



Pictured left to right: David Williams, Chief Officer, Glasgow City Health and Social Care Partnership, Mary Thomson and Gary Forrester who received awards for 40 years service, Councillor Mhairi Hunter. Story on page 5.

## Welcome

Welcome to the December Newsletter. This month we celebrated the long service awards for social work staff as well as other awards received by our staff.

We have a focus on Equalities including the British Sign Language (BSL) Scotland Act 2015.

We also look at recent activities staff have taken part in, including 16 days of Action to Eliminate Violence Against Women and Carers Rights Day.

For all the news remember to look at the new Partnership [website](#) and follow us on Twitter [@GCHSCP](#).

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## 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 of the year. I hope you have enjoyed reading the newsletter over the course of the year and would agree how valuable it is to have the opportunity to showcase the work of the Partnership and the difference our work makes to people in the city. I have certainly thoroughly enjoyed the opportunity to pick up the newsletter and see the sheer breadth of work being done by everyone working within and with the Partnership.

I have spoken a lot this year about the [Integration Joint Board's vision](#) and our commitment to meeting the [National Outcomes for Health and Wellbeing](#), which drive everything we do in supporting patients, service users and carers, as well as working together with colleagues, local communities and partner

organisations. The stories and articles we feature in every newsletter, captured specifically in this edition, show how far we have come in meeting our aims but also encapsulate the opportunities that integration affords us all, as staff, partners or citizens.

You can get a glimpse of this in the [Summary of our Annual Performance Plan](#), which provides a quick assessment of the Partnership's performance over the year. We also have an article about a fantastic and highly innovative multi-agency initiative between the Partnership and Loretto Care, which was recently awarded an Innovation in Care Award at a highly prestigious awards ceremony.

You can read about how the Partnership's Smokefree services have been working with local community pharmacists to support people to stop smoking, work which again has been recognised at awards ceremonies. This is an example of an opportunity available to pursue the national outcomes of supporting people to maintain their own health and to reduce health inequalities. You can also see how we have been engaging with internal and external partners to promote Carers Rights Day, the Partnership's draft Palliative Care and End of Life Plan and the 16 Days of Action to End Violence Against Women campaign. These directly relate to other outcomes; supporting people who provide unpaid care; supporting people with disabilities or long-term conditions to live as independently as is practical and ensuring that people who access our services are safe from harm.

The IJB's vision for health and social care in Glasgow includes supporting vulnerable people and promoting social wellbeing; working with others to improve health; developing a competent, confident and valued workforce and striving for innovation. All of the stories in the newsletter illustrate how integration and joint working are enabling us to put this vision into practice and make the lives and experiences of staff, patients, service users and carers better. These are the values the Partnership strives to promote every day and which is evident in the work we promote and celebrate through the newsletter, and in all the work we don't have space to include.

I would also like to acknowledge that at this time of year many of our more vulnerable citizens require additional support from health and social care professionals, and I would like to take this opportunity to thank all our staff and partners for the work you do to alleviate the additional pressures these individuals face in the Winter months. It's important to remember that whilst many of us are looking forward to spending time with family and friends not everyone can look forward to the festive season in the same way. That's where the principles and values of partnership working are most important, and the dedication you show is most keenly felt and appreciated.

Whatever you are doing over the festive period I would like to wish you all a very Happy Christmas, and I look forward to reading with interest about the work you do in the newsletter next year.

## Celebrating Our Staff - Long Service Awards

Some of our long serving Social Work staff had their dedication to public service recognised on 28 November at this year's Long Service Awards, which welcomed staff reaching a milestone service length.

Hosted in the City Chambers Banqueting Hall, and recognising service of 25, 30, 35 and 40 years, over 70 staff heard David Williams, the Partnership's Chief Officer, and Councillor Mhairi Hunter, City Convener for Health and Social Care Integration, thank them for their dedicated service to date. Observing that staff with a combined total of over 2,000 years of experience were sitting in the room, Councillor Hunter continued her address by acknowledging and expressing gratitude for their hard work and devotion to supporting some of the most vulnerable members of our society.

David thanked attendees for their ongoing contribution towards meeting the Partnership's responsibilities, and gave particular congratulations to Gary Forrester and Mary Thomson who had reached 40 years' public service.

The event ended with pictures and plenty of laughter as those present took the opportunity to catch up and exchange memories collected over their many years working together for Glasgow.



Pictured above: Staff with Susanne Millar, Chief Officer, Strategy and Operations, GCHSCP/CSWO, Councillor Mhairi Hunter and David Williams, Chief Officer, GCHSCP.

## Celebrating Our Staff - Leaders Award 2017



Pictured above: Georgia McKinney with Councillor Susan Aitken, Leader Glasgow City Council.

The Glasgow Guarantee Awards for apprentices were held on 30 November. Congratulations to Georgia McKinney, an apprentice at the Partnership's Crossmyloof Day Care Home, who won GCC and ALEO Modern Apprentice of the Year and the Leader's Choice Award.

Clare Hughes, Head of Older People's Specialist Services, said: "We are very proud of what Georgia has achieved. Her commitment and dedication to caring for some of Glasgow's most vulnerable older people shines through in her day-to-day practice. She has applied herself to undertaking her SVQ qualification and worked hard to achieve her goal of a career in older people's care services. I would also like to thank the manager and staff within Crossmyloof Day Centre and the Learning and Development Team for supporting and encouraging Georgia every step of her professional journey through the modern apprentice scheme to the confident practitioner she is today."

## Other Awards for Partnership Staff and Services

### Scottish Public Service Awards

Congratulations to the Glasgow City Community Respiratory Team in the Partnership who were shortlisted for a Scottish Public Service Award in November. The team supports individuals with COPD (Chronic Obstructive Pulmonary Disease) in their own home to reduce hospital admissions. Evaluation of the service demonstrated clinically significant improvement after the team's intervention with patients. There was improvement in level of breathlessness and ability to walk and to complete activities around the home. The evaluation also showed that around 45 patients per month were supported to prevent hospital admission and the estimated savings from this are £1 million.

## LaingBuisson Excellence in Care Awards

A multi-agency initiative, which is funded through Glasgow City Health and Social Care Partnership and headed by Loretto Care, won the Innovation in Care award at the recent LaingBuisson Awards. The awards recognise excellence in the care sector, with this initiative beating eight other organisations, including the Royal Marsden Hospital and Care UK.

Brian Duffy, TEC (Technology Enabled Care) & Innovation Programmes Manager, who is seconded from the Partnership to Loretto Care (a subsidiary organisation within Wheatley Group), said: “We are absolutely thrilled that Loretto Care’s innovative services were recognised by these awards. It is a fantastic achievement to win, especially against such a strong shortlist. Huge congratulations and thanks to everyone involved, including our partners at Glasgow City Health and Social Care Partnership as well as our health, housing and other care colleagues – it was a true team effort.” More information [here](#).



Pictured: Brian Duffy TEC & Innovation Programmes Manager and Glenn Harrold, Service Development Lead from Loretto Care.

## Society for the Study of Addiction (SSA) Poster Award

Stephanie Dargan, Research Assistant with the Glasgow Alcohol and Drug Recovery Service (GADRS) was presented with the poster prize within the Service Evaluation and Audit category at the Society for the Study of Addiction (SSA) Annual Conference 2017 in Newcastle. The SSA, founded in 1884, is a world renowned society whose key objective is to support the communication of scientific knowledge about dependence on alcohol, nicotine and other drugs.

The poster summarised the work undertaken by Stephanie and her colleagues at the Alcohol and Drug Partnership (ADP) to investigate a group of individuals who died from an alcohol related death in Glasgow City in 2013. Using a mixed methods approach and accessing a wide range of information sources, the findings resulted in 25 recommendations that the ADP have incorporated into their delivery plan.

Dr Saket Priyadarshi, Associate Medical Director, Glasgow City ADP, commented, “This is the main academic conference in our field in the UK and the competition will have been to a very high standard, so this is a significant achievement. What impressed the judges was not just the excellent research methods and presentation, but also the outputs being directly linked to actions for service improvement.”

You view the poster [here](#).

## Scottish Pharmacy Awards

### Smoking Cessation Project of the Year

Lynsey Watson and Team, Rowlands Pharmacy, Springburn won Smoking Cessation Project of the Year

The team at Rowlands in Springburn has achieved 'Elite Pharmacy' status within the company, meaning that the staff in the pharmacy go beyond the traditional model of care by offering a range of healthy living services and striving to address the health inequalities within their locality.



Pictured: Smoking Cessation Project of the Year winner, Lynsey Watson & team, Rowlands Pharmacy, Springburn (NHS Greater Glasgow and Clyde), with George Romanes, Romanes Pharmacy.

### Innovations in Prescribing, Quality and Efficiency Award.

The Partnership's Smokefree Services staff work with local pharmacies to support their stop smoking services. At the Scottish Pharmacy Awards two of these pharmacies picked up awards as follows:

Alexandra McMillan is a pharmacist working with one of the practices in Gorbals Health Centre. She and a colleague Lindsay Robertson won the Innovations in Prescribing, Quality and Efficiency Award.

The project established a new pathway in pharmaceutical care, which has resulted in improvements in the safety, quality and efficiency of prescribing within the GP practice. It has also promoted inter-professional working and, overall, enhanced patient care provided by the practice.



Pictured: Innovations in Prescribing, Quality and Efficiency Award winners, Alex McMillan & Lindsay Robertson, Gorbals Health Centre (NHS Greater Glasgow and Clyde), with Jennifer Campbell, Napp Pharmaceuticals Limited, and Margaret Ryan, Chair of the Scottish Prescribing Association.



## Equalities Update

Glasgow City Health and Social Care Partnership aims to remove discrimination in accessing services and ensure that services are provided in an equalities sensitive way. It also seeks to work with partners to contribute to reducing the health gap generated by discrimination and to make Glasgow a fairer city.

The Partnership has developed and published its [Mainstreaming and Equality Plan](#) during the last year for the period 2016-18, consulting with a wide range of groups and individuals citywide. In accordance with the Equalities Act (2010), this plan sets out agreed equalities outcomes, against which progress is reported. The plan is available on the Partnership's website.

During the course of the year, a range of equalities training has been delivered across the Partnership including autism, LGBT (Lesbian, Gay, Bisexual, and Transgender) and disability diversity training. Equality and diversity e-modules have also been made available to health and social work staff with over 900 staff completing these. The Sandyford Service has published an analysis of the health and well-being of LGBT young people across Greater Glasgow and Clyde, and the Partnership is now working towards the LGBT Youth Charter Mark. Partnership staff have also undertaken a variety of work with partner agencies and third sector organisations to promote awareness and action around key equalities themes.

## BSL Scotland Act (2015) and Scottish Government BSL National Plan 2017- 23

Paul Hull, Health Improvement Team, North West Locality recently gave an update to the Partnership's Mental Health Equalities Group on the British Sign Language (BSL) Scotland Act (2015) and the implementation of the Scottish Government's BSL National Plan (2017-23).

The Scottish Government's National Plan outlines the responsibility of local authorities to publish their own plans within a year (October 2019). Local plans are to set out measures to be taken by local authorities in relation to BSL and timescales for implementing these measures.

Paul said: "It is well known that the Deaf community faces many barriers in all sectors of society – education, health, law and the workplace. Deaf people use BSL which was recognised as a language in its own right in 2003. This Act goes further to say that public authorities must promote the language and ensure Deaf people can access services using BSL. Deaf people are normally at a disadvantage when accessing public services due to services' lack of knowledge of BSL.

"The next step for the Deaf community is to implement a plan to promote this visual language in all public services including health and social care. This is a positive step forward for everyone to achieve better services. Society works better as a whole as a result. This is the most exciting thing happening for the deaf community in Scotland and it is known to be the first of its kind in the whole world. The rest of the UK is paying a close eye on this act."

"Many Deaf individuals have worked really hard to achieve the BSL Scotland Act to ensure that Scotland is the best place for BSL users to live, work and visit. That means BSL users

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will be fully involved in daily and public life in Scotland as active healthy citizens and will be able to make informed choices about every aspect of their lives.”

The plan refers to ‘BSL users,’ which is the term used to cover all people whose first or preferred language is BSL, including those who receive the language in a tactile form due to sight loss. When written with a capital D, Deaf refers to Deaf people who are sign language users and deaf people who are mostly older people who wear hearing aids and normally use speech to communicate. The BSL Scotland Plan is available on the [Scottish Government’s website](#).

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## Religion and Belief or No Belief

Religion and belief and no belief is one of the nine protected characteristics in the Equality Act 2010. People have legal protection from being discriminated against because of religion or belief, or lack of religion or belief, under the Act. They also have an absolute right to hold a religion or belief under Article 9 of the Human Rights Act 1998.

The Partnership held a master class for staff to explore what religion and belief or no belief means for service users, carers and families on 11 December in Global Parish Church. About 50 health and social work staff in the Partnership attended. They were welcomed by Fiona Moss, Head of Health Improvement and Equalities, Glasgow City Health and Social Care Partnership).

Fiona said: “equality is everybody’s business and this work builds into our mainstreaming agenda.”

The 3 presenters were:  
Christiana Atsu, student and author of NHSGGC study on religion and service users  
Anne MacDonald, Healthcare Chaplain and  
Jennifer Buchan from The Humanist Society Scotland.



Pictured: Anne MacDonald, Jennifer Buchan and Christiana Atsu.

### Comments from participants included:

“Regular sessions should be offered to all staff and ensure staff are given protected time to attend.”

“Many thanks and well done to all, very worthwhile session. I will share with colleagues, what I have learned today.”

“As we daily get in touch with people of different backgrounds this will improve the approach to religion and beliefs.”

## NHSGGC Staff Disability Forum

The NHSGGC Staff Disability Forum wants to make things better for all our disabled staff. Formed as part of the Release Potential campaign, the Forum provides both a support network and an opportunity for staff to identify what is working well and what needs to be improved within NHSGGC.

Kate Ocker, who is a Research Nurse and is one of the founder members of the forum, said: “We have formed a Staff Disability Forum to help make positive changes in the organisation, promote equality and protect disabled staff against discrimination.

“We are aware that many staff have an undeclared disability. We want people to feel able to disclose their disability without any fear of stigma or negative response. And by working with departments such as Occupational Health and HR we want to ensure that staff receive the support required to do their jobs to their full potential.”

The Forum would like as many people as possible to become involved. Staff from any NHSGGC area can participate and meetings are held in various venues throughout the year.

The Forum meets regularly. If you would like to come along or be involved, contact us at [release.potential@ggc.scot.nhs.uk](mailto:release.potential@ggc.scot.nhs.uk) or phone 0141 201 4560.

## Glasgow City Council Disabled Employee Network

Glasgow City Council will be launching a Disabled Employee’s Peer Support Network in 2018. This will take a similar approach to other peer support networks (Lean In Women’s, Carer’s, Prism LGBTI+ and BME). If you’re a disabled employee and have any thoughts on how we should develop the network or would like to contribute towards development then we would love to hear from you. Please email [equality&diversity@glasgow.gov.uk](mailto:equality&diversity@glasgow.gov.uk).

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## Partnership Annual Performance Report

Integration Joint Boards are required by the Public Bodies (Joint Working) (Scotland) Act 2014 to publish an Annual Performance Report, which sets out an assessment of performance in planning and carrying out the functions for which they are responsible.

Glasgow City Integration Joint Board's (IJB) first Annual Performance Report (2016-17) was previously published and a summary version is now available on Glasgow City Health and Social Care Partnership’s website: <https://glasgowcity.hscp.scot/annual-performance-report>. The summary focuses upon highlights from the Annual Performance Report, including some of our key service developments, performance improvements, financial performance and ongoing priorities.

# Carers Rights Day 24 November 2017



Pictured: Carers in North West Glasgow marked Carers Rights Day at the Pond Hotel.

On Carers Rights Day on 24 November, GAMH Carer Support Project held an event funded through Creative Breaks to promote carers rights and wellbeing. At the event carers participated in wellbeing activities such as a massage and making their own personalised happiness bags with the emphasis on the importance of looking after their own health and wellbeing and their 'right to happiness.'

After a lovely lunch the carers then split into teams, to take part in a Carers Rights Quiz. Everyone had great fun whilst learning important facts regarding carers' rights and human rights. Information was also given out regarding the Carer (Scotland) Act. Carers were also able to access information regarding a wide variety of community supports available to them.

The event was a great success with lots of happy and positive thoughts shared by the carers, with some commenting, "I enjoyed the companionship with other carers"; "I learned a lot I didn't know from support workers"; "I had fun and really enjoyed the massage"; "I feel very positive after being here." For more information on support go to:

[www.carersuk.org/scotland/training-resources/looking-after-someone-scotland](http://www.carersuk.org/scotland/training-resources/looking-after-someone-scotland)

Carers from South East Carers Centre had a presentation from Robert Hinds, from the Partnership's Welfare Rights Team, on Welfare Reform and an update on the Carers Scotland Act 2016 and Eligibility Criteria consultation.

Carers in North West Glasgow marked Carers Rights Day at the Pond Hotel on 5 December. The event had a great turn-out and was represented by a variety of carers across care groups. The format for the day included an introduction by Alan Gow, North West Glasgow Carers Forum Chair. Alan informed carers about the activities of the local North West Forum and how carers can link into the Glasgow Carers Partnership Carers Reference Group. Two guest speakers then followed.

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Claire Cairns from the Coalition of Carers gave a very clear and informative presentation on the Carers Act and highlighted some of the headline points of the Act that will be implemented in April 2018. Carers were particularly keen to hear about the Carers Charter and the Carers Eligibility Criteria.

Patricia Clark from Carers Scotland followed this up with an overview on the recent 'State of Caring' survey in Scotland and highlighted some of the facts gathered on caring across the country. Patricia then delivered an introduction to self-advocacy. Produced by Carers Scotland the Carers Self-Advocacy Toolkit is a group of integrated resources to help carers get their voices heard. Carers found this very useful and indicated that they would be interested in a full day workshop in the New Year.

Carer comments included: "Great day, speakers were very interesting and good contribution from carers on the day" and "Glad I came, would like more info on advocacy – would be good for my confidence as a carer."

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## **MCR Pathways - Tomorrows Social Workers Find Out More**

Recognising the importance of giving young people information on what careers they may wish to follow, Pat Togher, Head of Children's Services (North East) organised a taster session during November for school children from across Glasgow who are currently engaged in the MCR Pathways work.

Giving the young people who attended the chance to find out more about the Partnership and the role that social workers have in it, representatives from a number of service areas spent time answering the young people's questions and talking to them about what their work involves. The young people also had the opportunity to think and talk about how they would manage a series of situations devised by the organisers to get them thinking about the involvement of social work in very complex cases.

Reflecting on the importance of this engagement, Pat noted that "the young people who came along took a real interest in what was being said. They also got involved in the group discussions we had and came up with some really practical and well thought-out suggestions."

Pat has been involved in promoting the work of MCR Pathways within the Partnership for over a year now and is keen to look at more innovative ways to get young people and staff involved in their work. He said, "Today demonstrated that young people really responded to the discussions and challenges that social workers face on a daily basis. What this shows to me is that when we spend time getting these young people interested in what we do, they engage with us in a way that motivates both them and us. It's possible that we spoke to the social workers of the future today and if that doesn't motivate you, but at the same time make you feel old, then I don't know what will!"

More information on MCR Pathways and how you can get involved are available at [mcrpathways.org](http://mcrpathways.org)

## Glasgow 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, Blue Triangle, Glasgow Homeless Network, Simon Community, Community Safety, Police, Shelter, Lodging House Mission, Govan Law Centre, Street Pastors and from last year the Partnership's Out of Hours Service.

This year 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 2017 to 31 March 2018.

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 Partnership 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 till 9am for direct access by service users. Homeless Social Care Workers are also available daily in Hunter St offering service users homeless assessments and access to accommodation.



Pictured: Staff at the Winter Night Shelter.

# Staff Showcase Self Harm Awareness and Skills Training

In Greater Glasgow and Clyde a body of work has been under way in the last few years to raise awareness of self-harm whilst providing skills-based training to support staff that may come into contact with anyone who uses self-harm as a coping mechanism.

Heather Sloan, Health Improvement Lead (Mental Health) and Allison McKenna-Breen, Health Improvement Senior (Anticipatory Care) recently presented their 'What's the Harm' poster at the Faculty of Public Health annual conference in Aviemore. The poster showcased the work NHS Greater Glasgow and Clyde Self Harm Forum has been involved in over the last few years.

'What's the Harm? - Self-harm Awareness & Skills' is a training resource that seeks to standardise understanding of and responses to self-harm when used as a coping strategy. The training recognises self-harm as a coping strategy, a response to distress and a means to keep living. It makes the distinction between suicide and self-harm whilst recognising that there are links between the two.

The training seeks to ensure that anyone disclosing self-harm as a coping strategy and/or seeking support is able to access appropriate and safe responses from staff across a range of sectors. This requires a level of confidence and understanding among staff groups and the training is an attempt to address this.

The development of the training and processes has created a strong network of trainers, with around 1,000 staff trained across multiple sectors including health staff, teachers, and voluntary organisations.

For more information about the training, contact [heather.sloan@ggc.scot.nhs.uk](mailto:heather.sloan@ggc.scot.nhs.uk) or [allison.mckenna-breen@ggc.scot.nhs.uk](mailto:allison.mckenna-breen@ggc.scot.nhs.uk).



Pictured: Heather Sloan and Allison Mckenna-Breen.

# Palliative Care and End of Life Plan Engagement



Paul Adams, Head of Older People and Primary Care, North West Locality, gives a talk at the event.

The North West Locality Engagement Forum (LEF) welcomed over 40 individuals, community groups and voluntary sector representatives from across the city to an engagement session on 30 November 2017 in the Albany Centre. The session considered and discussed Glasgow City Health and Social Care Partnership's draft [Palliative Care and End of Life Plan](#).

In the main, participants welcomed the draft plan, and those present felt it was a positive development to raise awareness of an often difficult and 'taboo' subject. It was felt that it was important to support families to have difficult conversations and plan for the future, especially if a family member has a long-term condition or has been diagnosed with a terminal illness. There were wide-ranging discussions, many points and suggestions noted, which will inform and contribute to the final draft of the plan, along with the feedback and comments gathered through the online consultation survey and at the various engagement sessions with key service providers and stakeholders.

The representatives from North West Locality Engagement Forum then heard a presentation on the new Three Neighbourhoods service delivery model for older people in the North West, which will promote communication and links to GP Clusters and key partners including housing providers, third sector organisations and community groups.

To conclude the event, Paul Adams, Head of Older's Services (North West), then gave a short update on the implementation of Anticipatory Care Plans before participants attended workshops focusing on dementia, the Falls Strategy, Cordia, support at home and housing support for older people.



## Improving Practice in Specialist Dementia Units



Pictured; Left to right: Stephen Lithgow, Healthcare Improvement Scotland, Christine Murphy, Service Manager, Tom McCarthy, Healthcare Improvement Scotland, Ruth Wilkie, Occupational Therapist, Matt Taylor, Health Care Support Worker, Ashley Grady, Health Care Support Worker, Stevie Conlon, Senior Charge Nurse, Jane Owen, Charge Nurse, Hazel Stevenson, Charge Nurse, Angela Raynal, Health Care Support Worker, Shona Mackie, Capacity Building Worker Mental Health Network, Angela Watson, Physiotherapist, Lisa Martin, Community Engagement Officer.

Balmore Ward at Leverndale Hospital features in the latest Alzheimer Scotland Dementia In Scotland magazine. Here is an extract from the article.

Balmore ward is one of 60 specialist dementia care units in Scotland. A small number of these units – including Balmore Ward – are Specialist Dementia Unit Demonstrator sites, which work with Focus on Dementia to develop and roll out improved practice.

With access to appropriate care and support, the majority of people with dementia can live and be cared for within the community. However, a small percentage of people with dementia will have, at any given time, more complex needs which require specialist care in a dedicated setting. These needs are most commonly linked to severe and persistent stress and distress, as well as behaviour requiring specialist input that cannot be provided in most care settings, even if additional support is provided. People with dementia who require specialist care are often under 65, are still physically active and may have other acute mental health conditions or physical health care needs.

Christine Murphy, Service Manager for Older People and Primary Care at Glasgow City Health and Social Care Partnership (South Locality), explains that the decision to admit a patient to Balmore Ward is not made lightly. She said; “When people first come to Balmore, it can often be a very stressful time. It’s common for patients to come to us as emergency admissions from their own home or another care setting.”

Balmore may be seen as the last opportunity to provide appropriate care for some of the most vulnerable people with dementia. However, the multi-disciplinary ward team see it very much as one of the many steps on a journey to improved wellbeing, one where the Balmore staff can make a dramatic difference. In addition to care from medical staff, patients have access to physiotherapy, psychological support, occupational therapy, dietetic support and speech and language therapy. As of early 2017, patients at Balmore Ward now have access to their own private, specially-landscaped garden. Christine described how invaluable this resource

has been. She said: “It took three and a half years and a lot of funding to give Balmore Ward a garden. But the happiness of the patients who are able to go outside safely and enjoy the sunshine is absolutely priceless.”

Ultimately, the aim of Balmore Ward is to support patients, their partners and their families so that the person with dementia can move on to a more traditional care setting.

Jane Owen, one of the two Charge Nurses at Balmore Ward, gets her greatest sense of satisfaction from seeing patients progress. She said: “A lot of our patients are here for between three and six months. That means you get to know them a lot more than in your usual hospital ward. Someone can arrive in really upsetting circumstances, but by getting to know them and finding out what matters to them, what makes them happy or sad or content or angry, we can make a big difference here. It means a lot to us to be able to make someone more content and relaxed, and it means a lot to their families too.”

## 16 Days of Action 2017

16 Days of Action to End Violence Against Women is coordinated in Glasgow by Community Safety Glasgow Violence Against Women Team on behalf of the Glasgow Violence Against Women Partnership (GVAWP).

Between 25 November and 10 December staff from across Glasgow City Health and Social Care Partnership localities took part in events with Women’s Aid, Police Scotland and Community Safety Glasgow to raise awareness of issues relating to violence against women.

This year the theme was ‘Leave No One Behind,’ and people were encouraged to wear white ribbons to show their support.

White Ribbon Scotland is an organisation that actively campaigns to involve men in

speaking out against Violence Against Women. It aims to engage men and boys in taking action on the issue by raising awareness, promoting discussion and providing information and resources to support personal and collective action among men. For more information go to <http://www.whiteribbonscotland.org.uk/>



Pictured: South Locality Staff talk to people at the Queen Elizabeth Hospital about the 16 days campaign.

## Mums Help Mums - Breastfeeding Mentors



Pictured: Local mums with Christine Walker, Health Improvement Senior and Alison Thewliss MP.

Increasing the number of mums who breastfeed their babies is a Scottish Government priority to improve child health and reduce inequalities.

In Glasgow City Health and Social Care Partnership's North East Locality, the Health Improvement Team has adopted a range of different approaches to help our local mums to initiate and sustain breastfeeding. As well as maintaining our UNICEF Baby Friendly Initiative accreditation, we have established three breastfeeding support groups to help mums access support from staff and other mums.

Christine Walker, Health Improvement Senior said: "Feedback from mums consistently indicates that peer support plays a key role in encouraging them to continue breastfeeding. To this end, we have worked in partnership with The Breastfeeding Network (BfN) to deliver a peer support training course to 11 mums, through which they will achieve a nationally recognised qualification from the Open College Network. These 11 mums are now looking forward to supporting other mums in a variety of ways. For example, by volunteering at breastfeeding support groups, being a good listener at the end of the phone and helping mums who have recently given birth in the Princess Royal Maternity hospital."

On 1 December, staff celebrated the completion of the first part of the training with staff and mums and babies. Alison Thewliss, MP for Glasgow Central, came along in support, sharing her own experience of breastfeeding her children and spending time chatting to mums about their training. She also spoke about the All Party Parliamentary Group for Infant Feeding and Inequalities event which took place in Parliament on Tuesday 5 December. This was in support of UNICEF's call to action advocating that the UK and devolved governments promote, protect and support breastfeeding in all policy areas where breastfeeding has an impact.

Christine continued: "Our new peer supporters also shared their own experiences of breastfeeding and what the training has meant to them. They are looking forward to taking the knowledge and skills they have learned into the community to help support antenatal and breastfeeding mums here in the North East. It was a lovely morning enjoyed by all, including the babies of course who, as always, were still the centre of attention."

The link below has a news report on the day with short videos sharing 2 mums' thoughts on breastfeeding and peer support:

[www.glasgowlive.co.uk/news/health/east-end-mums-band-together-13993755](http://www.glasgowlive.co.uk/news/health/east-end-mums-band-together-13993755)

## Easterhouse is a Thriving Place

The Thriving Places approach is a long-term 10-year plan with Community Planning Partners working together. Community Organisers are funded by NHS Greater Glasgow and Clyde and Glasgow City Council.

Thriving Places Easterhouse was introduced to help existing services work better with each other and with communities to address local challenges. Maggie MacBean, Community Organiser for Easterhouse Thriving Place, helps local people get involved in local formal structures and consultations on changes in their community. The North East Health Improvement Team has been involved with several partner events in the local area to promote Thriving Places, including the Winterfest programme to encourage more people into the shopping centre.

Winterfest 2017 at Shandwick Square Shopping Centre, Easterhouse has taken over lots of the empty units in the Centre this year. This has gone down well with local people and Shopping Centre Management, so much so that we're looking at starting an art project in the area to keep seasonal community art work displays in the empty units all year round.

With 625 local children from surrounding areas coming along for visits with Santa, live reindeer, storytellers and arts and crafts activities, all our Christmas helpers have been very busy.

Maggie MacBean, Community Organiser for Easterhouse Thriving Place said: "Our Community Stage has had performances from lots of local people and choirs which all helps to bring more people into the shopping centre and experience Winterfest. Marks and Spencer at the Fort bought the big Christmas Tree for outside (on Westerhouse Road) and has contributed to the event for the first time this year, it's been great working with a new partner. A big thanks to all who have helped bring Winterfest to the Shandwick Centre in 2017."



Pictured: Local schoolchildren visit North East Locality Health Improvement staff at Winterfest.

# Good Food Good Health - Nine New Community Chefs

Nine local people received their Good Food, Good Health joint award certificates at Winterfest, Shandwick Square Shopping Centre on 1 December.

Good Food, Good Health is a comprehensive course, training people to develop and run their own community cooking programmes. This work supports capacity building and skills development within Easterhouse and Springboig and Barlanark Thriving Places and the wider North East.

Michelle Hunt, North East Health Improvement Team said: “We would like to congratulate all of the participants on such a fantastic achievement and wish the new community chefs every success in their new initiatives.”



Pictured: left to right:

Fiona Hughes, Health Improvement Practitioner with Community Chefs; Jim, Stacey, Margaret Anne, Mark, Jackie, Beth, Louise, Afton Marie and Margaret

Behind – Maggie MacBean, Community Organiser for Easterhouse Thriving Place

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## Health and Social Care Information is a Click Away

The [Your Support Your Way Glasgow](https://www.yoursupportglasgow.org) website, managed by the Glasgow City Health and Social Care Partnership to provide information, advice and guidance about local health and social care services, continues to update and revise its content in order to make it as relevant as possible.

Please visit and find out if it can help you or assist you to tell people about social care and support services on offer in Glasgow. Please go to [www.yoursupportglasgow.org](https://www.yoursupportglasgow.org)

If you would like someone to come and talk to your staff team or organisation about the website please contact:

[SW\\_YSYWG\\_projectteam@glasgow.gov.uk](mailto:SW_YSYWG_projectteam@glasgow.gov.uk)

# Using Results of iMatter Survey at Riddrie Day Centre

John Simpson, Day Service Manager and Tommy Corr, Team Leader at the Riddrie Day Care Centre for Adults with Learning Disabilities took an innovative approach to producing their iMatter action plan. iMatter is a new work-based survey of staff in health and social care setting. The results are fed back into teams to develop an action plan to address any issues raised in the survey results.

John said: “The iMatter survey made us take the time to evaluate current policies and practices and develop an action plan to address issues. One of the areas which showed up in the report was team working and communication. After discussion with staff, we agreed to standardise methods of communication to make sure everyone was able to access information. This included holding weekly team meetings on a Monday evening and repeating on a Tuesday so that as many staff as possible could attend. We also hold a short briefing meeting every morning with notes and information being emailed so they can be accessed by staff at any time.”

The staff also came up with the following areas for celebration.

## **The Pony Express!**

Our aim is to provide the best possible service to the people who come to Riddrie Centre. They, and their parents and carers, can rest assured that we can always be relied upon to be here every day to meet their needs, regardless of staff absence, transport breakdowns, adverse weather conditions or calamities within the building involving heating or flooding. This reliability is indeed a cause for celebration. No matter what happens, just like the Pony Express, we always get through!

## **The Galacticos**

We are a group of highly experienced individuals who have been brought together as a group to pool our knowledge, expertise and skills for the benefit of each and every one of our service users. Between us, we have decades of experience to draw on and share, not only through our time in Social Work Services, but from other jobs we have done and from a variety of interests and pursuits outside work. So like the Galacticos of Real Madrid, we combine our talents to reach our goal – a quality service for all!

## **Edison, Da Vinci and us**

Innovation is crucial to raising standards in any form of human endeavour; today's breakthrough informs tomorrow's practice. Consequently, we are constantly seeking out new ideas, methods and equipment to enhance existing service delivery. Currently, sensory diets are being compiled to produce a “carefully designed, personalised activity plan that provides the sensory input a person needs to stay focused and organized throughout the day” for each individual coming to Riddrie. Additionally, we recently took delivery of an Omi Vista mobile projection system which has caught the imagination of many of our clients with high dependency needs through their participation in an inclusive learning environment. We have created a 'Playlist For Life' to enable people to rekindle memories through the power of music. These are just three examples of our never-ending search for improvement; like those great innovators Thomas Edison and Leonardo Da Vinci, we believe that we can always do better!

Continued on next page

## Areas for Improvement

It is really no secret that communication is the key to effective social work, or indeed any kind of work. Whilst we strive to create and maintain excellent communication links, as stated earlier, we can always do better. To this end, we have identified three elements in our action plan.

- everyone will create and utilise a team e-mail to ensure the swift and thorough dissemination of information throughout the team
- everyone will adopt a uniform approach to implementing agreed policies and procedures for the avoidance of confusion or misunderstanding and
- everyone will agree to tackle any discrepancies as they arise, so that contentious issues can be resolved immediately.

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## Occupational Therapy Week 2017

Highlighting the important role of Occupational Therapy in the Glasgow City Health and Social Care Partnership was central to the staff events arranged to coincide with this year's National Royal College of Occupational Therapists Week.

Taking place nationally between 6 and 12 November, Partnership staff based in Clutha House and Commonwealth House had the opportunity during that time to drop into poster exhibitions organised by Occupational Therapy staff from South Glasgow. These exhibitions were arranged to demonstrate the wide range of circumstances in which the service can make a real positive difference to the service users and clients the staff deal with.

Reflecting on the success of the poster displays, Samantha Flower, Occupational Therapy Mental Health Advisor (Older Adults) observed that "Occupational Therapy as a profession rarely gets the chance to advertise what an essential role it can play in people's recovery journey. Sessions like this give us the ability to do that while also demonstrating our enthusiasm as practitioners to get more involved celebrating the work we do. Hopefully these sessions have done this."

If anyone would like to find out first-hand what



their Occupational Therapy colleagues do then contact Samantha to arrange a shadowing opportunity at [Samantha.Flower@ggc.scot.nhs.uk](mailto:Samantha.Flower@ggc.scot.nhs.uk)

# What Integration Means to Me

by Janet Hayes,  
Head of Planning and Strategy (North West Locality)



Janet Hayes  
Head of Planning and Strategy  
North West Locality

“Integration is a challenge within the city of Glasgow but it is also the right thing to do in order to deliver the best services available to those who need it. Glasgow City HSCP is very lucky to have so many staff who are willing to rise to the challenge and are enthusiastic and want to make a real positive difference to people’s lives.

As we move forward it will continue to be really important to include our staff, service users, patients and carers in all that we do to allow us to have the best outcomes we can for the people of Glasgow. Through integration and partnership working I believe that we can achieve a real joined up, seamless range of services across the city.”

## And Finally...

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.**

**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 new website is now live: [www.glasgowcity.hscp.scot](http://www.glasgowcity.hscp.scot)