



Pictured : Glasgow Recovery Communities Team, who won the Scottish Health Award's Healthier Lifestyle Award in November. From left to right: Joe Fitzpatrick, MSP, Minister for Public Health, Sport and Wellbeing; Irene Leatham, North West Recovery Community; Ashleigh Barrett, North East Recovery Community; Thomas Cunningham, South Community Recovery Network; Carole Meakin, Glasgow Alcohol and Drug Recovery Service, Glasgow City HSCP; Mark Ravenscroft, North East Recovery Community; Claire Muirhead, South Community Recovery Network; Eddie Kearney, North West Recovery Community.

Welcome

Welcome to the December 2018 Newsletter. This month we recognise and celebrate the achievements of staff at various awards.

We also look at the consultation on the Partnership's draft Strategic Plan 2019-2022, help for homeless people, carers and our work as a Corporate Parent.

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).

In this Issue:

Chief Officer's Message

Awards for Staff

Strategic Plan

Corporate Parenting



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Contents:

Chief Officer's Message

- ▶ Welcome to the December 2018 edition

Give us Your Views on Health and Social Care Services

- ▶ Consulting on our draft Strategic Plan

Recent Strategic Plan Consultation Events

- ▶ Consultation events on our draft Strategic Plan 2019-2022

Awards for Staff

- ▶ Success at NHSGGC Chairman's Awards

Success at Scottish Health Awards

- ▶ Well done to our staff

UK Innovation in Public Health Awards

- ▶ Heather Sloan recognised for her work in Public Health

Winter Night Shelter Now Open

- ▶ Helping vulnerable people affected by homelessness

Council Staff Raise Money by Sleeping Out

- ▶ Staff take part in 'Sleep in the Park'

Glasgow Joins World Approach to Homelessness

- ▶ Working as part of a global initiative to combat homelessness

Recognising the Role of Occupational Therapists

- ▶ Occupational Therapists recognised at Scottish Parliament

Volunteers Improve the Garden at Leverdale

- ▶ Improving the outdoor space

Help for Carers

- ▶ A range of services are available

New Gorbals Health and Care Centre Opens January

- ▶ Update on building work for the new Health and Care Centre

Sandyford Gender Identity Clinic

- ▶ Service improves lives of patients

Contents:

Community Justice Annual Report

-  Report now available

Supporting Smoke Free Prisons

-  Helping prisoners to give up smoking

Looking After Young People

-  Our role as a Corporate Parent

Corporate Parenting Forum and Young People's Champion Board

-  Listening to young people

Equality Event

-  Latest news on equality

Essential Connections Forum

-  Listening to local people

Lean - Working Together Better

-  Examples of lean activity

What Integration Means to Me

-  Dr John Nugent, Clinical Director, Glasgow City Health and Social Care Partnership and Drumchapel GP

Get in Touch

-  How to contact the Partnership

Chief Officer's Message



David Williams, Chief Officer

Welcome to the December edition of Glasgow City Health and Social Care Partnership's newsletter – the final edition for 2018.

As ever, the newsletter is full of articles that showcase the work of the Partnership. I hope you've enjoyed reading the newsletter over the past year, and you would agree it's a valuable opportunity for us to keep you up to date with what's happening. I continue to enjoy picking up and reading each newsletter, and seeing the immense breadth of work and commitment of our staff and partners working together to deliver health and social care for Glasgow.

Over the course of this past year, we've been busy working with staff, IJB Members and partners to develop our next Strategic Plan. Each health and social care partnership in Scotland is required by legislation to produce one every three years for their local area, which sets out their vision and priorities for health and social care services linked to the [National Health and Wellbeing Outcomes](#). But there isn't just a legal imperative for us to have a Strategic Plan. As the population of Glasgow changes, so too does the health and social care needs of the city. This means that we can't keep delivering services the same way. We need to look at the health and social care needs of Glasgow and have them shape how we plan to deliver them.

The Partnership recently produced its draft three-year [Strategic Plan 2019 - 22](#), and it's currently out for [consultation](#) until **Friday, 25 January 2019**. It includes our vision and priorities for health and social services in Glasgow over the next three years and some of the key work and actions that will deliver them.

Our current vision and priorities remain very relevant. We're proposing that we continue to strive to support people to **flourish**; **transform** the way in which services are planned, delivered, received and experienced and engage with **communities** to make them stronger and improve their health and wellbeing. And we're proposing that we continue to focus on the areas of early intervention, prevention and harm reduction; providing greater self-determination and choice; shifting the balance of care; enabling independent living for longer and public protection.

We're really keen to hear your views on our draft Strategic Plan 2019 - 22, and we have an [online survey](#) where you can share your views on health and social care services in Glasgow. This includes hearing from the range of people we support and work with, including patients, service users, carers, the public, staff and partners in the public, third and independent sectors. You can read more about the consultation and how to access it later in this newsletter.

Since the consultation was launched at the end of October, we've also had a number of consultation events with the range of partners in health and social care, including people with lived experience. What has become very evident on the Integration journey to date is that it has enabled more opportunities for us to move away from a 'paternalistic' view of service planning and delivery by the statutory bodies to one that works closely together with supported individuals, communities and the third and independent sectors among others. The delivery of Glasgow's health and social care priorities is a collective, shared responsibility, and this commitment is what makes our communities healthier and stronger. This also enables us opportunities to be more innovative and creative in our work with partners.

In this edition of the newsletter we continue to feature some of this work, and celebrate some of our achievements at recent awards ceremonies. You can read more about our recent success at NHS Greater Glasgow & Clyde's Celebrating Success Platinum Staff Awards, the Scottish Health Awards and the United Kingdom Innovation in Public Health Awards. We also feature in the newsletter our partnership work in homelessness including the Winter Night Shelter, which is open until the end of March 2019, and the Partnership recently joined a new global programme to end homelessness by 2030. Staff in the Partnership also participated in Sleep in the Park event in Glasgow to raise awareness and money for homelessness. The newsletter features, too, partnership work around Corporate Parenting to better support care experienced young people.

Finally, I would like to take this opportunity to wish everyone a Merry Christmas and Happy New Year when they arrive. To our staff I hope that whatever you're doing over the festive period that you enjoy your break and to the people we work with and support, I offer my best regards for the festive period. I continue to look forward to working with you in 2019.

David Williams
Chief Officer

Give us Your Views on the Future of Health and Social Care Services in Glasgow

Every Health and Social Care Partnership in Scotland has to produce a three-year Strategic Plan that sets out their vision and priorities for health and social care services in their area, and Glasgow City has produced a draft of their next one for 2019 - 22 – which is currently out for consultation. It includes details our vision and priorities for health and social care over the next three years, some of the key work and actions that will deliver them and which of the National Health and Wellbeing Outcomes our actions will meet.

As the population of Glasgow changes, the health and social care needs of the City also changes. This means that we cannot keep delivering services the same way. We need to look at the needs of the population of Glasgow City, and shape our strategic plan around these needs to identify what our priorities for the next three years should be. We have written a draft plan and are currently asking our patients, service users, carers, the public, our staff and any organisations we work with whether they think the plan will meet their needs not just for now but for the next three years.

We would really like to hear your views on our [draft Strategic Plan](#), and we have a short [survey](#) where you can share your views on health and social care services in Glasgow.

If you would like to give us your views then you can complete the [online survey](#), which should take no more than 10 minutes. If you would like to request either the draft Strategic Plan or the online survey questions in an alternative format then please:

email us at GCHSCP_Communications@glasgow.gov.uk or phone us on 0141 287 8788.

The closing date for responses is **Friday, 25 January 2019**.

Recent Strategic Plan Consultation Events

Glasgow City Health and Social Care Partnership recently invited stakeholders to a series of events in November and December looking at plans for services for Children, Adults and Older People as part of the consultation on the Partnership's draft three-year Strategic Plan 2019 - 22. To date the consultation events have been very well received by participants.

The Partnership will have further Strategic Plan consultation events in central Glasgow in January.

The first on 10 January 2019 will focus on Primary Care services, and the second one on 11 January 2019 will focus on Housing.

If you are interested in attending any of these events then please register your interest by emailing GCHSCP_Communications@glasgow.gov.uk or phone 0141 287 8788. Please note that spaces at these events are limited therefore we will email you to confirm if you have been allocated a place at an event.



Pictured: Answering questions at Older People's Strategic Planning Event.



Pictured: Strategic Planning Event for Older People.

Awards for Staff - Celebrating Success



Pictured; Jane Grant, Chief Executive, NHSGGC, with winners, Alison Cowper, Liz Owens and Maura Harrigan and David Williams, Chief Officer, GCHSCP.

Glasgow City Health and Social Care Partnership staff were honoured in November at NHS Greater Glasgow & Clyde's Celebrating Success Platinum Staff Awards. The award ceremony highlights what is best about the NHS and its people and recognises staffs' dedication and commitment to patient care.

All of the Partnership's Celebrating Success Staff Award Winners were invited to the ceremony on 5 November where the Partnership's Working with Black African Families Project was announced as the overall winner for Glasgow City Health and Social Care Partnership. The team consists of Liz Owens, Team Leader, Glasgow Child Protection Team, Maura Harrigan, Assistant Service Manager and Alison Cowper, Service Manager.

The team was recognised for demonstrating an aptitude for cultural diversity and service improvement and excelling in their endeavours to improve the working relationships with local communities. They have significantly enhanced the knowledge base of front line social work/health practitioners.

Partnership staff member Joanna Sigmund, Dental Support Technician was also presented with a Silver Award for Patient Centred Care.

Joanna, who is based with Homelessness Services Team in Hunter Street, has been praised for her ability to persuade nervous clients to get into the dentist's chair. It's her job as a Dental Health Support Worker within the Smile 4 Life (S4L) Programme to persuade some of the city's most vulnerable people to visit the dentist.

Joanna said: "It was a great opportunity to put the Smile 4 Life programme in the spotlight and raise its profile within other health professionals who may not be aware of the issues the homelessness community faces when accessing dental services. For some, it may be the first time in decades they have had a dental check-up. Many will be suffering 'great pain' or are too embarrassed to smile because of the state of their teeth.

"It's not even just about the dental work – it's a bigger journey they are on to start taking care of themselves again. This is the bit that for me is great to see, when they start taking pride in themselves again. Seeing them smile makes my job worthwhile. I love it."

Success at Scottish Health Awards

Joanna Sigmund, Dental Support technician was also a finalist in this year's Scottish Health Awards.

Fiona Hughes, Health Improvement Practitioner - Oral Health, North East Health Improvement Team said: "We are very proud of Joanna and would like to congratulate her on her achievement and thank her for the level of commitment she has shown in her role as Dental Health Support Worker. We hope that the homelessness communities continue to access these essential dental services and the S4L programme continues to grow and benefit from the work that Joanna does."



Pictured: Joanna Sigmund, Dental Support Technician with Fiona Hughes, Oral Health Practitioner.

At this year's Scottish Health Awards the Glasgow Recovery Communities Team won the Healthier Lifestyle Award. Glasgow Recovery Communities provide valuable support to people post treatment and care for drug and alcohol misuse. A team of 100 dedicated volunteers, with real-life experience, provide a safe and therapeutic environment where people are supported to leave core services, maintain abstinence and develop new skills setting them on a path to success and independence.

New premises and partnership working have enabled the expansion of cafés and initiatives, now running day and evening throughout the city, seven days a week. This provides a varied programme for people in recovery and for children and family members who have been affected by drug and alcohol misuse.

Glasgow Recovery Communities are breaking the cycle of addiction in families and improving the lives of children. They are reducing the numbers of people relapsing and ultimately reducing the numbers reverting to criminal activity. Alcohol-free events and activities across the city reduce social isolation, stress and loneliness giving hope and optimism for the future.

Working alongside care and treatment and prevention and education services from the Alcohol and Drug Partnership (ADP), Glasgow City Health and Social Care Partnership, dedicated volunteers are breaking the stigma and promoting that people can recover and be valuable members of their communities, advocating 'recovery is possible'.

Carole Meakin, Glasgow Alcohol and Drug Recovery Service (Glasgow City Health and Social Care Partnership) said: "The volunteers are dedicated to helping others sustain recovery. The work they do is incredible, not only supporting individuals but their families and their children as well. Winning the award is recognition of their commitment and enthusiasm, making Glasgow a healthier, safer place to be."

United Kingdom Innovation in Public Health Awards 2018

Heather Sloan, Health Improvement Lead (Mental Health), Glasgow City Health and Social Care Partnership won the Inspiring the Public Health Workforce to Achieve Excellence Award at the UKPHR Innovation Awards 2018.

Heather won for her leadership, passion and unwavering support in driving the continuous improvement of Public Health via NHS Greater Glasgow & Clyde's Health Improvement Workforce Development Group. To recognise this award Heather was delighted to be gifted a tree planted by Tree for Life – a charity which restores the ancient Caledonian Forest.

Heather was also part of a project 'Once for Scotland Health Improvement Practice Development,' which won the Award for Contribution to Public Health Skills and Knowledge. Once for Scotland is a collaboration between the Scottish Health Promotion Managers and NHS Health Scotland as part of public health reform in line with national, regional and local arrangements for Health Improvement workforce planning across Scotland.

Heather said: "I am delighted to have won this UK award and 'fly the flag' for Scotland on an individual basis. I'm also proud to have worked with colleagues from across Scotland and to have our work recognised by winning the group award at a UK level is the icing on the cake."



Pictured: Heather Sloan, Health Improvement Lead, Mental Health.

Winter Night Shelter Now Open

Glasgow Winter Night Shelter (WNS) is a service that offers a crisis response and respite for homeless people in Glasgow seeking accommodation. It is a third sector initiative led by Glasgow City Mission and a range of partners who offer services that are important to homeless people, especially in the winter months when service users can be most vulnerable. The partners include Turning Point Scotland, Glasgow Homeless Network, Simon Community, Community Safety, Police, Shelter, Lodging House Mission, Govan Law Centre, Street Pastors, Homeless Nursing Services and from last year the Partnership's Out of Hours Service.



Pictured: Winter Night Shelter at East Campbell Street.

The WNS is located at the Lodging House Mission in East Campbell St. The service begins at 10pm every night (including weekends, Christmas and New Year) from 1 December 2018 to 31 March 2019. The service has a capacity for 40 individuals who are offered a bed for the night in warm surroundings with breakfast in the morning.

Service users are informed about the support services across the city with the Partnership's statutory Homeless Service workers directly involved each night. This means we can engage directly with service users offering a more proactive service, more effectively building relationships with the most vulnerable service users, who in the past were less likely to engage with statutory services, and offering immediate accommodation solutions.

The WNS also has direct access to the Partnership's Hunter St. medical facility for homeless people. Appointments are freely available for WNS attendees first thing in the morning, and a nurse from Hunter St. is also present in the Lodging House Mission every morning from 8am-9am for direct access by service users. Homelessness Social Care Workers are also available daily in Hunter St. offering service users homeless assessments and access to accommodation.

Last year saw a new 'Winter Initiative' from the Scottish Government asking "What can we do to reduce rough sleeping this winter?" It very much enhances what we already do in the WNS and in other areas of winter work with vulnerable homeless people to keep them safe.

Jim McBride, Head of Adult Services (Homelessness/Addictions/Criminal Justice) said "The Winter Initiative in Glasgow includes additional funding to improve and further integrate interagency street networking. This involves increased collaborative working with a range of statutory and voluntary homeless street agencies and the provision of funding for modest 'personalised budgets' for homeless people. This funding can much more effectively provide for immediate needs and help homeless people move off the streets and into accommodation much more effectively and quickly."

Council Staff Raise Money by Sleeping Out

Glasgow City Council staff have so far raised more than £22,600 in sponsorship to help homeless people. In addition the Council is also contributing an additional £10,000 to Social Bite.

A team of around 60 volunteers, including Partnership staff, braved the cold to support Social Bite's first Sleep in the Park Glasgow event at Kelvingrove Bandstand. Simultaneous Sleep in the Park events run by charity Social Bite events also took place in Dundee, Edinburgh and Aberdeen on 8 December.



Pictured: Partnership staff sleep out in the park.

Josh Littlejohn, Co-Founder of Social Bite, thanked the Council for its support. He said: "Glasgow City Council has done something amazing by supporting this campaign to help vulnerable people. Staff and Councillors are also giving up their beds on a cold Scottish winters night to raise money for, and awareness of, homelessness.

"Together we can not only raise money, but consciousness, and stick up for some of the most vulnerable people in Scotland. We can create a collaborative movement, working closely with local and national government as well as the homelessness sector, to make a massive difference to the lives of homeless people in Glasgow and Scotland."

Angela Dowdalls, Principal Officer, Vulnerable Child and Adult Commissioning Team, Glasgow City Health and Social Care Partnership took part in the Sleep Out along with Partnership colleagues Sonia Chadha, Alison Murray and Frank Mellon. Angela said: "I think the Sleep in Park is a fantastic event to not only raise money but to also raise awareness of rough sleeping and homelessness. I have been overwhelmed by the support and donations from work colleagues, friends and family. Highlight of the night for me, apart from Biffy Clyro, was the children on the stage talking about the Wee Sleep Out and why they did it. They showed a lot of empathy and awareness to the impact of homelessness."

Staff fundraising efforts are ongoing and anyone who would like to contribute to the team total can donate at <http://uk.virginmoneygiving.com/fund/GlasgowCityCouncilSleepinthePark>

Glasgow Joins World Approach to Homelessness

Glasgow is one of two UK cities to join a new global programme to end street homelessness by 2030.

We are part of 12 Vanguard Cities around the world including Chicago, USA; Adelaide, Australia; Edmonton, Canada; Tshwane, South Africa and Manchester who have joined the 'A Place to Call Home' initiative led by the Institute of Global Homelessness. Each city will work to achieve targets to reduce homelessness.

Glasgow's target for 2020 is to reduce by 75% the number of people sleeping rough every week in the city centre, and cut by 50% those sleeping rough across Glasgow each year, estimated at just over 500 individuals annually.

Councillor Mhairi Hunter, Chair of the Glasgow City Integration Joint Board said: "A national commitment to end rough sleeping, backed by a £50m fund over five years, has already been established. Glasgow at the front of this larger global effort will provide inspiration and pace, but also perspective. We will be upfront about challenges to be solved and pragmatic and persistent about what it will take to achieve our ambition to end rough sleeping."

Within Glasgow, Housing First is a rapid rehousing approach to tackling homelessness amongst people with complex needs such as mental health or addiction issues. It is based on the belief that housing should be provided rapidly and be supplemented by intensive support to address wider health issues and tenancy longevity. It is radically different to the traditional approach to helping this vulnerable group and is now being rolled out across Scotland.

The Partnership is working with partners including the Wheatley Group, the Salvation Army and Social Bite to reduce the length of time people spend in temporary accommodation and provide rapid rehousing via mainstream tenancies as part of the new Housing First approach.

Susanne Millar, Chief Officer Strategy and Operations for the Glasgow City Health and Social Care Partnership and Chief Social Work Officer said:

"People can find themselves homeless for numerous different reasons including health issues, relationship breakdowns and personal tragedies. We know that some people get stuck in our homeless system, slip through our safety nets or opt out of them altogether. Housing First will be at the heart of making sure people get a better outcome. This strong partnership between public, statutory and third sector organisations combined with, most importantly, the input from people with lived experience will inform our thinking and responses to rough sleeping."

Grant Campbell, Chief Executive of Glasgow City Mission said: "In its partnership approach, Glasgow has so many of the ingredients it needs to realise this target. It does however continue to require creativity, flexibility and above all hard work. Even though the scenarios we face are often complex our solutions shouldn't be complicated."

Recognising the Role of Occupational Therapists

On 20 November a number of Occupational Therapists working in Glasgow City Health and Social Care Partnership and other Health Board areas were privileged to be invited along to the Scottish Parliament Reception for the Royal College of Occupational Therapists (RCOT) – Improving Lives Saving Money.

The evening was opened by Lewis Macdonald, MSP who is a keen supporter of occupational therapists and kindly helped Allison Keir, the Scottish Policy Officer from RCOT, to organise this event.

Posters sharing efficient, effective and innovative occupational therapy practice were showcased on the night as well as a number of policy documents developed by RCOT such as ‘Getting my life back: Occupational Therapy promoting mental health and wellbeing’ and ‘Living, not Existing: Putting prevention at the heart of care for older people in Scotland.’

There was a very positive response from MSPs from across Scotland who spoke passionately about their own aspirations for their constituents’ health and wellbeing and listened carefully as this networking opportunity allowed therapists to discuss the difference occupational therapists can make. This was particularly in relation to national drivers such as Realistic Medicine, the 10-year Mental Health Strategy and the new General Practitioner Contract.

Samantha Flower, Occupational Therapy Mental Health Advisor who represented the Partnership said: “There was a real buzz about the event and it was clear that MSPs wanted to know more about how occupational therapists can augment primary care teams and work with people before their condition impacts on their lives.”



Pictured: Samantha Flower, Occupational Therapy Mental Health Adviser.



Pictured: Samantha Flower, Occupational Therapy Mental Health Adviser with colleagues from the event.

Volunteers Improve the Garden at Leverndale Hospital

As part of the Design in the Dale strategic plan to improve the Leverndale Hospital site, Elaine Melville, Volunteer Services Manager organised for staff from Portakabin Scotland to volunteer a day of their time at Leverndale Hospital to help improve the garden area in front of Ward 3A Acute Admission Ward.

The objectives for the day were to fill and plant three newly installed raised beds, which had been built by trainees from Restart. They also filled planters and hanging baskets to improve the garden area at the rear of the ward.

Eight enthusiastic and motivated staff gave their time and a lot of energy on the day and managed to achieve the goals of the project, which was no mean feat as it involved shifting 15 tonnes of soil! It has given the front entrance area a much needed facelift and now is much more welcoming. Feedback from patients and staff has been extremely positive. Patients in the ward remarked that the plants were “calming and brought colour to the grounds,” that they “make a walk in the grounds more enjoyable” and “add colour and beauty to the concrete wilderness.”

Angela Kandyba, Occupational Therapist at Leverndale said: “The corporate volunteering day was a fantastic opportunity to improve and brighten the garden areas of the ward whilst also educating about the experience of hospitalisation and helping to reduce the stigma that surrounds mental health.”



Pictured: Volunteers working on the garden at Leverndale Hospital.

Help for Carers

Carers Rights Day took place on 30 November. Partnership staff ran a stall in the atrium of the Queen Elizabeth University Hospital to promote a range of services for carers including Adult Support Plans and Anticipatory Care Plans. This was well attended by patients and visitors.



If you are looking after someone you can find information on the [Your Support Your Way Glasgow](#) Website.

Short Breaks for Carers

The Carers (Scotland) Act 2016 came into effect on 1 April 2018. Among other things, the new legislation means that Glasgow City Health and Social Care Partnership is required to publish a statement setting out information about Short Breaks.

A Short Break statement is intended to:

- help carers and those they help care for, as well as social workers and carer support staff, to be better informed about the assistance available to help carers and their families to achieve a break from caring and
- include information on what services are available for carers to support caring relationships and promote health and wellbeing of the carer and the supported person.

The Partnership recently consulted on its draft Short Breaks Services Statement, which seeks to provide information about Glasgow's approach to short breaks for carers and how they can be accessed.

Shared Lives Glasgow

Cornerstone's Shared Lives and Short Breaks Service is currently looking to recruit caring individuals to become Shared Lives and Short Breaks carers in Glasgow.

The service brings together people requiring support to live in their community and families like yours. It is sometimes likened to fostering but for adults aged 16 and above with a range of disabilities, conditions or other support needs. There are options for both full-time and short break carers.

As a Shared Lives Carer you would support the individual in your own home. You will receive a generous allowance to undertake this role and have plenty of opportunities to enhance your professional development.

If you have a spare room, the time and a passion for making a difference then Shared Lives is for you. Please let your friends and family know about this amazing service as it could be a great opportunity for them also.

If you are interested and would like to find out more about becoming a Shared Lives carer please contact the Shared Lives Team by phone 0141 378 0710 or email sharedlives@cornerstone.org.uk.

New Gorbals Health and Care Centre Opens in January

The planned opening date of the new Gorbals Health and Care Centre is Monday, 21 January 2019. Plans are now underway for the transfer of services from the current Health Centre, Twomax building and Southbank Centre to the new Health and Care Centre.

The address will be:

Gorbals Health and Care Centre
2 Sandifield Road
Glasgow
G5 9AB

The main telephone number for the Centre will be 0141 201 5000.

The Partnership will publish a newsletter in December 2018 with all the essential information that patients, service users and the public will need to access the new centre including telephone numbers for all services, transport and parking arrangements and how to take part in tours of the building prior to opening.

You can find out more on Twitter [@gorbalscentre](https://twitter.com/gorbalscentre) or for further information please contact Lisa Martin, Community Engagement Officer by phone 0141 427 8269 or email Lisa.martin@ggc.scot.nhs.uk



Pictured: New Gorbals Health and Care Centre.

Sandyford Gender Identity Clinic

Sandyford Gender Identity Clinic supports the wellbeing of transgender and gender diverse people. Summer 2018 saw a unique community initiative take place between the Partnership's Sandyford Sexual Health Services and local partner organisation 'MsMissMrs'. The award-winning Glasgow service joined with the Sandyford Gender Identity Clinic to offer a six-week health and wellbeing programme for transwomen in their 40s and 50s.

The self-empowerment programme was organised by Heather Caldwell, Specialist Occupational Therapist, Gender Identity Services, Sandyford Sexual Health Services and hosted in the MsMissMrs Hub in North Glasgow.

Participants were offered extra support with regards to transitioning and proactively creating the life that works with a new gender identity, and it was the first time a specific programme had been tailored to meet the specific needs of transgender and gender-diverse people in a female-only space.

The aim of the programme was centred upon building the strength of individuals and creating community connections. Although the core sessions have now been completed, participants of the programme can access ongoing social opportunities provided at the Hub.

Participants were very positive about the programme. Comments included:

"You have no idea how good this was for me. To be accepted as a normal woman was incredible."

"The sessions were beneficial and I now feel equipped with more confidence and self-esteem to go forward in a challenging future."

Heather Caldwell said "The initiative was a spin-off venture from the Occupational Therapy Pathway within the Sandyford Gender Identity Service: TRANSform changing from the inside out." For further details contact Heather.Caldwell@ggc.scot.nhs.uk

Community Justice Glasgow Annual report

Community Justice Glasgow has produced their first [annual report](#) since the partnership was established in April 2017. Partners include the Glasgow City Integration Joint Board, Police Scotland, Social Work Services and others included in the Community Justice (Scotland) Act, as well as third sector and victim group representatives. Their work is informed by the [Community Justice Outcomes Improvement Plan](#) (2018-2023).

Paper copies of the [annual report](#) are also available – if you would like copies please contact Karen Baxter (details below). There is also a very [short survey](#) on the back page of the report, and they would be grateful if you could take a minute to complete this and help to assess the impact of this report.

If you have any queries or would like any more information about Community Justice Glasgow then please get in touch with Karen Baxter, Policy Officer (Community Justice). Phone 0141 287 0078 or email Karen.BaxterCED@glasgow.gov.uk

Supporting Smoke Free Prisons

Scottish Prisons becoming smoke free has been the largest public health initiative since the transfer of responsibility for health care from the Scottish Prison Service (SPS) to the NHS in 2011. Identified as a priority group in the Scottish Government's strategy document 'Towards a Tobacco Free Generation 2034' and driven by the outcomes of the Tobacco in Prisons research, plans were put in motion to enhance the level of cessation support available to those in Prison.

Fifteen months in the planning, legislation changed on 30 November 2018. Tobacco and smoking related items were prohibited in every prison in Scotland.

Enhanced service delivery provided the opportunity to every smoker to access the same cessation support as offered in their local community. As well as delivering cessation groups, the NHS Greater Glasgow & Clyde (NHSGGC) Quit Your Way Team delivered awareness sessions to raise the profile of the legislation and how it would be supported. Briefing sessions were delivered to Community Advisors to support a seamless transition from the Prison Service to community or pharmacy. The team also delivered information sessions to families with someone in prison as well as to those individuals at risk of coming into prison. The aim of the briefings was to reassure those anxious that there may not be support available to them or their family member.

Following a short pilot, Police Custody Suites made Nicotine patches available to those identifying as a smoker to alleviate the effects of Nicotine withdrawal should they be admitted into prison. From 30 November, those individuals have the opportunity to purchase a rechargeable e-cig from the SPS or to refer directly into Quit Your Way services to be offered Nicotine Replacement Therapy or Varenicline with a view to becoming nicotine free.

A robust behaviour change service will remain in place within the prisons in Greater Glasgow and Clyde following the implementation of a Smoke Free environment. Individuals wishing to become Nicotine free will be offered support and treatment as well as a referral into community on their liberation should they wish.

The change is also being welcomed by many prisoners, one of whom called Jim said: "I'm looking forward to a healthier future. I think when smoking isn't allowed it'll be easier to stay off the fags and stop for good. By the time I get out I'm hoping I won't want to smoke and that's got to be better for the weans."

Doris Williamson, Health Improvement lead for Prisons in NHSGGC said: "This has been a really good piece of partnership working to get to this point. We all appreciate that Christmas and New Year can be a difficult time in prisons for people so we are working really hard to make sure people have the appropriate products and support to help counteract the challenge of not smoking."

If you are interested in stopping smoking or would like more information please contact your local Quit Your Way Team via 0800 84 84 84 or QuitYourWay.scot or text QUIT to 83434 for a free quit pack or CALL and a Quit Your Way advisor will call you back.

If you would like more information on Quit Your Way (Prisons) please contact either Claire.murphy@ggc.scot.nhs.uk or Doris.williamson@ggc.scot.nhs.uk.

Looking After Young People

A Corporate Parent is an organisation that has responsibilities for care experienced young people. When we refer to care experienced young people we mean those:

- in residential and foster care
- in kinship care, who live with a family member who is not a parent
- who are looked after at home or
- who have left care/receiving continuing care or aftercare.

Corporate Parenting came into effect on 1 April 2015 defining Local Authorities and Health Boards along with other organisations as Corporate Parents. The Corporate Parenting role is intended to support the many roles and tasks of a parent, alongside birth parents, families and carers. As a Corporate Parent we must ensure that the children and young people receive every opportunity to fulfil their potential and take part in positive experiences. A legal duty in relation Corporate Parenting is the development and delivery of a [Corporate Parenting Plan](#), and each Corporate Parent must have a plan.

Corporate Parenting applies to all children who are currently looked after and those young people who ceased to be looked after from their 16th birthday (or on or after their school leaving date prior to April 2015). The duties apply equally to young people, regardless of age, gender, location or placement type and to all eligible care leavers, up until their 26th birthday.

Partnership staff should note that we have recently developed an e-learning module to help staff understand our role as a Corporate Parent. The module can be found on GOLD for Council staff (the module is called 'Corporate Parenting') and on LearnPro for NHS staff (titled 'Corporate Parenting – Glasgow City HSCP').

Corporate Parenting Forum and Young People's Champion Board

The Corporate Parenting Forum in Glasgow was established by Corporate Parents in Glasgow at the end of 2017. Organisations who are part of the Forum include Health, Social Work, Education Services, Glasgow's Universities and Colleges, Scottish Fire Service, Police Scotland, MCR Pathways, Employability Services, Department for Work and Pensions/Job Centre Plus and The Third Sector Forum. Although not defined in the Children and Young People (Scotland) Act 2014 as a Corporate Parent, there was an appetite within Glasgow for the Third Sector to be involved within Corporate Parenting as they play a pivotal role in the lives of care experienced young people.

Susanne Millar, Chief Officer Strategy and Operations / Chief Social Work Officer chairs the Corporate Parenting Forum. The Forum is hosted quarterly throughout the year and based on themes highlighted by Corporate Parents and Young People. It aligns and links to our Young People's Champions Board, People Achieving Change (PAC). PAC hosted the last Corporate Parenting Event in September 2018, attended by around 30 organisations, where they focused on their experience of corporate parenting services. It is anticipated that PAC will continue to host several of these forums within 2019.

PAC report that when they met up after the event they identified future plans for their work with corporate parents. These include compiling a report from a questionnaire, which asked about the corporate parents that young people have contact with and how this contact has been. When this work is completed PAC will feedback issues raised to Corporate Parents and invite Corporate Parents who can help with these to meet with them.

Equality Event

The Glasgow City Health and Social Care Partnership Equality Working Group hosted an event on 7 November to review progress towards delivering on the Partnership's Equalities Outcomes and towards the development of the next Equality Mainstreaming Report and Equality Scheme 2019 to 2021.

Around 80 delegates representing health, social care and the Third Sector heard from Fiona Moss, Head of Health Improvement and Equalities about some of the success in delivering the equalities agenda in Glasgow over the past year.

There were also a number of guest speakers sharing their own unique experiences, for example of how carrying out Equality Impact Assessments has helped shape social care procurement, experiences of work done in Glasgow with the Roma Community and a very personal reflection on how having a great awareness of her own Human Rights helped one speaker make major positive changes in their life.

Later in the day, delegates discussed the draft IJB Strategic Plan 2019-22 and how we can embed the principles of Equality and Human Rights within the new plan. At the end of the session, delegates reflected that it was a very worthwhile and insightful day, and were already looking forward to next year's event.

Essential Connections Forum

On 6 November the North West Essential Connections Forum invited Registered Social Landlords, Primary Care colleagues, key partners and HSCP staff to a lunchtime session aiming to improve partnership working around common areas of concern. The session focused on three main areas:

- social isolation and link workers
- mental health and addiction and
- the new Primary Care Contract and Improvement Plan.

The discussion groups were lively and enlightening and gave a greater understanding of each other's roles, resources and services. Housing colleagues were made aware of key changes in relation to the Primary Care Improvement Plan, which will enable them to support tenants as and when GP practices change and develop. In order to promote partnership working and aid communication it was agreed to share North West 'named' contacts for housing providers, GP practice staff, link workers, housing and homelessness leads and key Partnership services in North West Glasgow. The next North West Essential Connection Forum event will focus on mental health and addictions.

Lean - Working Together Better

Lean is a way of doing things by removing unnecessary processes so the customer gets better value. Staff in Glasgow City Health and Social Care Partnership are using Lean thinking to help continually improve what we do and how we work. Lean can help to reduce our costs and create efficient processes - it can remove duplication or reduce tasks that do not add any value.

An example of Lean process within the Partnership was presented at a recent Lean Showcase Event. This was part of the 'Integrated Care Pathway (ICP) Process Review' Project. The 'Integrated Care Pathway' describes the Hospital Discharge process from the point a person in hospital is declared medically fit for discharge through referral to Social Work to their discharge from hospital.

A three-day Rapid Improvement Event (RIE) was held with 30 Partnership Service Managers, Care Managers, Team Leaders and Admin Staff.

The group used Lean methodology to help identify and deliver improvements to the process and recording tools used by these staff and suggest solutions that could be implemented in a structured way as quickly as possible.

A plan was created to develop a consistent recording platform for the Integrated Care Pathway, reducing time spent on analysis and improving data quality and security upon which to build future improvements to the Hospital Discharge process.

Neil Robinson, Senior Officer (Business Development) and Organisational Development staff led the event. Neil said: "Three full days of participating in an RIE is a big ask for busy staff, but the intense and focussed problem-solving is a very efficient use of staff resources and allowed an exchange of views and discussion of solutions that would have taken much longer to achieve using a more conventional approach.

"The protected time available at this Rapid Improvement Event gave us the space to think creatively and problem-solve in a structured way and start delivering those solutions soon after the event."

What Integration Means to Me

by Dr John Nugent, Clinical Director, Glasgow City Health and Social Care Partnership and Drumchapel GP



Dr John Nugent, Clinical Director

“As a GP, Integration means that patients less often ‘fall between stools’ and find gaps in service provision or face misunderstandings over who should be providing the support that they need, for example, by receiving Integrated services that allow them to stay at home or in the community when they are unwell and services that support them to have an earlier discharge from hospital when they are fit to go home. This means continuing to embrace whatever opportunities I can to work more closely with social care colleagues, something that we have been doing for years in Drumchapel.

As a Clinical Director, it means that I constantly work with other clinicians and managers in health and social care to understand and overcome any challenges to Integration, in order to ensure that patients get the benefit of an integrated service. This often means trying to understand the complexities that people and their carers can face when trying to access support from services that are ‘fragmented’ (not yet integrated).”

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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.glasgowcity.hscp.scot

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