



Pictured: Councillor Mhairi Hunter, City Convenor for Health and Social Care and David Williams, Chief Officer with staff at the Social Work Services Long Service Awards.

## Welcome

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

We also look at the draft Carers Strategy, help for people with addictions and plans for the new Health and Social Care Hub in North East Glasgow.

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

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## Chief Officer's Message



David Williams, Chief Officer

Welcome to the first edition of the Glasgow City Health and Social Care Partnership newsletter for 2019. I hope you managed to unwind over the Christmas and New Year period and by now I'm sure you all feel very much back into your daily routines. I would like to take this opportunity to thank everyone for their contribution to the Partnership in 2018 and also to thank you in advance for your contribution to its continuing success in the year ahead. In our first edition of 2019 and throughout this year the newsletter will continue to highlight examples of our strong partnership working and share what is going on across the city to achieve our vision and the outcomes we aspire to.

In the last newsletter of 2018 I referred to a significant programme of engagement being undertaken to support the development of the Strategic Plan for 2019 – 22, which will drive everything we do as a Partnership for the next three years. Various consultation events were held between October and January and many of you participated alongside external partners, colleagues, and patients, service users and carers to discuss our plans and shape our priorities for delivering health and social care services for the next three years. We had a huge response to the consultation. Whether you got involved by attending an event, responding to our online survey or even engaged with our social media campaign I would like to thank everyone who took the time to tell us what you think and where you think the Partnership should focus its attention in the next Strategic Plan. We collated and reviewed all of your comments and the feedback we received will be used to inform the final draft Strategic Plan which will be considered by the Glasgow City Integration Joint Board at its March meeting. This will be available on the Partnership's website.

I managed to get along to a number of the consultation events and what was clearly evident to me, apart from the energy, enthusiasm and commitment shown by all, is the importance of us all working together in partnership to achieve our collective vision and priorities for integrated health and social care in the city. No one part of the 'system' can manage this without working in partnership. The level of engagement and debate at the events highlighted just how much we have to do, but also showed what we will achieve if we work together. The delivery of these priorities is a collective, shared responsibility that enables us to continue and strive to support people to flourish within their own communities.

Alongside taking forward the priorities that are outlined in the Strategic Plan, the Partnership will be working to meet the proposals made in recent reports on the progress of integration by Audit Scotland and the Ministerial Steering Group responsible for reviewing integration across the country. These reports made some proposals and recommendations that we, as a Partnership, will take on board and will be reporting back to the Integration Joint Board to update on our progress on taking these forward.

Within this edition we celebrate some of our achievements at recent award ceremonies, such as the Local Government Chronicle (LGC) Awards, Holyrood Digital Health and Care Awards and Social Work Services Long Service Milestone Awards.

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We also feature articles on the Partnership's consultation on its draft Carers Strategy 2019 – 22 and draft Young Carers Strategy 2019 - 22, and we are keen to hear your views. The closing date for both consultations is Friday, 22 March 2019. You can read about the Mobile Van Service tackling Glasgow's HIV outbreak, by distributing needles and providing healthcare out of hours to the city centre's drug injecting community and our work with families affected by addiction including a Ministerial visit and The Advocacy Project.

I was most impressed during my visit to the new Gorbals Health and Care Centre, which is now open to staff and patients, providing improved access to a range of integrated community and primary care services. You can read about the new centre and about the plans for the new Health and Care Centre Hub for the North East of the city which will be located in Parkhead.

I would finally like to take this opportunity to commend staff for their charitable work over Christmas, volunteering with services donating food and presents to vulnerable families within our city. You can read about some of these activities in the newsletter. I hope you enjoy February's newsletter and reading about the work of the Partnership throughout the coming year.

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

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## Update on Draft Strategic Plan 2019 - 22

Every Health and Social Care Partnership in Scotland is required to produce a three-year Strategic Plan, which sets out their vision and priorities for health and social care services in their area. Glasgow City's draft Strategic Plan 2019 - 22 details Glasgow City Health and Social Care Partnership's 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.

From October 2018 to January 2019, Partnership staff were involved in the consultation on the draft Plan, and some took part in a number of consultation events with the range of partners in health and social care.

A series of events, which were held in the Glasgow Royal Concert Hall, looked at and consulted on plans for services for Children, Adults, Older People, Primary Care and Housing. Additional events were held for the Partnership's Strategic Planning Forum and service providers of social care. To date the consultation events have been very well received by participants.

All of the comments received at the events and from the online consultation survey are currently being collated into a report, which will be used to inform the final draft Strategic Plan.

The revised draft Strategic Plan will be considered by the Glasgow City Integration Joint Board at its March meeting.

## Social Work Services Long Service Milestone Awards

Some of our long serving Social Work staff had their dedication to public service recognised on 12 February at this year's Social Work Services Long Service Milestone Awards, which recognised staff reaching a milestone service length of 25, 30, 35 and 40 years' service during the 2017-18 financial year.

Hosted in the City Chambers Banqueting Hall, over 70 staff attended. David Williams, the Partnership's Chief Officer, and Councillor Mhairi Hunter, City Convener for Health and Social Care, Glasgow City Council presented staff with their awards.

Commenting that this year the total combined length of service being recognised was 5,315 years of experience, Councillor Hunter continued her address by acknowledging and thanking those present for their hard work and dedication in supporting our service users and citizens.

David Williams thanked attendees for their ongoing contribution towards meeting the Partnership's responsibilities and gave particular congratulations to Kimberly Duncan, Margaret Hughes and Shirley Young who had reached 40 years' public service.

The event ended with pictures taken and for colleagues to have an opportunity to catch up and exchange memories collected over their many years working together for Glasgow.



Pictured: David Williams, Kimberly Duncan, Councillor Mhairi Hunter



Pictured: David Williams, Margaret Hughes, Councillor Mhairi Hunter



Pictured: David Williams, Shirley Young, Councillor Mhairi Hunter

## Local Government Chronicle Awards



Pictured: Ashleigh Johnston, Wheatley Group, Helen Murdoch, Salvation Army and Angela Dowdalls, Glasgow City Health and Social Care Partnership

Glasgow City Health and Social Care Partnership has been shortlisted for this year's Local Government Chronicle Awards 2019, in the Health and Social Care category for the redesign of Homelessness Services to a Housing First approach. The Awards recognise and reward the very best in local government and the winners will be announced on 13 March.

Housing First is a well-evidenced approach to tackling homelessness and shifts services from the traditional option of residential to supporting people in their own tenancy. Housing First minimises time spent in and the need for emergency accommodation by rapidly rehousing multiply-excluded people in a community as the first, rather than the last step.

Angela Dowdalls, Principal Officer, Glasgow City Health and Social Care Partnership along with colleagues from the Wheatley Group and the Salvation Army presented success stories from Housing First to the judging panel in London on 25 January.

Angela said: "A small Partnership project team was quickly drawn from existing resources including commissioning, homelessness and addiction services and given the task to devise a project plan and develop the multi-agency Housing First Project Plan. The team was extended to include the Salvation Army to provide a Housing First Assertive Outreach Support, the Wheatley Group to provide the 54 tenancies and The Social Bite Charity to provide financial support to the individual to furnish their tenancies, which offered the individual a choice."

A multi-disciplinary operational team was developed to progress the assessment; support planning and service delivery to all of the vulnerable men involved in the Housing First

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service. This team included staff from the Partnership, support provider, housing officers and health staff who reviewed a total of 84 vulnerable men, of which 33 men received a Housing First approach that included a Scottish secure tenancy with an intensive, assertive outreach support package. In addition, they received a choice of furnishings, essential household items and food provision for the first few weeks in their new tenancies. The additional 51 men progressed to alternative accommodation options, most being their own tenancy with support and a small number requiring a more intensive supported accommodation provision. The multi-agency approach to this project has been a huge success and the team worked tirelessly to ensure that all of the 84 vulnerable men had an appropriate support and accommodation plan in place.

Angela continued: "Housing First has achieved safe and secure accommodation for the individual, which is now being seen as not just a roof, tenancy or house but a home. It has also reduced harmful and risky behaviours and helped with integration into their local communities. A number of men are already engaging in voluntary work with a plan to move into employment and re-establish family relationships and stronger engagement in their own care plan."

### **Case Study**

Service user is 43 years old and was born in Glasgow. He has a long history of homelessness, never had his own tenancy, has slept rough, sofa surfed and been in several homeless accommodation units, hospitals and rehabs. He is excited about getting a tenancy through the Housing First project and has been engaging well with his Housing First support workers. He has said "this is the first time in a long while I can say I have had a good night's sleep and had not had to worry about anything happening to me."

You can view an animation of the Housing First journey [here](#).

## **Holyrood Digital Health and Care Awards**

Glasgow City Health and Social Care Partnership staff have won an award in a ceremony dedicated to how technology is used to improve health in Scotland.

The second Holyrood Digital Health and Care Awards took place in Edinburgh on 20 February. The awards aimed to recognise the achievements of those individuals and teams working in the health and social care sector whose creativity and innovation continues to put Scotland at the forefront of the digital revolution in healthcare and improves the life chances and quality of patients across the country and beyond.

The NHS Greater Glasgow and Clyde Computerised CBT Team, hosted by the Partnership, won in the Accessing Mental Health Care category. The team reaches out to people who suffer from mild to moderate mental health issues, helping them to access specialised care. The team are Lisa Heffernan, Co-ordinator and Susannah Warner, Project Assistant, with support from Dr Jane Burns, Consultant Clinical Psychologist, Dr Gwenny Jenkins, Consultant Clinical Psychologist and Carolan Forbes, Office Manager. They are also supported by the National Lead for cCBT, Chris Wright.



Computerised Cognitive Behaviour Therapy (cCBT) is an evidence-based programme for people with mild to moderate anxiety and/or depression. Anyone over the age of 16 can be referred to the programme by their GP and is given an activation code to start within a week of the referral being received. There are eight sessions focussing on CBT techniques for managing symptoms of anxiety and depression.

cCBT has been rolled out across NHS Greater Glasgow and Clyde since November 2017. Its aim is to broaden access to psychological therapies particularly for people who are unable to access other services due to work, caring commitments or mobility issues. Dr Jane Burns, Consultant Clinical Psychologist said: “Over 1,000 referrals have been processed from GPs across Glasgow City Health and Social Care Partnership with significant improvements on the CORE outcome measure of psychological functioning and positive feedback from participants about speed of access and how easy and beneficial they find the programme.”

A participant said: “Most people these days are good with computers, and I honestly think that the cCBT tool is fantastic. I would not have done CBT if I'd had to wait months for a face-to-face consultation, but having done cCBT over the last few months, I've become so much happier and more content in myself.”

Anne Malarkey, Community Services Manager for Mental Health, was shortlisted in the category of The Digital Impact Award, which is given to an individual who has championed the use of digital technology to transform services on a local level and improving outcomes for the service users in their area. Anne was recognised for her work in implementing a programme to ensure all community-based services are fully digital. This allows patients to be supported by clinical staff who have a secure, seamless and timely access to their history and care plans with the facility to make updates to their electronic notes.



Pictured: Dr Jane Burns and Susannah Warner

# Help Shape Services for Carers in Glasgow

Glasgow City Health and Social Care Partnership (GCHSCP) has launched the draft Carers Strategy 2019 - 22 and draft Young Carers Strategy 2019 - 22, and we would like to hear your views and capture feedback on what matters to you.

2018 was a landmark year for unpaid carers with the commencement of the Carers (Scotland) Act 2016. It is estimated 67,000 carers provide unpaid care, supporting the health and care needs of Glasgow citizens and making a positive difference to the lives and health of those they care for.

The Partnership is fully committed to delivering the best outcomes for unpaid carers and the person they care for. We recognise that caring for family and friends is a natural part of all our lives and can be emotionally and physically demanding but should not be to the detriment of the carer's own health and wellbeing.

We provide a range of carer services and commission a network of carer support services. Carers have been involved over the last number of years in shaping these services to ensure that what is being provided meets their needs.

Our key priorities reflected in the strategy are:

- identifying the carer earlier in their caring role to prevent crisis
- providing a single point of access for carers into support services and universal offer of information and advice for all carers in the city
- development of clear training and support pathways for carers and
- delivering personalised support to carers recognising every caring situation is unique.

Workforce development to support the Act is reflected in the strategy, seeking to maximise the benefits of health and social care integration for the city's unpaid carers, to ensure that staff are routinely identifying, supporting or referring carers to carer support services.

The consultation period will run from January – March 2019, and we would like to hear the views from carers, third sector carer centres, condition specific organisations, wider stakeholders and also social workers, NHS staff and other professionals who work with carers. You can read the consultation here:

- ▶ [Draft Carers Strategy 2019 - 22](#)
- ▶ [Draft Young Carers Strategy 2019 - 22](#)

If you would like to participate in either or both consultations then they can be accessed at:

- ▶ [Online form for Carers Strategy Consultation](#)
- ▶ [Online form for Young Carers Strategy Consultation](#)

The closing date for both consultations is **Friday, 22 March 2019**.

## Mobile Van Service to Tackle Glasgow's HIV Outbreak

A mobile van has been distributing needles and providing healthcare out of hours to the city centre's drug injecting community since January, in a bid to tackle Glasgow's HIV outbreak.

A partnership between Glasgow City Health and Social Care Partnership and Turning Point, the mobile van has a nurse and social care worker on board to provide a range of services to help some of the city's most vulnerable who are experiencing drug addiction.

The move comes after the closure of the needle exchange at Glasgow Central Station in 2017, which meant that the only out-of-hours service available for Glasgow's drug injecting community is Turning Point's centre in Tradeston.

The mobile van will visit known city centre hotspots for drug consumption offering services including needle exchange, testing for blood-borne viruses such as HIV and Hepatitis C and wound care. Staff will also signpost people to services that can help them with their addiction. The service will operate seven days a week from 6pm to 10pm.

Susanne Millar, Chief Officer, Strategy and Operations, Glasgow City Health and Social Care Partnership and Chair of Glasgow City Alcohol and Drug Partnership said: "We are pleased that this mobile van operating in the city centre out of hours will provide a long-term, sustainable solution to meet an identified gap in our otherwise comprehensive Injecting Equipment Provision (IEP). At a time of an ongoing HIV outbreak in drug users and rising drug related deaths, we want to ensure that we reach the most vulnerable populations with harm reduction services and through these we can promote other health and recovery services.

"Glasgow City has always been the centre of innovations in drug services and although mobile IEP vans are used in other areas, we continue to respond to emerging needs with a mixture of innovation and pragmatism. We are delighted that the partnership between health and social care services and Turning Point will ensure complementary skills and expertise are combined to ensure service users receive the best care possible."

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## Speaking Up for People Affected by Alcohol and Drugs

Independent advocacy in Scotland over the past 15 years has evolved in response to the development of the social care legislative framework (Mental Health Act, Adults with Incapacity, Adult Support and Protection and Self-directed Support). It has long been recognised that there remains significant gaps in provision for specific care groups, particularly people affected by the harms of alcohol and drugs. To help bridge this gap Glasgow City Alcohol and Drug Partnership (ADP) recently supported a successful bid for The Advocacy Project to the Scottish Government, National Development Fund.

Gillian Ferguson, Senior Officer, Glasgow City Alcohol and Drug Partnership said: "On 10 January we were informed that the application had been successful and planning for an Independent Advocacy Project for people with problematic alcohol and drug use in Glasgow is now underway."

# Help for Families Affected by Addiction Welcomed



Pictured: Susanne Millar, Chief Officer Strategy and Operations, Glasgow City Health and Social Care Partnership and Chair of the Glasgow City Alcohol and Drug Partnership meets women at the centre

The Scottish Government Minister for Children and Young People, Maree Todd MSP, and Minister for Public Health, Sport and Wellbeing, Joe Fitzpatrick MSP, visited the South Community Recovery Network premises at the Adelphi Centre in Glasgow on 15 January 2019. This celebrated the positive impact of the Partnership Drugs Initiative (PDI) and Family Recovery Initiative Fund (FRIF) projects.

Corra Foundation's Partnership Drugs Initiative (PDI), Scottish Families affected by Alcohol and Drugs (SFAD), South Community Recovery Network (SCRN) and Children 1st were delighted to welcome the ministers to recognise the voluntary sector partnership that supports vulnerable children and young people affected by substance issues.

The joint visit was an opportunity to reinforce the essential role these groups play in supporting families and the shared commitment to improving the wellbeing of children and families affected by alcohol and drugs.

Claire Muirhead, SCRN Aftercare Co-Ordinator gave the ministers a brief tour of the premises and to show the great work that happens within the building to support people in recovery. They met with women who use a Children 1st Service, 'Recovering Families,' which is funded by PDI, to chat about what is important for women and children in recovery.



Pictured: Maree Todd MSP and Joe Fitzpatrick MSP hear from local people

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Claire said: “This was a wonderful opportunity for the ministers to speak to the women supported through the SCRNs and Children 1st to access and sustain family recovery. An extension to our children and families programme has been made possible through the Family Recovery Initiative Fund (FRIF) administered by CORRA. This event also demonstrated the benefits of partnership working and integrated services.”

The ministers spoke with groups who have received FRIF funding and heard about some of the services these projects offer and which provide incredibly important lifelines for families struggling to help someone who has an addiction.

Susanne Millar, Chief Officer Strategy and Operations, Glasgow City Health and Social Care Partnership and Chair of the Glasgow City Alcohol and Drug Partnership said: “Alcohol and drug problems affect so many parts of life and society, it’s important to recognise that we need joined up services and joined up policy. Only by talking and listening to people and their families struggling with alcohol and drugs can we design services which work best for those affected.”

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## Glasgow Children’s Hearings Partnership

The Glasgow Children’s Hearings Improvement Partnership (CHIP) marked its first anniversary with a gathering of partners to review the first 12 months of operation.

Key partners from across the city got together on 30 January to look back on the year and also to look at future work and areas to tackle. The event was chaired by Susan Orr, Head of Children’s Services (South).

Susan said: “There has been real improvements in the first year of the Glasgow CHIP. It is important we are working together as effectively as we can. It is also vital that partners across the Children’s Hearings System are as cohesive as we can be and that all partners understand our direction of travel. I am really pleased with the progress that has been made in the last year.”

The Glasgow CHIP ties in with the work of the national CHIP and also the Better Hearings programme. The national CHIP brings together a range of people from organisations across Scotland who have a common interest in developing and improving the Children’s Hearings System. Chaired by the Scottish Government, it includes representatives from all key partners in the Hearings System.

You can read more about the work of the Glasgow CHIP at [www.chip-partnership.co.uk](http://www.chip-partnership.co.uk)

# Improving Services for North East Glasgow

The new expanded Health and Care Centre Hub in North East Glasgow will be much more than a simple replacement of the existing facility; it will give local people access to state-of-the-art health and care services in a facility fit for the 21st century and all under one roof. Planning for the £45 million project is scheduled to begin in 2019 with the building completed by 2023. The Hub will be a focal point for a wide range of health and care services for the East End and the wider North East.

Gary Dover, Head of Planning, North East Locality said: “In late 2018 the Partnership consulted with patients, service users, community groups and third sector organisations about the location and services they would like to have in the new Hub. An option appraisal process then identified the preferred location for the new Health and Social Care Hub as the site of the Parkhead Hospital/Mental Health Resource Centre/Parkhead Health Centre.”

Services and buildings to be included in the Hub:

- GPs and Pharmacy
- Specialist Children’s Services (CAMHS and Community Paediatrics)
- Rehabilitation and Enablement Services
- District Nursing
- Health Visiting and School Nursing
- Social Work Children and Family Teams
- Older People’s Mental Health Services
- Learning Disability Services
- Sandyford East Sexual Health Services
- Primary Care Mental Health Services and Psychotherapy Services
- Health and Social Work Alcohol and Drugs Services
- Criminal Justice Social Work Services
- Health Improvement Services
- Acute Hospital Services (especially outpatient clinics, such as Chronic Pain Clinics, Older People Services, Speech and Language Therapy and Physiotherapy)
- City wide Health and Social Care Learning and Development Hub and
- Community and third sector use of meeting rooms, such as a recovery café and space for mental health peer support groups.

## What buildings will close as services and teams move into the new Hub?

- Parkhead Hospital Mental Health Inpatients and Addiction services
- Parkhead Health Centre
- Community Mental Health Resource Centre (Anvil Centre)
- Sandyford Sexual Health Services
- Templeton – HQ and Children’s Services
- Newlands - Social Work and Addictions
- Parkview Resource Centre – Older People
- Brook Street – Social Work Training and
- Eastbank - Health Improvement offices.

North East Locality Engagement Forum meetings are open to the public and will receive regular reports and updates from senior managers about the new Hub, so why not come along and find out what services are being planned for your area?

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North East Locality Engagement Forum Meeting Dates for 2019 are 28 March, 25 April, 23 May and 27 June. Time 6.30pm until 8.30pm, venue Glasgow Kelvin College Haghill Campus.

**For more information please contact: Tony Devine, telephone 0141-277-7554, mobile 0777-265-4641 or email [tony.devine@ggc.scot.nhs.uk](mailto:tony.devine@ggc.scot.nhs.uk)**

Information on the work and meeting dates of the Partnership's North East, North West and South Locality Forums is available on the Partnership's [website](#).

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## Review of Psychology Services

A review of psychology services across NHS Greater Glasgow and Clyde is to be carried out over the next few months and later to consider psychological therapy services. A review group has been set up to oversee the process, jointly chaired by Jackie Kerr, Assistant Chief Officer (Adult Services), Glasgow City Health and Social Care Partnership and Neil McCallum, General Manager, Rehabilitation (Acute). Staff will be represented by Cerys MacGillvray, chair of the Area Psychology Committee, and two Staffside representatives, Andrew Gray and Mhairi Selkirk. In addition a Staffside reference group will be convened.

The Review Group will begin by clarifying the terms of reference, with attention given to the distinction between psychological services and psychological therapy services. It has been agreed that the initial phase of the review will look at the numbers, clinical areas and roles of psychologists employed at Band 7 and above. Following this, the review will consider psychological therapy services more broadly.

As the review progresses, staff will be regularly informed via Core Brief and existing line management and professional leadership channels. Later, staff engagement events will be held to provide opportunities for open discussions.

Questions and comments can be directed to the above representatives or to local Lead Psychologists.

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## Heads Up - a New Website for Good Mental Health

The website [www.headsup.scot](http://www.headsup.scot) includes information about the types of mental health services that are available across NHS Greater Glasgow and Clyde. It also provides information about common mental health conditions, what the experience may feel like and ways to cope.

Ronnie Sharp, Patient Services Manager, Mental Health Services, Glasgow City Health and Social Care Partnership said: "Heads Up is for you, your family, your friends, your work colleagues and the people we work with to get healthier. We hope that Heads Up will be part of all our shared learning and understanding about good mental health in Glasgow and Clyde."

# Promoting the Role of Occupational Therapy

A group of Mental Health Occupational Therapists have been working together with the aim to promote the role of Occupational Therapists working in mental health services within NHS Greater Glasgow and Clyde.

Samantha Flower, Occupational Therapy Adviser, Mental Health said: “The group aims to share ideas, best practice and increase the understanding and value of our role. Our work is in line with Scotland’s first ‘Digital Health and Care Strategy: Enabling, Connecting and Empowering’ (2018), which aims to maximise the potential of technology to reshape and improve services, support person-centred care and improve outcomes.

“Using guidance from the Royal College of Occupational Therapists we are currently focusing on developing a professional Twitter page. Our Twitter page will be profession-specific and utilise social media to effectively and efficiently disseminate information to support practice and lifelong learning.”

Evidence has shown that Twitter is a highly effective tool to share hints and tips, for best practice and supported self-management, with Occupational Therapists, Allied Health Practitioners (AHPs) and the general public. In addition, two members of the group have been part of an improvement programme using Twitter to reach people affected by dementia. Follow @AHPDementia for more information on how AHPs can help.

Also available is a Mental Health Occupational Therapy Service Information leaflet for service users and carers and an Intranet page for all NHSGGC staff and Partnership staff with an NHS login to access. <http://www.staffnet.ggc.scot.nhs.uk/partnerships/mhp/otgc/Pages/MentalHealthOccupationalTherapy,GetConnected.aspx>



Pictured: Occupational Therapists, Glasgow City Health and Social Care Partnership.



## Breastfeeding Celebration Event

Mums and babies from North East Glasgow joined Partnership staff and partner organisations at a Breastfeeding Celebration event on 11 January. The event at Eastbank Conference Centre in Shettleston recognised the continued success of the Breastfeeding Network (BfN) - Peer Support Volunteer Training provided by the Network and North East Health Improvement staff, with a further 10 mums completing the course this year



Pictured: David Linden MP welcomes local people to the event

The volunteers are supporting mums and babies in several ways including antenatally (after the birth), at local breastfeeding groups and in the Princess Royal Maternity Hospital.

It was a busy afternoon with a great atmosphere as babies played and all present had a chance to showcase current activity, sharing information and experiences with our voluntary sector partners such as Barnardos, Early Years Scotland, Geezabreak and Quarriers.

Shettleston MP, David Linden, came along to support the event and congratulated the breastfeeding support volunteers on the amazing work they are doing within the area and recognising the importance of breastfeeding as part of improving child health. David spoke with our partner organisations and staff offering “best wishes to all new peer support group volunteers going out to support breastfeeding and provide support to new parents.”

Christine Walker, Health Improvement Senior, Glasgow City Health and Social Care Partnership said: “The afternoon was a great success and was well attended by mums, babies, staff and partner organisations. As well as enjoying tea, scones and a chat everyone had the opportunity to share stories and learn of all the good work going on in the area. It was also a chance to look to the future and how we can all work together to support mums and families on their journey with their new baby.”

## UNICEF Achieving Sustainability Gold Award

Huge congratulations to all in Glasgow City Health and Social Care Partnership North East Locality who, following their recent UNICEF assessment, have been accredited as a Gold Baby Friendly Service. This was a huge piece of work and well done to all the staff in this great achievement.

# Young Person's Supported Employment Service Success

At the recent Glasgow City Council's Leader's Awards for Care Experienced Young People, Eddie McGinlay won two awards, the Outstanding Award for Employment and also the overall award for Outstanding Journey and Achievement.

The Council Leader's Awards recognises the achievements of young people who are, or have been, looked after and accommodated by the Council. Fifteen amazing young people were also honoured for their success in education, the arts and training.



Pictured: Eddie McGinlay

Councillor Susan Aitken, the Leader of Glasgow City Council said: "Each award winner was very impressive. As Corporate Parents, the Council supports and encourages all our looked after young people to aim high and fulfil their potential. These awards pay tribute to the talent, skills and hard work demonstrated by young people who I'm certain will go on to achieve their life goals."

Eddie's job prospects were in the rough, until Glasgow Supported Employment Service, a GCHSCP Service that is part funded by the European Social Fund, helped him score a hole-in-one at a Glasgow golf club. Despite completing Project Search, a one-year work experience programme and applying for over 100 jobs and securing 20 interviews, Eddie, who has a learning disability, didn't clinch a job offer. Like many people, his nerves got the better of him during formal interviews and he clammed up when quizzed about his abilities and experience.

The determined 24-year-old refused to give up and actions spoke louder than words when Glasgow Supported Employment Service, one of the partners who deliver Project Search, set him up with a work trial at Hags Castle Golf Club. Eddie's reliability and strong work ethic shone through, earning him a job as a kitchen porter at the club in May 2017. Today, he's progressed to performing sous chef duties preparing starters and puddings as well as the breakfast menu. He never misses a day's work and regularly does extra shifts and overtime if asked. His manager, Tracey Morgan, said: "Eddie is a model employee and an asset to the company. He is a diligent, fully integrated and popular member of the team with great time-keeping and a strong work ethic."

Earning a wage gives Eddie independence and enables him to enjoy pastimes like going to the cinema and gym. He is also saving up for driving lessons. He said: "It was disappointing when I kept applying for jobs but didn't get one. The work trial was good, because I didn't have to do an interview. I get really nervous and don't know what to say. My job is really

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good, everyone is nice and there is a nice atmosphere. I get to meet a lot of the club members and talk to them. I get independence and enjoyment from working. It makes me happy.”

Councillor Aitken also said: “Eddie’s perseverance and determination to succeed is truly commendable. The Supported Employment Service solution to his nervousness in interviews enabled him to show off his true abilities and strength of character. He should be very proud of his achievements – his hard work has made him a valued employee at the golf club.”

Modest Eddie, overwhelmed by the recognition, said: “I was really shocked and excited to win two awards. I wasn’t expecting it!” His advice to people facing hurdles in life is: “Never give up – just keep trying and you will succeed in whatever it is you want to do.”

Places are now available on the next Project Search programme, which will run from August this year until June 2020, Monday - Friday, 9am to 4pm. Applicants must live in Glasgow, want to work over 16 hours a week, be aged 18-25 years, be able to travel independently and have a learning disability or autistic spectrum condition. Participants are expected to have excellent timekeeping and attendance.

Project Search is based either in the University of Strathclyde or at Glasgow Royal Infirmary. Anyone interested in joining can attend an information event in Glasgow City Chambers on Monday, March 25 from 4.30pm to 6pm or apply directly by using the following links:

<https://www.glasgowclyde.ac.uk/courses/563-nq-project-search-nhs-based-at-glasgow-royal-infirmary/860>

<https://www.cityofglasgowcollege.ac.uk/courses/project-search-employability-programme-dpg18-level-3-2019-08-26>

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## Moving Forward Together

The way health and social care services in Greater Glasgow and Clyde are provided is changing for the better.

If you live in East Dunbartonshire, East Renfrewshire, Glasgow, Inverclyde, Renfrewshire or West Dunbartonshire or if you work within health and social care services in these areas, then you may be affected.

Over the last 18 months NHS Greater Glasgow and Clyde has been working with staff and the public discussing our strategy - [Moving Forward Together](#). Having approved the strategy in June 2018 we have now begun to take forward detailed discussions to consider the case for change within six workstreams.

The website [www.movingforwardtogetherggc.org](http://www.movingforwardtogetherggc.org) will provide information as the plans develop, explain what these changes are, what this means for you as a patient, a service user or a member of staff and how you can help us shape these plans.

Keep up to date with the Moving Forward Together Programme and find out more by checking the [website](#).

# New Gorbals Health and Care Centre Now Open

The £17 million new Gorbals Health and Care Centre opened its doors to the local community for the first time on 20 January. Work began in June 2017 on the new modern facility providing improved access to a range of community and primary care services. The new building provides the opportunity to reshape services from a patient and service user perspective with care that is more integrated, accessible and efficient.

The project represents a significant investment in the regeneration of the Gorbals and will provide a wide range of benefits for the community it serves. This includes the transfer of four general practices and one dental practice along with other primary and community care services from the current health centre, including specialist children's services, alcohol and drug recovery services and children and families social work services.

The new centre has been delivered as a partnership with NHS Greater Glasgow and Clyde (NHSGGC), Glasgow City Health and Social Care Partnership (GCHSCP), Glasgow City Council and Development Partner Hub West Scotland and their main contractor Morgan Sindall along with New Gorbals Housing Association.

David Williams, Chief Officer, GCHSCP said: "The opening of this multi-million pound facility is a major boost for the area. Everyone involved has worked hard to deliver this new centre, which will greatly enhance the quality of health care and support available to residents and users in the community."



Pictured: The new Gorbals Health and Care Centre

# Appeal to Help Keep People Safe from Fire

Over the last five years, three-quarters of preventable fire deaths in Scotland were people aged 50 years or over and almost a third of people injured through fire were aged 60 or over. The Scottish Fire and Rescue Service (SFRS) is appealing for help to ensure people at risk get free home fire safety visits from their local firefighters.

SFRS Area Manager Jim Hymas, City of Glasgow Local Senior Officer explained: “Anyone can have a free Home Fire Safety Visit service. The visits only take around 20 minutes and helps

householders spot fire hazards and make sure their home is safe. Firefighters also help residents plan what to do if fire does break out and identify any other agencies who could provide useful support. SFRS crews even fit smoke alarms free of charge if they are required.

Jim added: “There are lots of reasons why some older and more vulnerable people are being affected by fire. They may spend more time at home or live alone. They are more likely to be affected by limited mobility or long term medical conditions. Limited sight or hearing can mean an individual is less likely to be aware of fire when it breaks out. Some types of medication can also have an impact. Any of these factors can make someone more likely to experience a fire in the home. The result can be devastating. Fire can break out very quickly and smoke will rapidly spread.”

“We want to reach people before it’s too late; before fire has a chance. If you know someone who, for example, doesn’t have working smoke alarms in their home, please tell them about our service or call us to see how we can help. It’s easy to arrange a visit. Picking up the phone could save someone’s life.”

Ann-Marie Rafferty, Assistant Chief Officer, Public Protection and Complex Needs from the Partnership has been meeting with SFRS colleagues to take forward a number of initiatives about home safety and urges all Partnership staff to help promote the free Home Fire Safety Visit service.

Ann-Marie said: “Our work with SFRS is really important. If staff promote this service we can help to make sure that people, especially those who are more vulnerable due to illness or disability, are less at risk from fire.”

To request a free Home Fire Safety Visit for you, or someone you know, call 0800 0731 999 or text ‘FIRE’ to 80800 or visit [www.firesafetyscotland.gov.uk](http://www.firesafetyscotland.gov.uk)



Pictured: Home Fire Safety Visit

## Children Take Comfort from Trauma Teddies

Staff from Children and Families service in the North East locality attended the Adverse Childhood Experiences (ACES) Conference in Glasgow in Autumn 2018. One of the stands that captured the hearts of staff was about Trauma Teddies for Scotland's children, provided by Children 1st in Glasgow. The teddies are carried by police and emergency services in their vehicles and given to children who are involved at traumatic contacts between the emergency services and families. They then have a soft cuddly toy for the child to hang onto.

Diane Allcock, Practice Development Nurse, Children and Families service said:  
"In the North East Locality Children and Families service, school health and health visiting staff knitted teddies and brought them along to our Seasonal Winter meeting. The teddies were rehomed with Children 1st during the Christmas holiday. There was also a knitted bunny which was warmly welcomed into the family by the teddies."



Pictured: Teddies ready to go to Children 1st

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## Partnership Staff Supporting People in Need

### Christmas Reverse Advent Calendar

The staff in Social Work Out of Hours Services decided this year to do a "reverse advent calendar," which means that instead of receiving something they brought something to give. Staff brought in a range of food supplies and this was distributed to needy families in Glasgow.

Karen Donoghue, Service Manager, Glasgow and Partners Emergency Social Work Service, NORM and Social Care Direct said: "I cannot tell you how proud I am of my staff group being so very generous. Well done to all of you, this is such a kind gesture at what can be a challenging time for people."

### Toiletry Collection for Lodging House Mission

Lesley Elliott, Business Support Assistant at North West Rehabilitation Service organised a toiletry collection for homeless people using Lodging House Mission. In total there were 18 boxes of toiletries collected, 17 boxes were donated to Lodging House Mission and one large box to the foodbank at Gairbraid, Maryhill.

# What Integration Means to Me

by Pat Togher, Head of Children's Services, North East Locality



Pat Togher,  
Head of Children's Services  
(North East)

Beyond the legislation I believe integration depicts a sense of whole system working in synergy by people coming together and improving outcomes for those who need help, assistance and protection, whilst continually learning and improving in partnership.

## Get in Touch...

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

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

For more information on Glasgow City Health and Social Care Partnership

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

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

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