**Background:**
Concern exists regarding the sustainability of access to Primary Care services in remote and rural areas in Highland region. In 2014, NHS Highland received £1.5m from Scottish Government (over 3 years) to test new models of access to Primary Care. Initial project launched 2013. NHS Highland’s brief: devise and test innovative ways to recruit/retain health & social care staff, creating sustainable Primary Care services. Being Here operated in four test areas: Mid-Argyll, Kintyre and Islay (in Argyll & Bute) and West Lochaber including the Small Isles of Eigg, Muck, Rum and Canna.

**RRHEAL and Generic Support Workers educational development**
- Recognition of intrinsic value developing Rural Community Healthcare Support Workers in remote & rural communities, alongside role of technology and digital enablement
- Acknowledging work undertaken by SSSC, JAT, NES
- RRHEAL with Orkney Health and Care-led work developing accessible core education framework
- Accessible core education programme for new role, informing recruitment & workforce planning for RGSW
- Findings used by Territorial Boards to progress job description and role potential

**Standards RH&SCSW’s will demonstrate:**
- Dignity and Respect
- Compassion
- Inclusion
- Responsive care and support
- Wellbeing

**Drivers**
**COMMUNITY NEEDS**
- Sustainable services
**GEOGRAPHY**
- Access to Health & Social Care services
**POLITICS**
- Governmental recognition of recruitment & retention issues
**EDUCATIONAL NEEDS**
- COMMUNICATION / DIGITAL SYSTEMS
- Poor infrastructure

**Being Here project aims:**
Four key work streams to establish new ways of working to provide:
- Workforce stability
- Community resilience
- Data – qualitative / economic evaluation

**Education** - a key work-stream in Scottish Government-funded NHS Highland “Being Here” project. Inspired by the Alaska-Southcentral Foundation NUka model, a new Rural Health & Social Care Support Worker (RH&SCSW) role crossed discipline-specific boundaries and introduced into Small Isles of Eigg and Muck.

**Aim:**
- Develop multi-skilled RH&SCSW’s working under direction of registered practitioners

**Mode of Delivery:**
- Blended learning using at distance and accessible approaches with technology and e-learning
- Face-to-face sessions (on and off island) to aid support / relationship building
- Some service users asked to attend specific education sessions; aiming to educate H&S & SCWs and service user together on how to facilitate sessions
- Visiting specialist staff learned the challenges of delivering remote and rural care

**What we did:**
1: Job description (combining latest evidence)
2: Education plan (utilising national / international research)
3: Learning needs assessment based on:
- Community Health Ad Role education documents shared from the Nuka project in Alaska
- National Occupational Standards & Calderdale protocols
- Health & Social Care case loads for the Small Isles
4: Supervisor toolkit
5: Recruited and appointed 4 RH&SCSW’s from the Small Isles – 3 on the Isle of Eigg, 1 on Muck
6: First three months commenced with individual educational needs analysis and action planning to address skills and knowledge gaps

**Supervision provided by:**
- West-Lochaber Integrated Team leader and members of MDT
- Health & Social Care staff
- Public Health
- Pharmacists
- Highland Hub
- GPS
- Learning & Development facilitator (N&W)

**Outcomes / Legacy:**
- RH&SCSW role developed enabling independence within the service users community
- Sustainable support mechanisms developed to enable community resilience
- Education, and role development model available for replication
- Projected remote and rural evidence base

**Support of Rural Health and Social Care Workers provided by:**
- Scottish Ambulance Service
- Highland Health Sciences Library
- NHS 24
- NRHA - Representatives from the NUka project in Alaska
- Voluntary Action Lochaber
- Lochaber Hope

**Joint Working with the Community:**
Community members were invited to identify key Health & Social Care priorities:
- Access to services
- Mental Health issues
- Having a Health Fair
To enable community resilience joint education sessions for community members and HASSCs e.g. Mental Health First Aid

**References**
https://www.nhslochaber.scot.nhs.uk
http://www.rrheal.scot.nhs.uk/

**Contact**
Carla Savage, Claire Boyle, Fiona Fraser (Nuka) Claire Claire, Fiona Fraser (Nuka)
Poster design by Ted Edwards