicator results will be made available from Quarter 3		
	Local	NHS Grampian prescribing and clinical data	Data only	N/A	N/A	Not measured for Quarters				Data under development		
	Local	DAISY data sets	Data only	N/A	N/A	Not measured for Quarters				Data under development		
	Local	Service quarterly performance reports as per the funding requirements. (both in the Third and Public sectors)	Data only	N/A	N/A	Not measured for Quarters				Refer to LOIP Action - All services will comply with the DAISY reporting requirements as a condition of their funding.		
	Local	MADP Workforce Development prospectus and feedback from those attending shows an average of 90% with a positive rating of good or above	Data only							Indicator results will be made available from Quarter 3		
	Local	In 2022, prepare and undertake the tender process for the single point of contact in accordance with procurement policies and timescales; taking account of national and local priorities and the review relating to co-morbidity.	Data only	N/A	N/A	Not measured for Quarters				Refer to LOIP Action - There will be an integrated pathway for service users, providing a person led flexible range of services that are accessible to all throughout the Moray area		