



Pictured: Glasgow's Local Area Co-ordination Team (LAC) supported 16 adults with learning disabilities to volunteer as Welcome Hosts at Go Live at the Green, during the 2018 European Championships. Read more on page 9.

## Welcome

Welcome to the May 2019 Newsletter. This month we recognise and celebrate the achievements of staff and volunteers at various awards.

We also look at the new Red Bag Scheme for Care Homes and recent Intermediate Care events for staff.

For all the news remember to look at the Partnership's [website](http://www.glasgowcity.hscp.scot) and follow us on Twitter [@GCHSCP](https://twitter.com/GCHSCP).

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## Chief Officer's Message



David Williams, Chief Officer

Welcome to the May 2019 edition of the GCHSCP Newsletter in which you will find some inspiring stories about among other things, red bags (seriously!), baby friendly gold awards, Café Stork expansions, Healthy Minds and Bakeoffs. If that doesn't whet your appetite, if nothing else please take the time to look at the new [IJB approved Strategic Plan](#) and understand where it is that what you do fits into, or expect to fit into, the strategic approach being taken by the IJB between 2019-22. And please also take time to read about and take pride in the achievements of your colleagues highlighted in a stream of awards and nominations.

Most if not all of you will know by now that I am soon to move on to be seconded to the Scottish Government for 'about a year' in the newly created role of Director

of Delivery, Health and Social Care Integration. I see this role as a tangible statement of intent by the Government and COSLA to ensure the successful implementation of integration across Scotland, it is absolutely here to stay, and I'm honoured to be given the opportunity to play a part in this. It's also a privilege to be Chief Officer in Glasgow and to have been supported in my role by a leadership team and workforce that has been dedicated and committed to transforming the way health and social care services in the city are planned, delivered and therefore how they are received and experienced by the city's citizens. I have no doubt that it is the strides that have been made in Glasgow by all of you, that has got me in to a place that has allowed me to be considered to take on this role and I'm hugely grateful to all colleagues for that.

My view is that integration of health and social care in Glasgow has progressed well over the past four years but that is not the same as saying 'we're doing really well'. We are doing well in very many places and I've been utterly amazed and humbled by the preparedness of so many people to consider changing the way they do their business and embrace the integration agenda, however there is still an awful long way to go yet. There is no reason whatsoever for us to be complacent nor for there to be any let up in the pace of change in the city. A lot can happen over the year that I am expecting to be away, and I expect the shape and performance of integration in the city to have continued to evolve, move ahead and to look different at the end of that year. I am delighted that Susanne Millar has been appointed to take forward the Partnership's progress over the next year, you are in very good hands indeed! Thank you all and keep up the good work.

**David Williams**  
**Chief Officer**



# Glasgow City Integration Joint Board Strategic Plan 2019 - 2022

Glasgow City Integration Joint Board (IJB) recently approved its [Strategic Plan 2019 – 22](#) at its March meeting, following extensive consultation from October 2018 to January 2019. The Strategic Plan sets out the vision and priorities for health and social care over the next three years in Glasgow City, and it includes some of the key activity that will take this forward.

The Strategic Plan is now available on Glasgow City Health and Social Care Partnership's website, along with [background information and the report that was considered by the IJB in approving its Strategic Plan](#). The report includes detail on the consultation process and how it informed the final draft Strategic Plan that was approved.

David Williams, Chief Officer said: "I would like to take this opportunity to thank the range of people, local communities and networks, organisations and partners who shared their views during the consultation period and helped to inform the final draft of the Strategic Plan."

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## One Year On from the Carers Scotland Act 2016

The Carers (Scotland) Act 2016 came in to effect on 1 April 2018 with the intention of providing better and more consistent support for carers and young carers.

Fred Beckett, Principal Officer (Carer Lead) said: "Requirements of the carer's legislation include new duties to offer adult carer support plans (ACSP) and young carer statements (YCS) to identify carers' needs and personal outcomes. In the first year of the Act, Glasgow City Health and Social Care Partnership completed almost 2,000 Adult and Young Carer Support Plans and intends to produce Adult and Young Carer Strategies Early in July 2019."

Carers and young carers in Glasgow provide invaluable support to family members, friends and neighbours who they care for. You may be a parent, a partner, a son or daughter, a sister or brother or friend to someone who needs support as a result of their illness, condition or disability. If you provide help and support to manage their life and would like to find out more about services for carers and young carers, then you can visit [Your Support Your Way Glasgow](#) or call the Carers Information Line 0141 353 6504.

## Partnership Staff Recognised at SASW Awards

At the Scottish Association of Social Work Awards (SASW) on 19 March, Glasgow City Health and Social Care Partnership had three nominees shortlisted for awards.

### **Social Worker of the Year Nominee**

Nominated for Social Worker of the Year was Lorraine Ward, Social Worker with the Asylum and Roma Team, a peer-mentoring project for young unaccompanied asylum seekers and refugees. A special award for Best Practice Equality and Diversity was made to Lorraine at the Award Ceremony.



Pictured: Lorraine Ward with some of the young people from the project.

Joanne Garrett, Service Manager for the Asylum and Roma Team said: “Lorraine’s work on peer mentoring has been above and beyond her social work role in the team, and the Partnership had no hesitation in facilitating her input to the programme. She worked closely with senior education and third sector staff and it’s to her credit that she received her nomination from Lyn Ma, senior lecturer at Glasgow Clyde College.”

Lyn Ma said: “Lorraine is the inspiration behind this group of young people, recognising that they are the experts in a unique position to help other newly arrived people in Glasgow. At the heart of the group’s progress is Lorraine’s determination and belief in the power of building a relationship with young people. Lorraine should be very proud of her achievement and this recognition.”

The group has been running for over 18 months and members have spoken at conferences for social workers and other workers, organised welcoming events and also devised a mental health first aid kit for all new arrivals, both in English and their native languages.

### **Practice Teacher of the Year Nominee : Alison Anderson**

Alison Anderson, Social Worker was nominated for Practice Teacher of the Year by fourth year social work student, Megan Morrison.

Janine Fraser, Team Leader, Children and Families Social Work Services North East (Parkhead) said: “Although Alison has only recently started working with students from Strathclyde University her support has been impressive both in her approach to creating positive working relationships and also in making sure that her assessment of the students’ practice is fair and transparent. She should be very proud of her achievement.”



Pictured: Alison Anderson and Megan Morrison.

# Partnership Staff Recognised at SASW Awards

## Team of the Year Nominee

The Glasgow Infant and Family Team (GIFT) was nominated for Team of the Year and was highly commended at the ceremony.

GIFT is a multidisciplinary team in the NSPCC (National Society for Prevention of Cruelty to Children) with approximately half of team members being Social Workers.

Aileen Shaw, Service Manager, Families for Children said: "For the last eight years, the Glasgow Infant and Family Team has worked with young children who have experienced maltreatment and have been accommodated by Glasgow City Health and Social Care Partnership to be placed in foster care. This team does fantastic work in providing appropriate preventive support so families can stay together using early intervention by mutual agreement to reach the right solutions. Congratulations to the team on this nomination."

## Award for Mental Health Project

A Glasgow City Health and Social Care Partnership mental health project that makes it easier for deaf people to access mental health services won the outstanding approach to partnership working across all services category at the Scottish Sensory and Equality Awards on 15 March. The awards were held by deafscotland to recognise organisations and individuals across Scotland.

Health Improvement Practitioner Paul Hull, who leads the Mental Health project, said: "It was an absolute pleasure to accept the award as we're dedicated to making healthcare services inclusive to all and this is a very welcome recognition of our work. We've developed a range of teaching tools such as the British Sign Language Mental Health glossary designed to improve knowledge of mental health issues often experienced by the deaf community. In addition we created a collection of short films called 'Positive Signs' highlighting significant mental health barriers and how deaf people can access health services."



Pictured: Paul Hull.

Positive Signs can be viewed at:

[www.headsup.scot/services-and-support/heads-up-bsl/](http://www.headsup.scot/services-and-support/heads-up-bsl/)



## Scottish Pharmacy Award



Pictured: South Locality Prescribing Support Team.

The Prescribing Support Team in Glasgow City Health and Social Care Partnership (South Locality) won the Working in Partnership Award at the Scottish Pharmacist Awards 2019. This was for the work the team have been doing with the Improving the Cancer Journey Team and the South Lung Team at the Victoria Infirmary, Glasgow.

This partnership working has resulted in a new referral pathway that allows a patient with lung cancer, who attends the South Lung Team, to be referred for a pharmacist medication review within their GP practice.

Lynn King, Practice Pharmacist, South Locality accepted the Award for the team at the ceremony on 23 February. She said: “I am proud to have led this novel piece of work, which is a prime example of improving patient care through intra- and inter-professional working across, not only primary and secondary care, but also across the health and social care sectors. The willingness and commitment of the Prescribing Support Team to become involved in a new clinical area along with the enthusiasm and dedication of all the partners involved, has been instrumental to the success of this pilot. The challenge now is to consider if this model can be rolled out to include other cancers and/or to extend it to other areas within NHS Greater Glasgow and Clyde.”

## Pollok Civic Realm Achieves LGBT Charter Mark Status

Pollok Civic Realm has been awarded the bronze level LGBT Charter Mark from LGBT Youth Scotland.

The award is the culmination of 18 months of work from various NHS partners, agencies and organisations within Pollok Civic Realm. This charter continues to build on ensuring equality and diversity sit at the heart of all that we do.

Daniel Maher, Health Improvement Senior, South Locality, Glasgow City Health and Social Care Partnership said on behalf of the Action Plan Working Group: “Huge congratulations to our Action Plan Working Group and all Civic Realm partnerships,



including Glasgow Life Sport and Library, and Glasgow City Health and Social Care departments within Pollok Civic Realm; including all Pollok Health Centre GP Practices, and Pollok Civic Realm Team Contract Services – a true multi-disciplinary team effort.”

He continued: “The Civic Realm LGBT Charter is a programme that enables organisations to proactively include LGBT people in every aspect of their work, protecting their staff and providing high quality care and services to all users, partners, clients and customers alike. The charter enables organisations to send positive messages, with confidence, that organisations are champions of LGBT inclusion – where LGBT communities are supported and feel safe and makes a clear statement that equality and diversity are at the heart of that organisation.”

## LAC Volunteers Recognised as Welcome Hosts for European Championships

Glasgow’s Local Area Co-ordination Team (LAC) supported 16 adults with learning disabilities to volunteer as Welcome Hosts at Go Live at the Green, based at Glasgow Green, during the 2018 European Championships.

The volunteers provided a warm welcome to visitors and spectators from all over the world at the Green. They also volunteered at many of the free-to-attend activities, making a huge contribution to a wonderful occasion.

In December the volunteers’ contribution to the Championships was recognised and celebrated with the presentation of official volunteer medals and a framed commemorative photograph from the Championships. The volunteers and their parents and carers were all extremely proud of what they had achieved.

Raymond Traynor, Local Area Co-ordination Manager, South Area commented: “It was a real privilege to support such a great bunch during the European Championships. People Make Glasgow.”



Pictured: LAC team staff and volunteers.

# Care Homes Share Learning About Red Bag Scheme

Staff from care homes across Glasgow came together in April to share their experience of participating in the Red Bag Scheme. The event, held in Glasgow City Chambers, also featured inputs on how care homes can support a reduction in medicines waste and how having Anticipatory Care Plans can lead to positive outcomes for care home residents.

The Red Bag Scheme was introduced in Glasgow City in July 2018 to 22 care and residential homes, to support and improve links between acute sites and care and residential homes. It works as a visual prompt to provide a central location for the transfer of information, appropriate medication and property in the event of an unplanned visit to hospital by a resident.

The Red Bag contains standardised information about the resident's general health, any existing medical conditions they have and medication they are taking, as well as highlighting the current health concern.

It also has room for personal belongings (such as clothes for day of discharge or wearing if appropriate whilst in hospital - glasses, hearing aid, dentures etc.), and it stays with the resident at all points of the hospital journey. When residents are ready to go home, a copy of their discharge summary (which details every aspect of the care they received in hospital) will be placed in the Red Bag so that care home staff have access to this important information when their resident arrives back home.

Opening the event, Stephen Fitzpatrick, Assistant Chief Officer, Older People's Services and South Locality Operations welcomed participants and gave an overview of the Partnership's vision for Older People's Services over the next three years.

He said: "Care homes play a central role in supporting key Partnership strategic priorities, in particular early intervention and reducing unscheduled hospital admissions, better hospital discharge arrangements and better management of patient care in the most appropriate setting. I welcome this opportunity to hear directly from care home providers about their experiences, including the continuing challenges presented by an older, frail population with increasingly complex care needs."

Richard Groden, Clinical Director shared some feedback about the Red Bag Scheme from a recent survey of care homes. He said: "Homes reported fewer occasions of paperwork was going missing and said that the Red Bag made it easier to manage paperwork as everything can be stored safely and securely inside, and that overall the Red Bag Scheme had improved the management of unplanned admissions, for both the resident and staff whenever they had occurred."



Pictured: Alan Gilmour, Planning Manager, South Locality and Stephen Fitzpatrick, Assistant Chief Officer, Older People's Services and South Locality Operations.

Gordon Johnston, Manager at Erskine Care Home said: “The scheme has helped improve communication between the care home and hospital staff, and has supported the return of essential items such as personal property, medication and essential paperwork.”

Participants spent time working together in groups to identify what has worked well and where there are still challenges. Learning will also be shared with other Health and Social Care Partnerships as the Scheme is rolled out across NHS Greater Glasgow and Clyde.

A series of further events and activities to promote the Red Bag Scheme are being planned across care homes, Health and Social Care Partnerships and hospital sites. For more information about the Scheme please contact [RedBagEnquiries@ggc.scot.nhs.uk](mailto:RedBagEnquiries@ggc.scot.nhs.uk)

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## Woman's Own Project Makes a Positive Difference

Lorraine was made homeless eight months ago after undergoing major surgery. After leaving hospital, arrangements were made for Lorraine to move into homelessness respite accommodation in the north of Glasgow. Terrified by the move and the circumstances she now found herself in, Lorraine heard about the Women's Own project, a weekly creative programme that took place in the centre and received money raised by Red Nose Day.



Pictured: Lorraine.

Delivered by the Citizens Theatre in partnership with Glasgow City Health and Social Care Partnership, the Woman's Own project aims

to break the cycle of domestic violence, sexual violence, self-harm and addiction. It does this by getting vulnerable women involved in artist-led creative classes that encourage them to address some of the traumatic experiences in their lives. Additionally it promotes an opportunity for friendship, self-expression, inspiration, teamwork, laughter and story-telling.

Quickly overcoming her initial feelings of anxiety about joining the group, Lorraine became involved in the weekly creative workshops. Lorraine's outlook on life changed for the better and her self-confidence grew. Involved in script-writing, developing songs, making costumes and performing, Lorraine was surrounded by a new support network and felt confident enough to put on her prosthetic leg for the first time.

Reflecting on how her involvement in the project has helped her recognise and address issues in her life, Lorraine said: “I didn't think I'd be able to write a song or a script, but I have. I didn't realise how much I loved art until I came here. I love singing too. I hated it at the beginning but now it's my favourite thing to do.”

Continuing to rebuild her life, Lorraine is clear that the Partnership's Homelessness Services and the Women's Own project have helped her to finally believe in herself.



# Intermediate Care Events Showcase Best Practice

The Partnership's Intermediate Care Improvement Group held two very successful afternoon events during March. Over 130 practitioners from a range of health, social care and partners attended the practice development events. They focused on sharing best practice and supports, that assist service users to return home from hospital and Intermediate Care, and the importance of support to carers.



Pictured: Speakers and staff who organised the practice development events.

Attendees heard about the new homecare pathway process being developed by Partnership Care Services (Homecare), Local Area Co-ordinators, Telecare, Housing Options for Older People, Cluster Supported Living and the Glasgow Carers Partnership.

A video interview with a carer described a positive experience of Glenlivet Intermediate Care Unit and the key role the multi-disciplinary team had played in enabling his mother to return home.

Presentations were followed by group work discussions that focused on professionals sharing experiences and information to enable service users (whenever possible) to return home and live as independently as possible in the community.

Fiona Brown, Head of Older People and Primary Care, North East Locality said: "It was excellent to achieve such strong representation from frontline staff and managers from the Partnership, hospital services, care providers and partner agencies, and enable staff to share best practice. It is very positive that the multidisciplinary team working within Intermediate Care will now be strengthened by dedicated social work staff in line with the Partnership's Older Personal System of Care."

Martin Yorston, Rehabilitation Therapist from North East Glasgow said; "This was a hugely informative session and fantastic opportunity for cross-city networking between a numbers of stakeholders involved with Intermediate Care. I would like to see this type of event become a regular occurrence to improve communication and aid standardisation of our Intermediate Care service across Glasgow."

John Haxton, Project Lead for Carers Services in South Glasgow also said: "I found the event to be very informative in that it clearly identified the roles of various partners and supported a clearer understanding of how we can improve joint working amongst us to attain a service package, which meets the changed needs of the person being discharged. It also highlighted and reinforced my understanding that by using the various pathways employed by partners we are better placed to provide a more robust package of practical supports to both carers and the patient at the point of discharge, to either an Intermediate Care setting for additional assessment or a discharge back to a home setting."



# Working with Young People in South Glasgow

South Locality Health Improvement Team staff deliver the Health Issues in the Community (HIIC) Course to groups of young people across a variety of settings including in schools, community groups and to NHS Greater Glasgow and Clyde modern apprentices.

Claire Marie Blair, South Locality Health Improvement Team said: “HIIC is a course developed by Community Health Exchange (CHEX) that allows young people to increase their community participation and establish community development approaches to tackling health inequalities within their own community.

“Last year over 27 young people completed the accredited course at SCQF Level Six and this has helped some of the young people into employment and further education.”

A participant said: “After taking part in HIIC, I feel very proud of myself. I’ve achieved and learned a lot and my confidence is sky high. I’ll be looking out for other opportunities to strengthen my knowledge on how to help my community.”

If anyone is interested in becoming a facilitator or looking for a local group they can contact CHEX directly. They can be visited at their website at [www.chex.org.uk](http://www.chex.org.uk)

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## Spotlight on Older People’s Services

Staff, service users, carers, community representatives and others came together at a South Locality Engagement Session in February to discuss developments in Older People’s health and care services.

Stephen Fitzpatrick, Assistant Chief Officer, Older People’s Services and South Locality Operations, chaired the session that showcased examples of development and innovation within Older People’s health and care. Presentations on Anticipatory Care Plans, Telecare and the Home is Best model were well received.

John Barber, Public Involvement Manager at NHS Greater Glasgow and Clyde, updated the session on progress with the Moving Forward Together programme with several participants offering to meet with John to explore closer involvement.

A report from the session is available by contacting Lisa Martin, Community Engagement Officer on 0141 427 8269 or [Lisa.Martin@ggc.scot.nhs.uk](mailto:Lisa.Martin@ggc.scot.nhs.uk)



Pictured: South Locality Engagement Session.

# Spotlight on North East Glasgow Psychotherapy

Recently three members of North East Glasgow's Psychotherapy Department have gained the opportunity to talk to the world, beyond Glasgow and Scotland, about the principles that underpin the work of the team and reflections on how the work might be further developed:

- ▶ Mark Cohen has just had an article published in the British Journal of Psychotherapy Vol.34, pp.71-90 (2019), entitled 'What's going to happen now? Changing care relations in a psychosocial context'
- ▶ Sylvia O'Neill has published a book, *Process Facilitation in Psychoanalysis, Psychotherapy and Social Work* (Routledge, London and New York, 2019). We are pleased that seven peer-reviewed journals in Britain, the USA and Australia/New Zealand have promised academic reviews of the book and
- ▶ Jacqui Begbie is to deliver a conference paper at the ECARTE Conference (European Consortium for Art Therapies Education) in Spain with an art therapy colleague, with the title 'Group Analytic Art Psychotherapy within a Children's Psychiatric Unit.'

Based at the Anvil Centre at Parkhead but with a satellite clinic at Springburn, the core of the Psychotherapy Department's work is clinical work, individually and in groups. Other activities engage staff with colleagues and their work, including:

- ▶ various reflective practice groups for junior doctors who are psychiatrists or GPs in training
- ▶ input for medical students
- ▶ reflective practice groups on site for nurses
- ▶ teaching (on subjects ranging from Asperger's syndrome to a psychodynamic model of supervision) and
- ▶ taking part in inter-agency discussions with colleagues at reviews of complex cases.

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## New Healthy Minds Resource Now Available

The NHS Greater Glasgow and Clyde (NHSGGC) Mental Health Improvement Team hosted by Glasgow City Health and Care Partnership has developed an awareness raising resource called 'Healthy Minds' to support implementation of the NHSGGC Mental Health Improvement Frameworks. The resource aims to promote a universal basic awareness and understanding of mental health and topics that are associated with and can impact on mental health and wellbeing.

The resource hosts 14 basic information sessions ranging from basic mental health awareness to sleep. Each session comes with a session plan, facilitator notes, Power Point presentation and supporting handouts. The resource is targeted at and can be delivered by anyone with an interest in mental health; no mental health training experience is necessary.

Michelle Guthrie, Health Improvement Senior (Mental Health), has been running a series of road shows across Greater Glasgow and Clyde to promote and encourage uptake of the resource.

Michelle said: “We’ve built on the resources our team has developed over the last few years and brought them altogether into one accessible package. We hope that we’ve developed a resource that empowers individuals, partners and organisations and gives them the confidence to recognise we all have a role in promoting and supporting mental health. You don’t have to be an ‘expert’ to do this.”

The resource can be downloaded from [www.nhsggc.org.uk/about-us/professional-support-sites/child-youth-mental-health/](http://www.nhsggc.org.uk/about-us/professional-support-sites/child-youth-mental-health/)

For more information on the resource, please contact [michelle.guthrie@ggc.scot.nhs.uk](mailto:michelle.guthrie@ggc.scot.nhs.uk)

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## Learning About Community Payback Orders

Glasgow City Health and Social Care Partnership and Community Justice Glasgow held a visibility event on Community Payback Orders (CPOs) in Glasgow Sheriff Court on 27 March.

Some of our third sector partners staffed information tables for people to peruse on arrival, discuss services and how they impact on CPOs in the city. This included partners who provide unpaid work placements for people to complete their CPOs, and those who support people in other ways, to enable them to complete the requirements of their CPO. Staff and those with lived experience welcomed attendees, and many connections were made which will enable better partnership working.

Sheriff Turnbull, the Sheriff Principal of Glasgow and Strathkelvin, opened the session, welcoming everyone to the event. Ann-Marie Rafferty, Assistant Chief Officer, Public Protection and Complex Needs for the Partnership, introduced the event which consisted of a panel discussion and question session. The panel consisted of people with experience of CPO, people who support them, academics and statutory services.

The discussion was lively and enthusiastic, with lots of questions coming from the floor. The audience included victim support organisations, community councils, the Scottish Government and Sheriffs from the court. Questions included ‘What are the best things and worst things about CPO?’ and ‘How are communities informed of the community benefits from the work carried out by people on CPO?’, and discussion on how victims’ rights are considered as part of CPO placement.

Bailie Elder closed the event, thanking all of those who had taken part and made the event possible, including Glasgow Sheriff Court for hosting, and accommodating everyone when the event was heavily oversubscribed on the night.

For any more information contact [communityjustice@glasgow.gov.uk](mailto:communityjustice@glasgow.gov.uk). The community justice [webpages](#) on the Glasgow Community Planning Partnership [website](#) provides more information on Community Justice Glasgow, along with some useful information on CPO and community sentencing option.

## Review of Direct Payments - Prepaid Card Scheme

Glasgow City Council has recently undertaken a review of the way we currently administer our direct payments, and will be introducing new Prepaid Cards for those who receive a Direct Payment.



### What is a Direct Payment?

A Direct Payment is one of the Self Directed Support Options that a service user can choose to access their Individual Budget. This is the amount that has been assessed as being required to pay for their care and support needs.

A service user's Individual Budget, or part of it, can be paid directly to them as Option 1 (a Direct Payment) to enable them to purchase the care and support as agreed with their Care Manager in their Support Plan.

A Direct Payment means that the individual budget will be given to the service user to arrange and pay for their care and support, instead of the Council arranging the service.

The current method of payments going into a service user's allocated bank account will simply be replaced by payments going to a new online account, which will be opened by us, specifically for the management of the direct payment. The new online account will include the provision of a Prepaid Card.

### How will a Prepaid Card work?

The Prepaid Card can be used in the same way as any other bank debit card to purchase the services required, and as agreed in their Support Plan.

Please note this change only affects how service users will receive and manage their Direct Payment, it is not a change to their service or care package.

There are many benefits to the Prepaid Card Scheme, such as:

- ▶ no need for a separate bank account
- ▶ no need for service users to complete and submit quarterly paper monitoring returns
- ▶ payments are secure and easy to make
- ▶ service users can check account balances online, by text message or via the telephone. Paper statements are also still available and
- ▶ service users can nominate someone else to have a second card to help manage their Direct Payment.

The Prepaid Card Scheme will be introduced in the coming months.

Service users who receive a Direct Payment are not required to do anything in the meantime; however, if they have any queries or concerns regarding the new scheme, or how to access it, please contact our support organisation the Glasgow Centre for Inclusive Living at: Glasgow Centre for Inclusive Living (GCIL) 117-127 Brook Street, Glasgow, G40 3AP. Phone: 0141 550 4455, Textphone: 0141 554 6482, Fax: 0141 550 4858  
Email: [gcil@gcil.org.uk](mailto:gcil@gcil.org.uk), Website: [www.gcil.org.uk](http://www.gcil.org.uk)



# Making a Difference to People Living with Dementia and their Carers

In March Care Services staff within Glasgow City Health and Social Care Partnership took part in engagement sessions to help them understand and acknowledge the contribution they make to people affected by dementia.

The series of talks, given by Tommy Whitelaw from the Health and Social Care Alliance, were held for staff who care for and provide services to more than 10,000 service users across the city, many of whom have the condition.

Research suggests that around 8,000 people live with varying stages of dementia in Glasgow, and each year around 800 people receive a diagnosis.

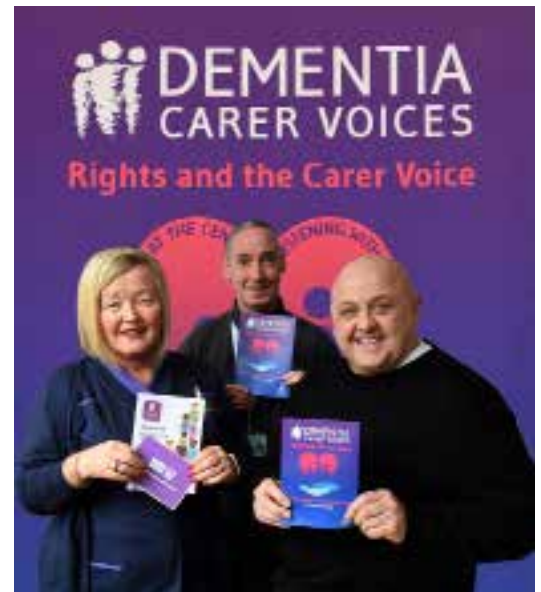
Tommy travels the length and breadth of the country as part of the You Can Make a Difference campaign, working to promote the importance of kindness, empathy and patience when supporting people living with dementia and their carers.

He encourages health and social care professionals to reflect on the importance of their role in caring for people with dementia and urges them to think about how, having time to reflect on their own past experiences and interactions, they can make a difference to the lives of those affected by the condition.

The session asks different groups of staff to consider what matters to people, rather than what's the matter with the people. Tommy then asks what, as an individual, you can do now to make a difference and what support do you need in your workplace to make that difference.

Tommy said: "Good care is all about people and relationships. It's about the compassion and understanding shown by the person who knocks on your door every day of the week. I want to remind staff of the value in supporting people to live in their own homes, in their communities, for as long as they can and that only happens with good care.

"Our talks are an ideal opportunity for health and social care staff to pause and reflect on what's really important to the people in their care. As our real life stories and case studies show, a small pledge can make a huge difference. I hope it can remind staff why they chose their profession and inspire them for the future."



Pictured: Tommy Whitelaw (right) with staff at a talk.

# Nursery Pupils Bring Care Home Residents Joy

Children from a Glasgow nursery are proving to be an elixir of youth for residents of a nearby care home. Weekly visits from youngsters at Silverdale Nursery in Dalrnarnock are giving residents of neighbouring Riverside Care Home a new lease of life.

The inter-generational project benefits young and old alike, as the children learn from their seniors who, in turn, are kept active and alert by their lively young friends.



Pictured: Residents with young visitors.

Margaret Anne MacKinnon, Silverdale Nursery Head Teacher, said: "The children love visiting their friends in the care home and welcoming them into the nursery. It's really lovely to watch them interact with their guests when they are here. They do activities like baking and crafts together. It helps build the children's social skills and they also benefit from the older people's knowledge and life experience. They really enjoy each other's company."

Staff from the nursery take a group of children aged 3-5 years on a short walk to the care home once a week, and the following week, care home residents, aged 65- 99 years, attend the nursery. The youngsters recently joined their older friends for a Teddy Bear's picnic at the care home and a sponsored walk is also being planned.

Margaret McColl, aged 81, care home resident, said: "I love it when the kids come to visit. They are wonderful and very funny. They make me smile and when they give you a cuddle, it really lifts you up!"

Janice Ritchie, Riverside Care Home Manager, said: "This project has made a big difference to our residents. When the children come in, our residents are all smiles and the children run to greet people they have a relationship with and who they are really fond of. It keeps our residents young and improves their mood and mobility. Some of our residents have dementia, but when the children visit, they recognise them. It's really amazing."

Similar inter-generational projects take place at Glasgow City Health and Social Care Partnership's two other new build residential care homes - Hawthorne House in Bardowie Street and Orchard Grove in Prospecthill Road.

# Cafe Stork Now At Two More Sites

Café Stork aims to improve the health and wellbeing of parents to be and new parents by providing a welcoming and supportive space for parents to meet, socialise and access support should they need it.

The Café has been running successfully on Monday afternoons at Parkhead Congregational Church for almost three years. Feedback from participants has been positive. One mum who attends regularly said: “It’s a great experience for a new mum, especially like me not having any friends. I’m here myself, basically my family is far away, so getting to talk to someone, other mums, and getting advice and things like that is just amazing.”

Café Stork has now expanded to two more sites with the support of two local organisations, Church House in Bridgeton and Rosemount Lifelong Learning in Royston.

Susie Heywood, Health Improvement Senior and one of the original Café Stork team said: “I’m absolutely delighted that these great organisations have seen the merit in what we’re trying to do with Café Stork and are working with our support to replicate it. What I think makes Café Stork different, is that the focus is on the parent, not the baby. When you are a new parent it can feel like your whole world is revolving around this wee one, so having some time each week which is about you and what you need feels really important. That’s what we’re trying to provide at the Café.”

For more information on the Café Stork project contact Susie Heywood at [Susie.heywood@ggc.scot.nhs.uk](mailto:Susie.heywood@ggc.scot.nhs.uk)

## **Café Stork – Parkhead**

Mondays 1:00am - 2:30pm, Parkhead Congregational Church, 77 Westmuir Street, G31 5EW.  
Contact: Susie Heywood 0141 232 0171

## **Café Stork – Bridgeton**

Fridays 9:30am - 11:00am, Church House, 22 Queen Mary Street, G40 3DG.  
Contact: Nicola Millar 0141 554 8045

## **Café Stork – Royston**

Wednesdays 1:30am - 2:30pm, 102 Royston Road, Royston, G21 2NU.  
Contact: Marie Docherty 0141 553 0808



Pictured: Parents and babies at Cafe Stork.



# New Gorbals Health and Care Centre Officially Opened

The £17 million new Gorbals Health and Care Centre was officially opened on 3 April. Opened to the public in January, the centre provides improved access to a range of primary care services including:

- four GP practices
- Physiotherapy
- Podiatry
- General and Public Health Dental Services
- Specialist Children's Services
- Child and Adolescent Mental Health Services (CAMHs)
- Alcohol and Drug Recovery Services and
- Social Work Services.

The centre also has several clinical rooms that will host visiting services such as antenatal, speech and language therapy, dietetics and a number of health improvement services including the Quit Your Way smoking cessation service.

David Williams, Chief Officer, Glasgow City Health and Social Care Partnership, said: "This new centre is contributing to the ongoing regeneration of the Gorbals as well as making a real contribution to local residents' health. It is a marked improvement on the old centre thanks to a better layout and modern facilities that are already providing better access to the wide range of services."



Pictured: The new Gorbals Health and Care Centre.

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## New Alcohol and Drugs Advocacy Service

A new advocacy service to help people in Glasgow having problems related to alcohol and drugs was launched on 26 March. The Glasgow City Alcohol and Drug Partnership (ADP) fully supported the successful application by The Advocacy Project to the Scottish Government National Development Fund.

The Advocacy Project will deliver advocacy services to people with alcohol or drug issues for an initial two-year period. This is the first advocacy service for this client group in Glasgow City. It builds on a successful model from mental health services in Glasgow City Health and Social Care Partnership.

Speaking at the launch, Stevie Lydon, Strategy Co-ordinator for the ADP said: "This new service will help many people having problems related to alcohol and drugs and unsure what support is available access independent professional advocacy support in their time of need. This is a very welcome addition to existing alcohol and drug recovery services."

You can contact the Advocacy Project by phone on 0141 420 0961,  
Email [enquiry@theadvocacyproject.org.uk](mailto:enquiry@theadvocacyproject.org.uk). [www.theadvocacyproject.org.uk](http://www.theadvocacyproject.org.uk)



## World Social Work Day Bake off

North East Children and Families Services at Parkhead held a bake-off for World Social Work Day (WSWD) in March and raised £248.54 for Royston Youth Action.

Janine Fraser, Team Leader said: "The theme for WSWD across the world was 'promoting the importance of human relationships' which forms the basis for our role every day in the local community as social workers. So it was lovely to stop and reflect on this with each other and colleagues within our local area while at the same time having some lovely social work themed cakes and raising money for an amazing local youth service."



Pictured: Pat Togher, Head of Children's Services, North East Locality with staff.

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## Volunteering Update

Glasgow City Health and Social Care Partnership has a long history of involvement with members of the public volunteering in a variety of roles and ways. There has been a strong commitment to volunteering across Community Planning Partners working together with a strategic vision for over a decade.

The Partnership received Volunteer Glasgow Charter status in 2018 and continues to make progress with its commitment to creating and expanding appropriate opportunities for volunteering and ensuring opportunities are accessible to all.

The following link demonstrates the variety of roles that volunteers are involved in across Glasgow City Health and Social Care Partnership:

[www.nhsggc.org.uk/working-with-us/volunteering/volunteer-testimonies/](http://www.nhsggc.org.uk/working-with-us/volunteering/volunteer-testimonies/)

# Positive Outcomes Project (POP)



Pictured: Staff at the event in Central Station.

The Positive Outcomes Project (POP) provides an opportunity for individuals aged 16 plus who have been persistently offending within Glasgow through their substance misuse to be assessed and offered treatment thus minimising their substance misuse and stopping their offending.

Team members from the POP promoted the service with an information stall outside Glasgow Central Station at the start of April.

Sergeant Daniela Giannoni, who leads the POP Team, arranged for members of the partnership including Police Scotland, the British Transport Police, Glasgow City Health and Social Care Partnership and Criminal Justice Charity Aid and Abet to be present. Taking the opportunity to bring all partners together to explain their role and success in making a difference to the life of re-offenders known to the justice system, the event certainly made those who stopped to chat more aware of the support and work going on in order to connect with this group.

Daniela said: "Choosing Central Station was an acknowledgement that this is an area that experiences a number of issues within its vicinity, including drug misuse and begging. These are routes that can and have led people into the criminal justice system. It's therefore really important that we do everything to demonstrate that we are, and are determined to, make a difference."

At the event was one of the service users assisted by the POP. Speaking about how he was supported by the project during a difficult and vulnerable period of his life, he was keen to highlight the trust and determination of staff who worked with him to assist him in making positive choices and decisions that would lead him away from re-offending.

The POP Team plan to host a number of these stalls across the city over the coming months as they aim to offer re-offenders the opportunity to realise some real changes in their lives.

You can contact by phone on 0141 276 7456 or email [PositiveOutcomesProject@scotland.pnn.police.uk](mailto:PositiveOutcomesProject@scotland.pnn.police.uk)

# What Integration Means to Me

by Stevie Lydon, Glasgow City Alcohol and Drug Partnership (ADP),  
Strategy Co-ordinator



Stevie Lydon, Glasgow City ADP,  
Strategy Co-ordinator

Integration means making sure health and social care services are equipped to improve outcomes and the lives of people using our services. It means giving the right level of care at the right time in the right place. It is about delivering transformational change, bringing the best out of the resources we have, building on existing good practice and bringing in innovative ways of working.

Integration means ongoing investment in staff, building on collaborative relationships at all levels of the system. This takes understanding, time and commitment. It needs to be owned throughout the system. It needs to draw on the skills of all staff as well as input from our clients – who should be front and centre when considering plans to improve services. This requires staff cultural changes and closer working with the voluntary sector.

We need to build on our prevention efforts and deliver interventions at earlier stages. Finally, we need to communicate our successes, evidence them and keep driving improvement. Our citizens deserve high quality and effective services.

## Get in Touch...

If you require this newsletter in an alternative format or wish to be added to our distribution list then please email [GCHSCP\\_Communications@glasgow.gov.uk](mailto:GCHSCP_Communications@glasgow.gov.uk)

Find out what is happening across the Partnership and Localities on a daily basis by following us on Twitter [@GCHSCP](https://twitter.com/GCHSCP).

For more information on Glasgow City Health and Social Care Partnership

- ▶ **Our People:** You can view our [Structure Chart](#)
- ▶ **Our Papers:** You can read our [Integration Joint Board papers](#)
- ▶ **Our Places:** Glasgow City Health and Social Care Partnership (GCHSCP) headquarters at Commonwealth House, 32 Albion Street, Glasgow, G1 1LH

Glasgow City Health and Social Care Partnership's website:  
[www.glasgowcityhscp.scot](http://www.glasgowcityhscp.scot)

For information on health and social care services please go to:  
[Your Support Your Way Glasgow](#)