Lochaber Health and Social Care Redesign

Post Occupancy Evaluation (POE) Plan

Purpose

The POE will assess how effectively the occupied Lochaber facility delivers its intended clinical, operational and strategic outcomes. It will confirm alignment with Business Case assumptions and investment objectives and test delivery against the Lochaber Benefits Register and Risk Register. The POE will provide assurance on service performance, patient experience, safety, building functionality, workforce usability and sustainability.

Scottish Capital Investment Manual (SCIM) Alignment

The POE will follow SCIM principles and recognised NHS Scotland POE/Soft Landings methodologies. It will assess delivery against investment objectives, value for money, operational readiness, performance and opportunities for continuous improvement.

Key Inputs

- Lochaber Benefits Register – baselines, targets, dependencies
- Lochaber Risk Register – operational, clinical, financial and technical risks
- Workforce plans, service models and clinical pathways
- Soft Landings outputs, commissioning and handover documentation
- Estates performance data (BMS, maintenance, FM reports)
- BI datasets, national metrics, staff and patient feedback

Evaluation Framework

- Person-centred outcomes – experience, access, privacy, local service delivery
- Safe & high quality care – compliance, incidents, HAI, flow performance
- Effective & efficient delivery – bed use, SDEC, productivity, pathway alignment
- Sustainability – energy, waste, carbon, building system performance
- Workforce – usability, satisfaction, readiness, digital capability
- Financial & value for money – delivery of benefits, cost alignment

Evidence Sources

Benefits Register measures, activity data, estates systems, BI dashboards, patient and staff surveys, Soft Landings evaluations, commissioning reports and Risk Register updates.

Roles & Responsibilities

Project Manager (lead), Estates & Facilities, Clinical Leads/SDT, Infrastructure Delivery Team, BI/Benefits Lead, Soft Landings leads. POE findings will be reported through the Programme Board and relevant clinical and estates governance groups.

Timeline

- **Early POE (3–6 months):** early performance, usability, emerging benefits
- **Interim POE (12 months):** comparison with baselines/targets, risk review
- **Full POE (3 years):** long term benefits, sustainability, value for money

Integration with OBC

POE outputs will update the Benefits Realisation Plan, inform changes to targets, validate assumptions and update risks to ensure alignment with SCIM expectations and long term service planning.

Continuous Improvement

Findings will inform refinement of service models, operational processes, estates performance and digital systems. Actions will be tracked through established governance to ensure learning is embedded.

https://www.scim.nhs.scot/wp-content/uploads/2025/06/Project-Monitoring-and-Evaluation.docx