

Building Digital Health & Care Skills in Moray:

Connecting the skills pipeline, supporting frontline staff, strengthening digital confidence

Introduction

Digital ways of working are now essential to delivering sustainable, high-quality health and social care. In rural areas like Moray, workforce confidence, access to training, and clear development pathways are just as important as technology itself.

Through the RCE, DHI worked with local and national skills partners to understand workforce readiness for digital change and to strengthen skills in digital practice, design innovation, and the development of digital transformation business cases across health and social care. This poster summarises what we learned, what we delivered, and how locally-designed skills initiatives can support both today's workforce and future talent pipelines.



Why we focused on skills

Digital transformation is central to improving service quality, workforce sustainability and collaboration across health and social care. However, in rural areas such as Moray, digital change is shaped by specific challenges. These include variable connectivity, inconsistent access to devices, limited local training provision and fewer visible progression routes into digital roles.

Evidence from local engagement and national policy highlighted that while technology investment is important, workforce confidence and capability are equally critical. Staff need practical, role relevant skills, time to learn, and organisational support to embed digital tools into everyday practice.

Our aim through the RCE was to strengthen the skills pipeline by building local capability, connecting partners across education and workforce development, and ensuring learning opportunities were shaped by real workforce needs rather than generic assumptions.

What we did

The Moray RCE skills work focused on three connected strands:

1. Engage and connect. We built sustained engagement across health and social care, education, local government, the third sector and national partners—reducing duplication, identifying gaps and strengthening collaboration across the skills pipeline.
2. Build evidence. Through mapping education and training provision and surveying the workforce, we gained insight into local provision, digital access, confidence levels, barriers and priority training needs.
3. Develop learning. Using this evidence, RCE funding supported the development of short, online micro-credentials designed for the Moray workforce. These focused on practical skills, flexibility and accessibility, enabling staff to learn alongside their roles and build confidence in using digital tools in day-to-day practice.

What we learned

Moray has strong foundations for digital health and social care skills across schools, college, university and vocational routes. However, activity is fragmented and not clearly connected into visible pathways. Digital content is often optional rather than embedded, and computing and data courses rarely link directly to health and care contexts.

The workforce is open to digital change and positive about innovation. The challenge is consistency, not motivation—there is clear demand for practical, role-relevant learning linked to service delivery. Overall, successful digital transformation—especially in rural areas—depends on sustained investment in people, skills and culture, not just technology.



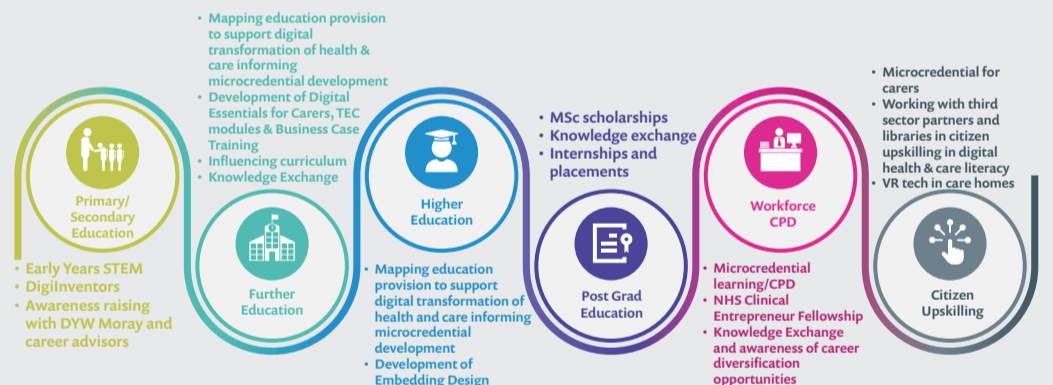
100+
stakeholders engaged



40+
organisations involved



£40k
invested in online learning



Building digital skills across the Moray workforce

This work focused on strengthening digital health and care skills at every stage, from early awareness through to frontline practice and career development, alongside building confidence in design-led approaches and developing digital transformation business cases.

Over the lifetime of the Moray RCE skills programme, we engaged with 100+ stakeholders from across health, social care, education, the third sector and local communities, working closely with 40+ organisations to understand real workforce needs and avoid duplication of effort. £40k was invested in online learning, supporting the development of flexible micro-credentials and CPD-ready courses that fit around busy roles. These opportunities sit within a wider skills pipeline - from awareness-raising with young people and career advisors, through further and higher education, into workforce upskilling, career progression and citizen digital literacy.

By linking learning, curriculum influence and knowledge exchange, the approach supports staff to build confidence, develop practical skills and see clearer pathways into digital roles - all rooted in local priorities and everyday practice.

Further Information

Scan the QR code to access the full workforce survey report, Moray RCE skills outputs, and associated learning resources.

linktr.ee/dhisotland

Contact: Jennifer Thomas, Skills & Project Manager
jennifer.thomas@dhi-scotland.com

