

# Glasgow City Health and Social Care Partnership

# Summary of North West Locality Plan 2019 - 22

## INTRODUCTION

Glasgow City Health and Social Care Partnership (GCHSCP) is required by the Public Bodies (Joint Working) (Scotland) Act 2014 to produce a Strategic Plan <https://glasgowcity.hscp.scot/publication/gchscp-strategic-plan-2019-2022> for the health and social care services and functions delegated to the Integration Joint Board by Glasgow City Council and NHS Greater Glasgow and Clyde. These services are jointly delivered as the ‘Glasgow City Health and Social Care Partnership’ under the guidance of an Integration Joint Board.

The GCHSCP Strategic Plan covers health and social care services across the entire City. Each of the three local areas (North East, North West and South) that make up GCHSCP develop their own Locality Plan with partners including patients, service users, carers and the third and independent sectors. Locality Plans show how the Strategic Plan is being implemented locally and are updated each year to reflect feedback from stakeholders; ensuring services reflect local priorities, needs and community issues.

This document provides a summary of the North West Locality Plan 2019 - 2022. The full version can be viewed here:

<https://glasgowcity.hscp.scot/sites/default/files/publications/ITEM%20No%2012%20-%20Draft%20HSCP%20Locality%20Plans%202019-22.pdf>.

This summary provides information on key areas of performance across our care groups and sets out the strategic priorities and actions that are being implemented on a city wide basis and in North West Locality.



## ABOUT NORTH WEST LOCALITY

Glasgow City is the largest HSCP in Scotland by population and budget and is responsible for health and social care provision across three localities in the City; North West, North East and South Glasgow. North West Locality covers a population of 206,483 people.

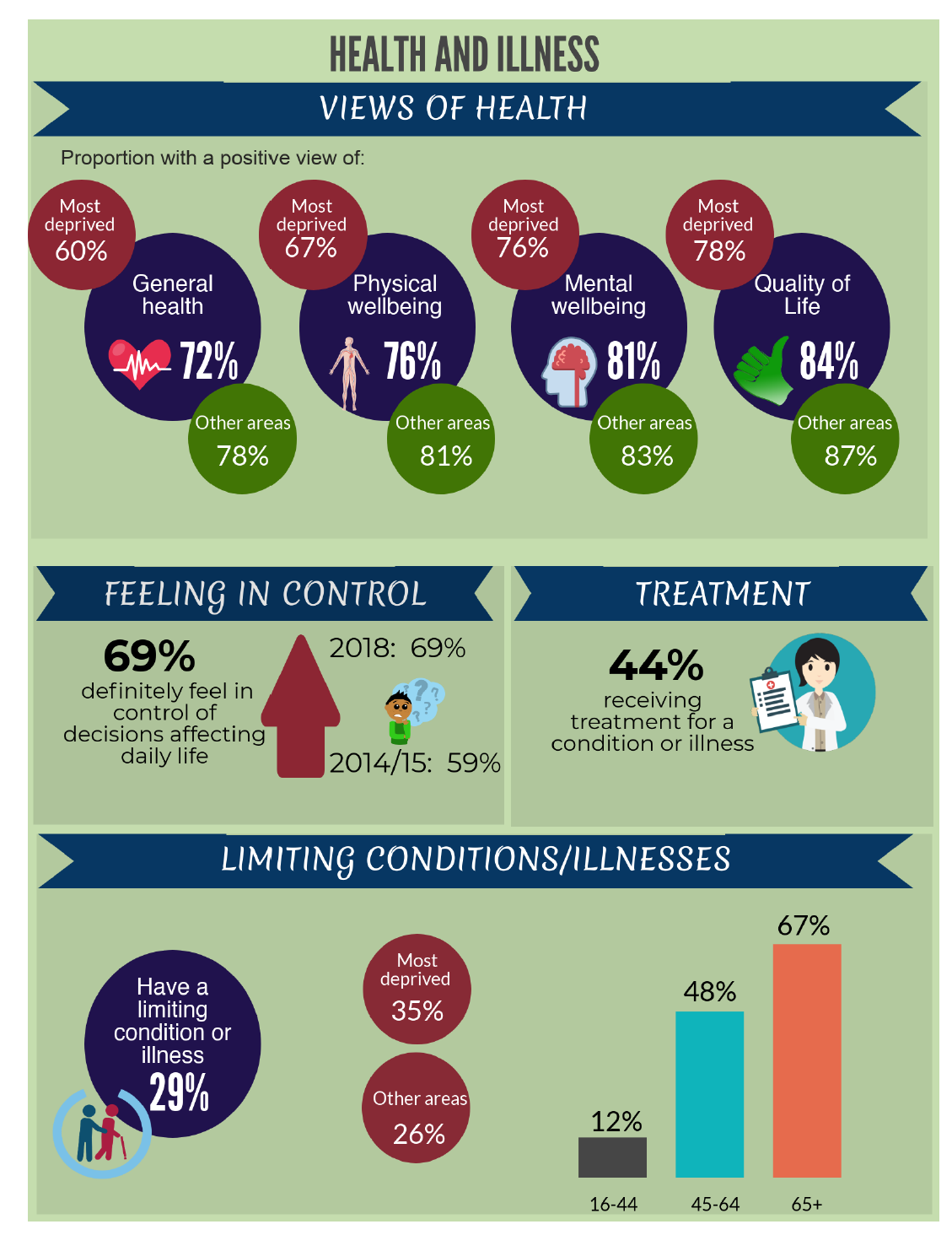
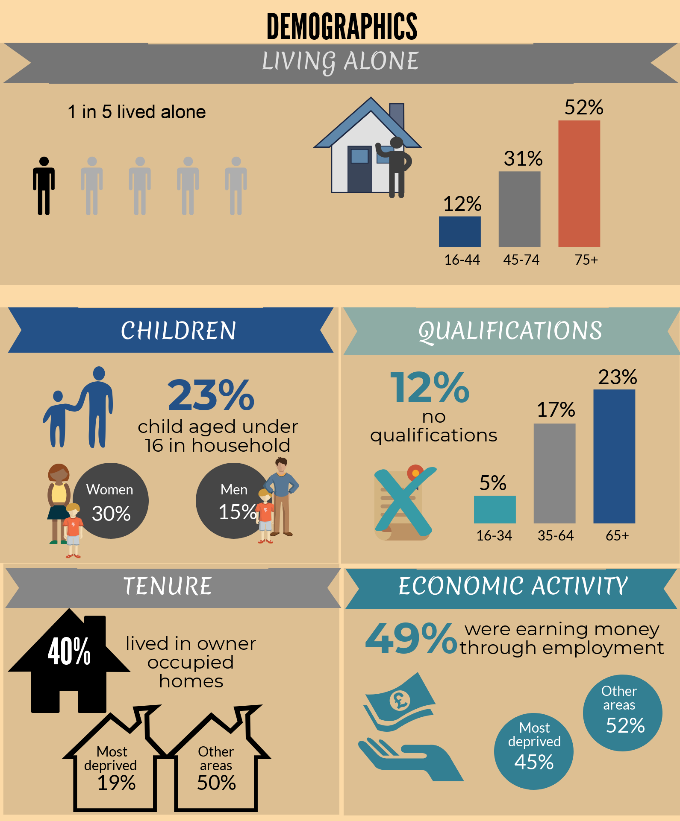
As well as having responsibility for supporting the delivery of the range of services set out within this plan to our local population, the Assistant Chief Officer for the North West Locality also has a lead responsibility within Glasgow City HSCP for managing all Adult Services which includes Mental Health, Learning Disability, Alcohol and Drugs Recovery, Housing and Homelessness, Prison Healthcare, Police Custody and Criminal Justice services. North West Locality has responsibility for managing Sexual Health Service that is hosted by Glasgow City HSCP on behalf of all HSCPs in Greater Glasgow and Clyde.

### Health and Wellbeing

The Strategic Plan sets out the priorities for the HSCP in terms of prevention and early intervention. Whilst keeping people healthier for longer is one of the HSCP’s priorities, improving the health and wellbeing of the population requires consideration of the key causes of health inequalities. The HSCP recognises that within the City there are people severely affected by poverty and deprivation, and this is one of the causes of health inequalities that health and social care services must seek to alleviate.

Glasgow City HSCP understands that tackling health inequalities and achieving health equity requires the removal of barriers to accessing and delivering services that are sensitive to the social circumstances experiences by citizens. The HSCP is committed to working with our community planning partners to implement the NHS Greater Glasgow and Clyde Public Health Strategy, Turning the Tide through Prevention, which describes six priority actions for improving the public health of people across the Greater Glasgow and Clyde area. A copy of the Strategy can be found here: <https://www.stor.scot.nhs.uk/handle/11289/579831>.

The adult Health and Well Being Survey has been undertaken by the Health Board in NHSGGC on a three yearly basis since 1999. Below is some key data and trend information for North West Locality including the demographic profile from the 2018 Report.

***Full report: North West Glasgow -*** [***https://www.stor.scot.nhs.uk/handle/11289/579886***](https://www.stor.scot.nhs.uk/handle/11289/579886)

## GCHSCP STRATEGIC PLAN 2019-2022

### Strategic Priorities and Actions

The detailed priorities and actions set out in the GCHSCP Strategic Plan are grouped under five strategic priorities, namely:

* early intervention, prevention and harm reduction
* providing greater self-determination and choice
* shifting the balance of care
* enabling independent living for longer
* public protection

### Locality Plan 2019-2022 Priorities and Actions

Priority activities and actions will be delivered consistently across each locality area and are identified as “city-wide”; however they will be delivered and monitored by each locality. Some specific actions will be delivered in a single locality, reflecting local needs and priorities.

A comprehensive list of city-wide and local strategic priorities and actions can be found in the full Plan here: <https://glasgowcity.hscp.scot/sites/default/files/publications/GCHSCP_Strategic_Plan_2019_1.pdf>

Key priorities for North West Locality for 2019 – 2022 include:

* Open the new £20m Woodside Health and Care Centre in order to deliver integrated health and social care services
* Develop a Parenting and Family Support Directory
* Continue to pilot use of WHO (World Health Organisation) suicide prevention community engagement toolkit in Drumchapel and implement Drumchapel Suicide Safer Communities Neighbourhood Action Plan
* Work with Registered Statutory Landlords to mitigate against rent arrears occurring from tenancy start dates and tenancy failures.
* Continue to develop Knightswood Connects - a community response to frailty, isolation and loneliness experienced by some older people living in the Knightswood area.
* Roll out palliative identification tool(SPAR) in Hawthorn House residential care home and monitor and develop clinical input at the new Victoria residential care home
* Explore the feasibility of finding alternative, suitable accommodation to Sandyford Sexual Health Services

### Performance

GCHSCP produces an annual performance report which reflects on performance in relation to national and local indicators and commitments set out in the Strategic Plan. Performance is also measured at a care group and service level via a variety of internal and external governance arrangements.

Key achievements in North West Locality in 2018 -19 include:

* More people being supported to live as independently as possible at home and in the community
* Restructuring community services for older people into three neighbourhood teams to improve joint working with partners including GP clusters, Housing and third sector stakeholders
* Achieving the majority of waiting time and access targets

A comprehensive list of city-wide and local performance information can be found here in the Annual Performance Report 2018-2019 here: <https://glasgowcity.hscp.scot/sites/default/files/publications/HSCP%20Annual%20Performance%20Report%202018%2019_0.pdf>

### Transformation Programmes

Delivery of effective and lasting transformation of health and social care services is central to the vision of Glasgow City HSCP. Transformation is not just changing how services are structured. Transformation is about making significant changes to how services are planned and delivered in partnership with people who use them. A number of important strategies and programmes are already under way that will transform how health and social care services in the City are delivered and experienced by patients, service users and carers. Whilst the Transformation Programmes are already delivering real and sustainable change for people in the City, further work is required.

### Older People Services Transformation Programme

The strategy for older people and people with a physical disability signals a clear intention to shift the focus to enabling and supporting those who require assistance to enjoy the best quality of life possible, informed by choices they make for themselves. For older people’s health and social care this means a different attitude towards risk and its management across the entire system, particularly where older people themselves make a conscious choice to live with risk in the community. This approach will also apply to people with a physical disability. More information on the Older People Services Transformation Programme is available here: <https://glasgowcity.hscp.scot/sites/default/files/publications/ITEM%20No%2007%20-%20Older%20Peoples%20Transformational%20Change%20Programme%202018-21_0.pdf>

### Adult Services Transformation Programme

In recent years in Adult Services there has been significant progress in shifting the balance of care and delivering more effective, community based services. Our strategy signals a clear intention to shift the focus towards more of a risk-enabling approach that maximises the opportunity for independent living, with a stronger emphasis on prevention, early intervention and supporting self-management of certain conditions. . More information on the Adult Services Transformation Programme is available here: <https://glasgowcity.hscp.scot/sites/default/files/publications/ITEM%20No%2006%20-%20Adult%20Services%20Transformational%20Change%20Programme%202018-2021_0.pdf>

### Children’s Services Transformation Programme

For Children’s Services our strategy aims not only to secure better outcomes and more positive destinations for children and young people but to enable Children’s Services to operate more efficiently and effectively across the City. The transformation programme for Children’s Services is designed to strengthen the local infrastructure to deliver a preventative strategy in the City. There is also a commitment and a determination to spend more of the IJB’s / GCHSCP’s resources in the City to ensure that where possible children and young people are helped to stay at home, in their neighbourhoods and in their local schools. To this end, the strategy is to seek to implement the aspirations of the Christie Commission, to avoid spending money in ‘failure demand’ and significantly shift money and interventions into the community. The Children’s Services Transformation Programme is available here: <https://glasgowcity.hscp.scot/sites/default/files/publications/ITEM%20No%2006%20-%20Transformational%20Change%20Programme%20-%20Childrens%20Services%202018-21.pdf>

### Primary Care Improvement Plan

Glasgow City HSCP agreed a Primary Care Improvement Plan (PCIP) in Autumn 2018. The PCIP presents a major opportunity to transform primary care by supporting GPs to operate effectively as expert medical generalists. This involves GP’s leading multi-disciplinary teams, giving them more time to spend seeing patients and addressing the needs of the rising numbers of people with multiple and complex conditions. Our strategy includes enabling more support to be delivered in home and community settings and promoting greater self-management and choice to allow people to stay cared for appropriately and safely in the community for longer. More information on the PCIP can be found here:

<https://glasgowcity.hscp.scot/sites/default/files/publications/ITEM%20No%2009%20-%20Primary%20Care%20Improvement%20Plan_0.pdf>

## SUPPORT FOR CARERS

The Carers (Scotland) Act 2016 came into force on 1st April 2018 and places additional duties on Integration Joint Boards. The Act can be found here: <http://www.legislation.gov.uk/asp/2016/9/contents>.

Carers and young carers have been fully engaged and involved in the development of the Glasgow Adult and Young Carer Strategies. There are well established locality carer forums and a city-wide Carer Reference Group who are represented on the Carer Strategic Planning Group and the city wide operational delivery group. Young carer engagement has been facilitated through the Young Carer Strategy Group. The appointment of a Carers Champion and plans for quarterly engagement events with wider groups of carers will provide a focus for carers to influence the implementation of the Act. More information on the implementation of the Carers (Scotland) Act 2016 can be found here:

<https://glasgowcity.hscp.scot/sites/default/files/publications/ITEM%20No%2012%20-%20Implementing%20the%20Carers%20Scotland%20Act%202016_0.pdf>

## COMMUNITY ENGAGEMENT

The priorities and actions set out within North West Locality Plan have been informed by a broad range of community and service user engagement activity. This has included engagement on the priorities 2019- 22, consultation on Glasgow City IJB’s Strategic Plan 2019-22 and involving service users, carers, community groups and partner agencies in the development of a variety of service strategies and action plans. In particular, the North West Locality Engagement Forum (LEF) has been a catalyst for communication, engagement and participation. The North West LEF priorities for the next three years will be to:

* continue to have regular meetings to discuss and contribute to locality care group priorities, as well as topic focused discussions to encourage participation and involvement from the wider community;
* continue to promote greater representation of vulnerable people and groups;
* continue to work in partnership with North West Voluntary Sector Network, North West Youth Network and North West Mental Health, Wellbeing and Suicide Safer Communities Forum, as well as develop closer links with North West Recovery Communities, Carers Forum and Childcare Forum;
* lead city wide participation and create engagement opportunities around Adult service priorities and developments;
* support and encourage services and teams to engage and gather comments at the point of service delivery.

Further information about locality engagement in North West Glasgow can be found here: <https://glasgowcity.hscp.scot/locality-engagement-forums>

## EQUALITiES

As a public body, the IJB is required under the Equality Act 2010 to publish its own set of equality outcomes. It is also required to report on progress in taking forward the equalities agenda and is expected to review policies and practices to ensure these eliminate discrimination, harassment and victimisation, and advance equality of opportunity and access for people with ‘protected characteristics’. Further information can be found in the Glasgow City HSCP Mainstreaming and Equalities Action Plan here:<https://glasgowcity.hscp.scot/sites/default/files/publications/IJB_Meeting_20160321_Item_10_Equalities_Mainstreaming.pdf>

## CONTACT INFORMATION

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