



Pictured: Staff from Woodside Day Care Centre with Susanne Millar, Interim Chief Officer and Councillor Susan Aitken, Leader Glasgow City Council at the official opening of the Centre.

Welcome

Welcome to the February 2020 Newsletter. This month we cover the Social Work Services Long Service Milestone Awards, which took place at the City Chambers on 19 February.

We have a special focus on Gartnavel Royal Hospital, looking at the activities organised by staff to enhance the experiences of patients.

We also celebrate the opening of the new Victoria Gardens Care Home and the new Woodside Day Care Centre.

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



www.glasgowcity.hscp.scot



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Chief Officer's Message



Susanne Millar, Interim Chief Officer

Welcome to our first edition of Glasgow City HSCP's newsletter for 2020! It seems a long time now since our last one was published right before the festive season, but I do hope that you had an enjoyable time, and that you were able to get some rest and relaxation. I especially hope that our staff were able to enjoy their well-earned break.

In this edition we continue to feature our work across the city that reflects our strong partnership approach and ways of working to achieve our vision for health and social care in Glasgow with our range of partners, including patients and services users and the third and independent sectors.

Our annual Social Work Services Long Service Milestone Awards took place on 19 February in the City Chambers. I along with Councillor Mhairi Hunter, City Convenor for Health and Social Care and Senior Management Team Members were delighted to present

awards to around 200 staff attending the celebration on the day, while in total we recognised 9,365 years of dedicated service.

I was also most impressed during my visit to the new Woodside Day Care Centre, which was officially opened on 5 February by Councillor Susan Aitken, Leader of Glasgow City Council. This new dementia-friendly day care centre is transforming the lives of older people and their relatives in Glasgow, and delivering on our commitment to support people to live in their own homes and communities for as long as possible.

We also have a focus on Gartnavel Royal Hospital, which demonstrates how by working together staff bring energy and creativity to mental health services improving the care, recovery journey and activities available to patients. In addition the hospital's Intensive Psychiatric Care Unit (IPCU) was recently the first of its kind in Scotland to get accreditation by the Royal College of Psychiatrists for its care of acutely mentally ill patients. Well done to all staff!

I was also delighted that earlier this month our Youth Health Services opened new clinics in the South and North East of the city. These multi-agency services make help more easily accessible for young people and actively encourage young people who are struggling to seek support.

The newsletter among other topics also looks at the People Achieving Change Group – a representative body and discussion group made up of care experienced people aged 14-26 who come from all different care backgrounds and represent the voice of the care experienced people of Glasgow.

I hope you enjoy this edition of our newsletter, and continue to find it valuable in keeping you up to date with some of the work happening across the Partnership.

Susanne Millar
Interim Chief Officer
Glasgow City HSCP

Social Work Long Service Milestone Awards



Pictured: Staff with 35 years service with members of the Glasgow City HSCP Senior Management Team.

Almost 200 of our long serving Social Work staff had their dedication to public service recognised on 19 February at this year's Social Work Services Long Service Milestone Awards. The Awards recognise Social Work staff reaching a milestone service length of 25, 30, 35 and 40 years' service during the 2018 -19 financial year.

The awards were hosted in the City Chamber's Banqueting Hall by Susanne Millar, Glasgow City HSCP's Interim Chief Officer, and Councillor Mhairi Hunter,

City Convener for Health and Social Care, Glasgow City Council, and Senior Management Team Members joined the event to recognise and celebrate the significant achievement of long service staff.



Pictured: Staff with 40 years service with members of the Glasgow City HSCP Senior Management Team.

Commenting that this year the total combined length of service being recognised was 9,365 years of experience, Councillor Hunter continued by acknowledging and thanking those present for their hard work and dedication in supporting our service users and citizens. Awards were then presented to staff by members of the Partnership's Senior Management Team.

Closing the event, Susanne Millar thanked attendees for their ongoing contribution towards meeting the Partnership's responsibilities and gave particular congratulations to the eight members of staff attending who had reached 40 years of public service.

Social Work Long Service Milestone Awards



Pictured: Staff with 30 years service with members of the Glasgow City HSCP Senior Management Team.



Pictured: Staff with 25 years service with members of the Glasgow City HSCP Senior Management Team.

Recognition for Enhanced Drug Treatment Service

Scotland's Chief Medical Officer (CMO), Cath Calderwood and Chief Pharmaceutical Officer (CPO) Rose Marie Parr visited Glasgow City HSCP's new Enhanced Drug Treatment Centre on 28 January.

The CMO posted a very positive message on Twitter immediately afterwards. Expressing her support for the service she said:

"Visited the pioneering Enhanced Drug

Treatment Service in Glasgow. Truly client

centred holistic care - reducing drug related harm. One of the first in the UK - very impressed."



Pictured: Gail Caldwell, Director of Pharmacy, NHSGGC; Dr Catherine Calderwood, CMO; Dr Saket Priyadarshi, AMD Alcohol and Drugs, NHSGGC; Gill Wilson, Nurse Team Leader; Dr Charlie McMahon, Consultant/Medical Officer; Stuart Notman, Programme Manager; Carole Hunter, Lead Pharmacist, Alcohol Drugs, NHSGGC; Rose Mari Parr, CPO.

The Enhanced Drug Treatment Service (EDTS) opened in November 2019 in Glasgow's city centre, and it treats patients with the most severe and long-standing addiction issues as well as other complex needs. This new service aims to help save lives by reducing the risk of overdoses and the spread of blood borne viruses such as HIV. It will also help reduce public injecting by those receiving this treatment.

Patients not only receive specialist addiction treatment, they also receive a holistic assessment of their physical and mental health and their social, financial and legal needs. The EDTS is supported by a range of Glasgow City HSCP and NHSGGC services to tackle any other problems highlighted, such as blood borne virus treatment, housing and welfare rights support.

The service operates between 9am and 5pm daily, every day of the week, and it is delivered by a specialist multi-disciplinary team, supported by other health and social care services.

Dr. Saket Priyadarshi, Associate Medical Director and Senior Medical Officer, Glasgow Alcohol and Drug Recovery Services welcomed the visitors to the EDTS.

He said: "The CMO was most impressed by the joined up nature of and the range of services being delivered by the facility, addressing broad health and social care needs. The EDTS is already engaging some of Glasgow City's most vulnerable people with complex needs and their early response to services is very promising, showing the benefits of co-located services. This is a much-needed and welcome addition to the comprehensive treatment and care services already existing in Glasgow."

New Residential Care Home Welcomes Residents



Pictured: Victoria Gardens Care Home.

Residents of two former Glasgow care homes are settling into a stunning new facility built as part of an £112.5million investment programme. Victoria Gardens is a new 70 bed care home built on the site of the former Blawarthill Hospital in Knightswood, provided by Glasgow City HSCP. It is one of five new care homes built across the city to replace old, outdated facilities.

Complete with its own cinema and hair salon, the home is a stylish, contemporary facility that sets the standard for residential care. More than half the ground floor rooms have direct access to beautiful, level and secure gardens. Light floods into the building through double-glazed, floor-to-ceiling windows, and residents' rooms have underfloor heating, en-suite bathrooms with walk-in showers, fridges, safes, TVs, built-in storage, individual thermostats and landline phones with free local calls.

Chair aerobics, bingo, choir, Tai Chi and an intergenerational project with youngsters from a local nursery all keep the residents, aged 70 to 101, busy. Many of the residents have dementia and the décor is designed to stimulate memories and spark conversation. Lockable memory boxes are sited outside each room where residents can display photos, ornaments and keepsakes to personalise their room's entrance.

Yvonne Scroggie, Operations Manager said: "The residents and their families love it here. Relatives are delighted that their loved ones have such lovely surroundings. We've seen a transformation in some of the residents since they moved here. It is a lovely environment for residents and staff, and when the better weather comes and we can make use of the gardens and balcony area. It will be great!"

Promoting Children's Rights - Postcard Competition

Glasgow City HSCP's Children's Rights Service (CRS) provides rights information and advocacy support to children and young people looked after away from home, in continuing care or aftercare. All children and young people have rights and their rights should always be respected. Rights include:

- the best interests of the child must always come first
- children should always be treated fairly and
- children's views must be considered and taken into account in all matters affecting them.

The CRS held a postcard competition last year for children and young people under 26 years of age who were in foster or residential care, continuing care or aftercare. The postcard designs were themed on achievements; rights; continuing care and aftercare; children's hearings; meetings or children and young people's journey in care.

The children and young people had the opportunity to participate in a workshop where they could access a range of art materials and support from CRS staff to produce their designs.

The postcard entries came from children and young people between the ages of nine and 20. The winning designs were selected by young people who were winners of a previous competition and staff from the CRS. One young person, who was a judge, said they were very impressed by the designs and all the ideas and found it a challenge to pick the final winners.

There were six winning designs that were made into postcard designs, two designs were made into posters and one into a message card for the CRS. The CRS incorporated quotes from some of the children and young people's designs on their new banner.

Kim Watson, Children's Rights Officer said: "The postcards and posters designed by the children and young people are eye-catching, simple-to-use resource for staff to leave messages for children and young people and to promote their rights."

More information is available on the [Children's Rights Service](#)



Pictured: Some of the winning designs.



Youth Health Service Expands Across Glasgow

Glasgow City HSCP's Youth Health Service (YHS) aimed at young people aged 12 - 19 years expanded across the city in February 2020.

The YHS opened new services at Shettleston Health Centre in North East Glasgow on 5 February and in the New Gorbals Health and Care Centre in South Glasgow on 6 February. Both operate in the evening from 6.30p.m. - 9.00p.m.



Glasgow has around 105,000 people aged 12 - 24 years, but currently the North West of the city is the only area with a YHS. These services operate in Possilpark Health and Care Centre, Maryhill Health and Care Centre and Drumchapel Health Centre opening one evening a week per venue, and see around 400 new contacts a year.

These multi-agency services make help more easily accessible for young people and actively encourage young people who are struggling to seek support.

One-to-one advice is offered in a range of issues including emotional and mental health, relationships, sexual health, weight management, drugs and alcohol, housing, financial issues and family relationships. In addition to the services the YHS offers comprehensive wrap-around support outwith delivery times.

A further four service locations will be established in a phased approach over the next two years across North East and South Glasgow bringing the city's total to nine, by 2022.

Young people can self-refer by calling 0141 451 2727 or be referred by a teacher, a school nurse or any organisation working with young people. GPs can refer via SCI Gateway.

The services will be promoted on social media and digital methods will be utilised to engage young people.

Susanne Millar, Interim Chief Officer, Glasgow City HSCP said: "The aim is to provide a seamless, holistic approach to a young person's health and wellbeing by strengthening inter-agency working and encouraging young people to seek help early. Evidence suggests that many long-term conditions have their origin in adolescence. Making services more accessible to young people is key to effective early intervention. The Youth Health Service addresses the young person's immediate clinical and social needs and encourages them to manage their own wellbeing by making healthy choices and continuing to engage with health services into adulthood."

A young person commented: "I think it is really good because you have somebody to speak to and share things with. It is a really nice place and it makes me feel safe and all of the staff are so nice."

More information from Julie Gordon, Youth Health Service Manager by email at julie.gordon@ggc.scot.nhs.uk

Youth Health Service Facebook page at <http://fb.me/YHSGlasgowCity>

Glasgow Young People's Champion Group

In Glasgow alone there are over 2,037 children and young people currently being looked after away from home. Given these high figures and increasing responsibility of the city to offer care experienced children more positive outcomes, Glasgow City HSCP was awarded funding from Life Changes Trust to establish the Glasgow's Young People's Champions' Group. Glasgow's Young People's Champions' Group was named 'PAC' – People Achieving Change. Champions' Groups have been set up by local authorities across Scotland.

The People Achieving Change group was established in 2017, and it is a representative body and discussion group made up of care experienced people aged 14 - 26 who come from all different care backgrounds and represent the voice of the care experienced people of Glasgow. The group meets weekly to discuss elements of the care system for young people, and they are focussed on improving secure care, foster care, kinship care and residential care within Glasgow. By putting young people in the driving seat in this way, they will be able to draw on their lived experience to work in partnership with politicians, civil servants, planners and commissioners, heads of services and frontline staff and practitioners.

Who Cares? Scotland has been developing the Young People's Champions' Group for Glasgow City HSCP. Callum Lynch is the Development Officer at Who Cares? Scotland, and the post is funded by Life Changes Trust. Callum is responsible for the PAC Group and has an incredible passion to make PAC a success and achieve real results, given his care experienced past.

Callum said: "Working with the PAC group is an incredible achievement for me. I know what it's like to be care experienced and having the chance to help the young people of Glasgow who have also had that experience speak their mind and make real change is a privilege for me."

Callum won the 'Our People' Award last year at Glasgow City HSCP's Staff Awards for Excellence for his continuing success in raising awareness and creating real change with the PAC Group.

Recently, the PAC group has been focussing on creating world leading research into care experienced children and the impact of mental health. The research has now been taken up by Glasgow City Council and is being executed by a private third-party company that will analyse over 1,000 care experienced children over a period of 6 months. This is a unique research that will shed real light of the effect of being a care experienced person on mental health.

The PAC group is constantly moving towards achieving new positive outcomes for the care experienced children and young people of Glasgow by involving partners and third sector agencies to have a conversation about how improvements can be made.

Quotes from young people about working with Callum and PAC include:

"He is just like me in so many ways. I feel so inspired and hopeful about the future."

"I am ecstatic about going to the Champion's Group and the conference now I have met Callum."

For more information contact Callum Lynch, CLynch@whocaresscotland.org

Integrated Health and Social Care in Prisons

In March 2019 the Scottish Government through the Health and Justice Unit committed to leading a range of work to develop a model of integrated health and social care provision that can be delivered in Scotland's prisons. In particular, they agreed to develop 'test of change' sites to create new ways of delivering integrated health and social care within the prison environment, and that the learning from the sites would be cascaded across Scotland.

Glasgow City HSCP is responsible for the provision of Prison Healthcare across all three prisons within Greater Glasgow and Clyde and will manage this 'test of change' for 6 months within HMP Greenock and HMP Low Moss. The HSCP will introduce care management and social care assessment to the prisons for anyone who needs it regardless of length of sentence, supporting the development of integrated health and social care responses that should reflect service levels in the local communities.

Specific assessment and care management staff will be employed across both prisons from March 2020, to work in an integrated way with healthcare staff to develop a personalised outcome-based assessment approach. This will include responses to the needs of the people in care who have addictions issues, mental health issues, disability and those with multiple/complex needs. Holistic care pathways and social care responses will be developed to ensure a more seamless provision of services to the people in prison in the move from community to prison and back to community.

Rhoda MacLeod, Head of Adult Services (Sexual Health) said: "The project will test the introduction of an integrated model of adult social care assessment within the prison setting where we will identify people at the beginning of their prison journey, throughout their stay, and plan to support their future needs as they leave, to determine what difference the test of change has made to the people in our care's lives. This is an exciting initiative that will lead the way in developing an integrated approach, similar to what is available in the community, and which will focus on improving outcomes for this very vulnerable population."

Out of Hours Services Review

The review of health and social care Out of Hours (OOHs) services across the Greater Glasgow and Clyde area is now complete. The review has been led by Glasgow City HSCP on behalf of the six HSCPs and Acute Services.

The review considered the 28 recommendations from the Report of the Independent Review of Primary Care Out of Hours Services led by Professor Lewis Ritchie to determine if there are new ways of working that could be implemented locally.

Colleagues from across the health and social care system along with members of the public and other partner agencies have worked together to determine how we can develop a more integrated and co-ordinated OOHs health and social care system. Through this process of engagement and consultation it was agreed that an Urgent Care Resource Hub (UCRH) approach would be developed to facilitate integrated, person-centred, sustainable, efficient and co-ordinated health and social care OOHs services across the Greater Glasgow and Clyde area.

Continued on next page

Out of Hours Services Review

The first UCRH will be implemented in Glasgow City with the other HSCPs implementing their hubs in a phased approach thereafter. The Glasgow City UCRH will be located at Borron Street, Springburn and is planned to open during summer 2020.

If you work across health and social care OOHs services it is important to contact your line manager in the first instance to discuss what this might mean for you.

For any specific questions regarding the programme of work contact Kirsty Orr Programme Manager - Health and Social Care Out of Hours Services by email at: kirsty.orr@ggc.scot.nhs.uk

Mental Health is Everyone's Business

You do not have to be an expert to be having conversations about mental health. If we can create a culture where everyone has a basic awareness of mental health and wellbeing it can help eliminate stigma and discrimination and develop a more understanding society that values mental health equally alongside physical health.

Glasgow City HSCP's Mental Health Improvement Team help staff and organisations become equipped and confident to have these conversations by providing a range of resources and training opportunities to help support delivery of the Public Mental Health agenda.

The newly published Mental Health Improvement Prevention and Early Intervention Training and Capacity Building Pathway has been developed to reflect other National Training Frameworks to help support organisations, staff and volunteers identify their mental health training needs. You can download the resource at:

<https://www.nhsggc.org.uk/about-us/professional-support-sites/healthy-minds/training-and-capacity-building/>

Partners from across Greater Glasgow and Clyde (GGC) can access a range of mental health awareness and training opportunities throughout the year. The 2020 - 21 calendar will be available in March offering sessions including Scottish Mental Health First Aid (Young People), Sound Sleep, Self Harm and Healthy Minds to name a few.

Michelle Guthrie, Health Improvement Senior said: "We will be sharing details soon on a Mental Health Capacity Building contract for GGC that will target non-mental health staff working across the six Health and Social Care Partnerships. The work is supported through the NHSGGC Five-year Mental Health Strategy Prevention and Early Intervention sub group. This is another great opportunity for us to continue to build mental health improvement capacity across the system."

If you would like any further information please contact michelle.guthrie@ggc.scot.nhs or Jane.Kelly3@ggc.scot.nhs.uk

First for Gartnavel Royal Hospital

A ward at Gartnavel Royal Hospital is the first of its kind in Scotland to get accreditation by the Royal College of Psychiatrists for its care of acutely mentally ill patients.

The hospital's Intensive Psychiatric Care Unit (IPCU) has gained the Quality Network for Psychiatric Intensive Care Unit. The Royal College of Psychiatrists awarded the team with accreditation for demonstrating best practice and excellence in care.



Pictured: Gartnavel Royal Hospital.

Colin McCormack, Head of Adult Services, North West Locality, Glasgow City HSCP said: “We are incredibly proud to receive the first ever accreditation for an IPCU in Scotland for the care we provide our mental health patients. Patients in an IPCU have complex and severe mental illness and associated health needs. This accreditation shows our team is able to provide the best care possible as we support them with recovery of their mental health.”

During the peer review, a team of four professionals, a service user and carer representative all visited the ward.

Focus on Gartnavel Royal Hospital

Gartnavel Royal Hospital provides inpatient, psychiatric care for the population of Northwest Glasgow and West Dunbartonshire. Staff work across disciplines and professions to bring an energy and creativity to our mental health service to enhance the patient experience. A natural progression from this collaborative approach was the formation of the Activity Planning and Development (APD) Group in 2016. Now a well-established forum, the group holds an overview of person-centred, recovery activity provision, offered by all disciplines and partner organisations.

Julie McKelvie, Occupational Therapy Care Group Lead and chair of the APD Group said: “The GRH Activity Planning and Development Group is the forum where the key players collectively collaborate, bringing diversity of experience and skills, leading to creative opportunities and experiences for patients.

“Engagement in meaningful activity is part of the culture in the hospital and on the following pages are examples where, through collaboration, we have improved the care, recovery journey, infrastructure and physical resources available to patients.”

Some of the activities are showcased in the following pages 17 to 19.

Continued on next page

The Growing Spaces

Over 2012 - 13, Gartnavel Royal Hospital staff worked alongside The Green Exercise Partnership of NHS Scotland, Forestry Scotland and Scottish Natural Heritage to bring back to life the hospital's derelict and neglected outdoor spaces.

These areas, known as The Growing Spaces, are the Summerhouse Raised Beds, The Walled Garden, The Applefield Garden and the 12 flat beds of the Adopt-a-Bed Scheme.

The Growing Spaces are maintained and developed through Art in the Gart, Gartnavel Royal's creative, volunteer programme that offers patients, staff and members of the public the chance to reconnect with the outdoors, for better mental health and wellbeing.

The Growing Spaces benefit from corporate volunteer involvement where many hands are needed. Organisations such as Macmillan Cancer Support, EVERIS, SQA, the Clydesdale Bank and ARGOS are just a few of the organisations who have contributed time, effort and funds to help refurbish patient garden spaces.



Pictured: The Summerhouse and Raised Beds of The Growing Spaces.



Watch It Grow

The project was established to support patients within the mental health rehabilitation service take part in therapeutic outdoor activities. Facilitated on a weekly basis by Occupational Therapy and Nursing staff in the Applefield Gardens, patients learn a range of new gardening skills. Harvested crops provide opportunities for people to develop meal preparation skills, understand healthy eating and try unfamiliar foods. There were opportunities to engage in creative activities including creating signs for the beds and items for display at the end of season showcase, which celebrated and shared the achievements of group participants.



Pictured: Watch It Grow activities at Gartnavel Royal Hospital.

Focus on Gartnavel Royal Hospital

Let's Get Healthy

Physiotherapists, Dietitian and Occupational Therapists from Gartnavel Royal Hospital collaborated to develop the 'Let's Get Healthy' project – an interdisciplinary programme to improve mental health and wellbeing by increasing access to physical activity, improved nutrition and better health through participating in everyday activities.



Activities included ward-based activity exercise classes, outdoor walks, information boards to encourage healthy eating in wards, healthy eating talks, menu planning, meal preparation and 'Move and Improve' events to prevent falls and manage falls risks. A hospital welcome pack, community links and exercise opportunities, for example Live Active and Vitality and Health Works, were promoted to encourage patients to continue with exercise following hospital discharge.

The Apple Project

The Occupational Therapy Creative Therapies group completed a project with patients from the adult acute wards over a period of 18 months to produce art pieces centred on the theme of 'apples.' The theme was drawn from the name Gartnavel, which means 'Field of Apples' in Gaelic. The group supported recovery by using art to give patients a sense of achievement, develop self-confidence and develop skills such as concentration, decision making, communication and problem solving. One of the main pieces of art created was a quilted wall hanging made up of individual squares designed and produced by individuals.



Pictured: Quilted wall hanging.

Older Peoples's Mental Health

The Older Adult Occupational Therapy team has developed a sensory garden for Gartnavel's Iona ward supported by the Growing Spaces gardener and volunteers. The space has now been landscaped to allow supported access to the outdoors for patients with advanced dementia and their families and friends. The garden will also be used for 1:1 occupational therapy sensory sessions that encourage communication and reduce stress and distress.

Patients participate in a variety of activities to maintain their skills of daily living. These include weekly breakfast/baking groups to increase confidence in food preparation, make active choices and provide a sense of achievement. Feedback on these sessions has been very positive.

An Armchair Sports Group allows patients living with dementia to participate in simple physical activity to improve wellbeing, fun, relaxation and social interaction.

An Easy Meals Group supports patients who have limited skills in preparing meals for themselves or who have difficulty with maintaining motivation for everyday tasks. The patients were consulted about the types of meals they would like to learn to cook, and a programme was devised to include the major food groups.

Focus on Gartnavel Royal Hospital

Patient Activity Coordinators

Patient Activity Coordinators are based within a ward and collaborate closely with other disciplines like Occupational Therapy, Voluntary Services Manager and Art in the Gart volunteers and artists to deliver groups.

The activity is identified after conversations with staff, patients and patients' families and includes gardening groups, music groups around the hospital and chess and art groups with Project Ability artists.

Patients' feedback from these groups describe positive emotional experiences and the importance and relevance of activities to them giving 'a sense of purpose,' describing pride at achieving goals they did not think they could.

Feedback has included: "a great morning spent learning to screen print, I never knew I had it in me"; "wonderful expressive morning"; and "what a treat, that's really cheered me up."

Art in the Gart

The Art in the Gart volunteer programme enables patients to take part in creative activity and performance on the hospital site. Activities are designed to help people connect outwards to their neighbourhoods beyond their hospital stay.

Programmes complement the patient's clinical care plan, complying with risk management and patient safety protocols. The programme is diverse and benefits from the participation of local nurseries, schools and local people.

Activities include casual, small-scale drop-in chess and pop-up piano, to live gigs, community music sessions and large scale orchestral concerts. Patients can take part in art workshops and exhibit work in the Gallery Space.

The annual Over the Wall Festival brings a wide range of art and musical activities to the hospital site for patients and families, staff and local people to enjoy.

If you are interesting in learning more about getting involved in the creative volunteer programme, please contact Fiona.Sinclair6@ggc.scot.nhs.uk, or phone on 0141 211 3681.



Pictured: The Over the Wall Festival of Neighbours at Gartnavel Royal Hospital.

Starting Conversations - Annual Equalities Event

More than 80 people gathered together to work towards equality for all in Glasgow on 6 February 2020 at Glasgow City HSCP's annual Equalities event at The William Quarrier Scottish Epilepsy Centre.



Pictured: Speakers: Tressa Burke, GDA; Carol Irvine, Lifelink; Fiona Moss, Paul Hull, Stephanie Kirkham and Nicky Coia, Glasgow City HSCP.

The event served as an open platform

to discuss all aspects of equality in Glasgow and in our HSCP. The event focussed on starting conversations between individuals, organisations and businesses to create equal opportunities and break down barriers to collectively achieve the level of equality that our city deserves.

The event was led by Fiona Moss, Head of Health Improvement and Equalities who highlighted the importance of working together to improve positivity towards equality. She said: "This was an honest and inspiring event where people were heartened by the progress we have made, and challenged us to do more, as it should be. We are asking staff, residents and partners to support us in setting our equalities outcomes for the next four years. We value the feedback we have received so far and welcome continuous engagement to ensure mainstreaming equality is at the heart of what we do."

After Fiona's presentation, Nicky Coia, Health Improvement Manager for Sandyford, gave an insight on the leading work that Sandyford did in order to achieve the LGBT Charter Gold Award and its continued success to make Sandyford a welcoming and accessible place for the LGBTQI+ community.

Paul Hull, Health Improvement Practitioner for Mental Health then took the stage and gave a heartfelt presentation via sign language to raise awareness for the need of mental health counselling for BSL users. He said: "With over 110,000 people that are hard of hearing or have mild and moderate deaf loss in Glasgow alone, there is need to support these individuals with appropriate mental health counselling as provided by LifeLink, who have recently launched a successful pilot to enable BSL Users to receive BSL friendly and appropriate mental health counselling."

The last presentation of the day was delivered by Tressa Burke, Disability Activist and Equalities Campaigner for the Glasgow Disability Alliance. Her main focus was to highlight the importance of working together in partnership to improve the positive outcomes of disabled people in Glasgow. She said: "There needs to be greater resources for disabled people and working in partnership will help achieve this goal."

The event was concluded by an hour-long table discussion in which many important conversations about equality were started. These will help shape the new Glasgow City HSCP Equality Outcomes 2020 - 2024 report, due to be launched at the end of April. Equality matters to us all, what do you feel is important and should be reflected in this report. Please email Stephanie.Kirkham@ggc.scot.nhs.uk

Woodside Day Care Centre Officially Opened

Glasgow City HSCP's Woodside Day Care Centre, located next to the Partnership's new Woodside Health and Care Centre, was officially opened by Councillor Susan Aitken, Leader of Glasgow City Council on 5 February 2020.

The purpose built centre provides activities such as armchair bowls, dominos, bingo, yoga, quizzes, arts and crafts and outings. People usually attend for one, two or three days a week. They are collected from home each morning and driven to the centre in Hinshaw Street where they enjoy lunch and activities before heading home.



Pictured: Susanne Millar, Interim Chief Officer, Glasgow City HSCP and Councillor Susan Aitken, Leader of Glasgow City Council.

Councillor Aitken said: “This is really such an impressive place. There is a great atmosphere and everyone is very welcoming, positive and cheerful. The overwhelming feeling I’m getting from talking to everyone is that you are all delighted with the facilities.”

Woodside can accommodate 30 older people a day, Monday to Friday. Facilities include several activity rooms, a hair salon, a dining room, two sitting rooms, a quiet/prayer room, a hair salon and a treatment room as well as the dementia friendly garden with raised beds. It provides a registered service for people with complex needs, and service users are all assigned their own key worker.

Eighty-three year-old service user Pavittar Majhu praised the ‘polite and respectful’ staff and the food at the centre, which caters for any special dietary requirements. Pavittar told visitors that she loves to sing Bollywood songs with friends at the centre as well as being pampered at the in-house hair salon.

Susanne Millar, Interim Chief Officer of Glasgow City HSCP said it was committed to providing services that help people live in their own homes and communities for as long as possible.

She said: “This is a fabulous building with all the facilities that go with it. There is a lot of buzz and activity and it feels really happy, homely and safe. I’d like to recognise the hard work of staff. Thank you for your dedication.”

Sandyford Staff Develop New Teaching Resource

On behalf of a national partnership, the Health Improvement Team within Sandyford Sexual Health Services commissioned and led the development of the new national Relationships, Sexual Health and Parenthood (RSHP) online teaching and learning resource that is now available at <https://rshp.scot/>



Pictured: Pupils using the new resource.

This new resource represents a watershed in Scottish Education for Relationships, Sexual Health and Parenthood (RSHP). For the first time Scotland has a progressive and coherent resource from age three to 18 that presents learning in an age and stage, developmentally appropriate way.

It provides a comprehensive set of learning activities for teaching staff in all schools and early years establishments, as well as informal learning settings. The resource will assist with the delivery of high quality, up-to-date and engaging age and stage appropriate RSHP education for children and young people across the entire three to 18 year old age range of Curriculum for Excellence. This new resource is also designed to be inclusive for learners with mild to moderate additional support for learning needs.

Funded and developed by a partnership of local authorities and health boards, with advice from Education Scotland and the Scottish Government, the resource has drawn together and updated the best RSHP learning activities being delivered in Scotland and compliments these with a new set of activities designed to cover existing gaps. The resource's content will be updated on a regular basis to ensure it continues to meet the changing learning needs of children and young people in today's society.

Elaine McCormack, Health Improvement Lead, Sandyford said: "I am really proud to have led the development of this incredible resource. Through consultation, we listened to what young people told us were issues for them, and so we can be confident that the content reflects contemporary life in Scotland for children and young people.

"The resource is online and that allows us to ensure that the content stays current enough to reflect and meet the needs of children and young people aged three to 18. It also means that parents and carers have direct access to the resource and we have information specifically for them, to support them in having these conversations at home."

If you would like further information please contact: Elaine.McCormack@ggc.scot.nhs.uk

Implementing the Occupational Therapy Review

The Review and Reform of Occupational Therapy within Glasgow City HSCP (2016) identified that established role boundaries had resulted in frequent instances where a service user would see more than one Occupational Therapist during a single care episode, and was being referred between Occupational Therapists in different care groups.

As a result, the Review recommended that there should be a focus on defining the core and specialist roles of Occupational Therapists working in both health and social care, to allow the identification of tasks that could become shared across care groups and develop a framework for implementing these in practice.

A Competency and Practice Subgroup, led by Hilary Bell, Care Group Lead Occupational Therapist, progressed this work, identifying training needs and areas of practice change.

Three care groups were identified as the initial focus of this work – Social Care, Health Rehabilitation and Older Adult Mental Health Teams.

Through a series of staff engagement events shared competencies were drafted as a framework, to allow staff in all care groups to take on tasks previously only undertaken within one care group.

These draft competencies were piloted with a small group of staff in each locality of the city. Results showed significant reduction in onward referral between Occupational Therapists.

Significant in the success of this work were the working links between Occupational Therapy staff in the different care groups. Staff are now working in 'professional triangles' to support one another in taking on newer tasks.

Seven launch events to roll out the implementation of the competencies across all Occupational Therapists in the three care groups were held between October and December 2019. Attendees highlighted some of the main benefits from introducing these competencies as:

- ▶ streamlining the service for service users, reducing waiting times
- ▶ aligning services to avoid duplication of work and
- ▶ increased job satisfaction.

When asked how they now viewed their role in taking competencies forward participants said:

- ▶ 'To shadow colleagues and increase my knowledge in extending my role' and
- ▶ 'To be a resource to other colleagues working in extended roles.'

The subgroup continues to support and review the implemented competencies and is moving to engage with further care groups.

Meander for Mental Health Film Now Available

A film about the successful Meander for Mental Health 2019 event held on 14 September 2019 is now available on YouTube. The film shows the different activities that took place on the day and the shared enjoyment from simple things like walking and joining in with activities.



During the event Leverndale Hospital in Crookston opened up its grounds to mark national Suicide Awareness Week and to encourage people to walk along the beautiful Ramblers Scotland Medal Routes that cut through and around the hospital grounds. On the day over 200 people including staff, patients and local people took part in the event.

Meander for Mental Health 2019 was funded by Smarter Choices Smarter Places and was planned and run by a multi-agency stakeholder group that included representation from a number of third sector providers such as RAMH, MHN and Urban Roots, health and social care staff, Glasgow City Council, Community Councillor, police and fire representatives.

Samantha Flower, OT Mental Health Advisor (Older Adults)/OT Care Group Lead, Glasgow City HSCP said: "We welcomed members of the public and the local community onto the Leverndale Hospital site with the aim of helping to overcome the stigma often associated with mental health ill health and demonstrate the value that walking and activity can bring to everyone's health and wellbeing. This event was designed to increase awareness of the Rambler Scotland Medal Routes that cut through and around Leverndale Hospital and of a new walking and cycling route 30, which links Leverndale and Pollok to National Cycling Route 75 that runs from Edinburgh to Gourrock via Glasgow."

You can view the film made by SWAMP Creative Media Centre at <https://www.youtube.com/watch?v=eb98mpZL9ow>

Planning has started for Meander for Mental Health 2020, and anyone interested in joining the steering group should contact Samantha Flower by email: Samantha.Flower@ggc.scot.nhs.uk



Pictured: Sports activities at the 2019 Meander for Mental Health Event.

Raising Awareness of Benefits

A new campaign to raise awareness of how people can claim the benefits that they are entitled to has been launched by the South Locality of Glasgow City HSCP.

Working with third sector providers, Money Matters, events were held in February outside of Silverburn shopping centre in Pollok where people could discuss benefits available with Welfare Rights Officers.

The Scottish Government estimates that as many as half a million Scots are missing out on benefits payments, and evidence from highly successful campaigns such as Healthier Wealthier Children and the

Financial Inclusion in Primary Care Initiative tell us that often many people are simply not aware of the benefits available.

Parents claiming the benefits that they are entitled to will have a direct impact on child poverty and help maximise family incomes. For older people claiming pension tax credit will reduce pensioner poverty, and support from trained Welfare Rights staff can mitigate the negative impact of sanctions.

Cathy Rice, Health Improvement Lead said: “The benefits system is complex, and application forms are confusing so this campaign is taking information to our communities with trained Welfare Rights Officers on hand to discuss the benefits available. A simple benefit check can lead to an increase in income whether it is a few pounds or a substantial amount.”

Help and advice is on the Money Matters website <http://www.moneymattersweb.co.uk/> Money Matters offer a free service. Phone 0141 445 5221.

Partnership staff should also be aware that the Money Matters FAB (Free Access to Bankruptcy) and FAT (Free Access to Fuel Top Ups) Fund in conjunction with British Gas Energy Trust is available until 31 March 2020. The FAB and FAT Fund responds to the needs of people within our communities so they can live their lives free from the worries of being in debt and can avert an emergency crisis when heating their homes this winter.

Money Matters cannot accept applications direct from individuals but can from any advice agency, housing officer, foodbank or health professional. Forms are available under ‘Grant Applications’ tab on the Money Matters [website](http://www.moneymattersweb.co.uk/).

More information <http://moneymattersweb.co.uk/news/are-your-clients-fab-or-fat/>



Pictured: The Money Matters bus at Silverburn.

What Integration Means to Us

At the Heads of Children's Services Development Session, Karen Dyball, Liz Simpson, Janet McCullough and Susan Orr, Heads of Children's Services; Mhairi Cavanagh, Professional Nurse Lead, Children's Services; and Alison Hodge, Change and Development Manager discussed what integration meant to them. Here are their comments:

"Integration means a joined-up approach to deliver the best services that we can for children and their families. It gives us opportunities for creativity and partnership, and sharing of knowledge of learning across the partnership that should enable seamless care for families.

"Our Health Visitors and Social Workers can work together to provide support for families in neighbourhoods and communities from early help to intensive services. We are designing services to deliver this in an integrated way alongside the third sector. Strong relationships are at the heart of good practice."



Mhairi Cavanagh,
Professional Lead
Nurse, Children &
Families



Susan Orr,
Head of Children's
Services, Families for
Children/Children's
Residential



Karen Dyball
Head of Children's
Services, North East



Liz Simpson,
Head of Children's
Services, North West



Janet McCullough,
Head of Children's
Services, South

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

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

For more information on Glasgow City Health and Social Care Partnership

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

Glasgow City Health and Social Care Partnership's website:
www.glasgowcity.hscp.scot

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