



Pictured: Volunteers and staff at the new Recovery After Care Centre in the Gorbals, which was opened by the First Minister, Nicola Sturgeon MSP in April 2018. See page 5 for full story.

## Welcome

Welcome to the June 2018 Newsletter. This month we celebrate the achievements of staff with a round up of recent award wins on page 8.

The closing date for the Partnership Staff Awards is 16 July so please see page 22 for details on how staff can make nominations.

We also look at the new Palliative and End of Life Care Plan on page 6.

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

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## Chief Officer's Message



David Williams, Chief Officer

Welcome to the June edition of the Glasgow City Health and Social Care Partnership newsletter. In the previous edition in May we concentrated on updating you on the various Transformational Change programmes being implemented across the Partnership. It's back to business as usual with a newsletter full of a diverse range of activity across the city.

There has been more success and recognition for the services being delivered by the Partnership at recent awards ceremonies. You can read all about Crail Medical Practice's success at the British Heart Foundation Alliance Awards, our Host Families Project's shortlisting in the Scottish Association of Social Workers Social Work Awards and Plenshin

Court Residential Care Home staff being named "Dream Team" in the Scottish Institute of Residential Child Care Awards.

Our City Ambition Network, which coordinates the efforts of homelessness organisations and people who have experienced homelessness to develop and deliver the services people need, has been awarded the 'Silo-Buster' award at the Scottish Social Services Awards. This is an excellent example of partnership working supporting our [vision](#) to work with others to improve health and to design and deliver services around the needs of the communities within the city.

There's a reminder in this edition for Partnership staff to take the opportunity to nominate staff and teams that they think have gone the extra mile in the course of their day-to-day work in the HSCP Staff Awards for Excellence. These awards are a continuation of the Facing the Future Together Awards and you can submit nominations until Tuesday 17 July. These awards are an excellent way to recognise colleagues or Partnership staff and teams that staff think deserve to be recognised for their hard work and motivation.

I'm sure we've all noticed that in recent months our city has been experiencing a fantastic spell of summer weather, and I hope that everyone has been taking the opportunity to enjoy the fresh air and sunshine when they can. We tend to associate this type of weather with happiness and enjoyment but it's important for us as a Partnership, and as a City, to acknowledge that there are members of our society who face a daily battle to overcome mental ill-health or psychological issues and need our support, irrespective of the time of year or whether the sun shines. In this edition we highlight the work being done by our Glasgow City Choose Life initiative and the Campaign to End Loneliness, and we focus on the work of the Glasgow Psychological Trauma Service in supporting people with Complex Post Traumatic Stress Disorder. These services provide a crucial service to people in our communities who suffer in ways that may not be immediately obvious to those around them.

Back in February I drew your attention briefly to the Carers' Act 2018, which came into effect in April and is designed to improve access to and the quality of services to people who care for others. We have updated our Your Support Your Way Glasgow website with information for people who look after others to provide information on how the Act impacts on them. You can visit the site for more information at [www.yoursupportglasgow.org/looking after someone](http://www.yoursupportglasgow.org/looking-after-someone).

I hope you enjoy the Summer edition of the newsletter and if you planning a holiday I wish you an enjoyable and well earned break.

## Launch of New recovery After Care Centre in South Glasgow

The First Minister, Nicola Sturgeon MSP, officially opened the new South Community Recovery Network (SCRN) Aftercare Centre in the Gorbals on 27 April.

The SCRN is a partnership of five long-established, peer-led and person-centred drug and alcohol recovery initiatives, drop-ins, support groups and cafes throughout the south locality of Glasgow. They have been created and developed by volunteers with lived experience, overcoming many barriers throughout their lives to access routes to recovery from alcohol and drug misuse. They now work towards helping others achieve the same freedom.



Pictured: First Minister with Centre volunteers Thomas Cunningham and Claire Muirhead

Aftercare services are crucial in supporting people to sustain recovery from problematic alcohol consumption and illicit drug use. Services provide a safe and therapeutic environment where people are supported to maintain abstinence from alcohol and drugs and to develop new skills setting them on a path to success and independence.

John Goldie, SCRN Chairman said: “This is one of the first peer-led aftercare centres to be launched nationally that compliments statutory treatment and care services for drug and alcohol misuse.”

Lynn Macdonald, Service Manager, South Alcohol and Drugs Recovery Services (GADRS), Glasgow City Health and Social Care Partnership said: “The delivery could not have been possible without the support of Glasgow City Health and Social Care Partnership’s Alcohol and Drug Recovery Services, NHS Greater Glasgow and Clyde’s Health Improvement Services and Glasgow City Alcohol and Drug Partnership (GADP).

Support also comes from external partners: Glasgow City Community Planning and Rangers Charity Foundation to compliment the Partnership’s Alcohol and Drug Recovery Services and the South Recovery Hub provided by the Mungo Foundation.”

The First Minister thanked all participants and praised the hard work, dedication and commitment that made the facility possible. She said: “The special thing is that it is delivered by people with lived experience. This service will save lives and transform lives in the community.”

Claire Muirhead, a volunteer at the Centre said: “The Aftercare Centre is a place for people to come together to sustain and maintain recovery, get support and help to develop skills for employment.”

You can contact the centre on 0141 429 8181 or [enquiries@scrn-recovery.co.uk](mailto:enquiries@scrn-recovery.co.uk)

## New Palliative and End of Life Care Plan

Glasgow City Health and Social Care Partnership's five-year [Palliative and End of Life Care Plan](#) was approved for implementation by Glasgow City Integration Joint Board's (IJB) Performance Scrutiny Committee in February 2018, having gone through a period of consultation between September and December 2017.

The Plan seeks to address the priorities articulated in the [Scottish Government's Framework for Action on Palliative and End of Life Care](#). The Plan describes the Partnership's vision and aims for the delivery of palliative care in the city via Partnership staff and key partners, including hospices, Third Sector partners, specialist providers, independent sector partners and carers. It sets out 28 actions that will require to be implemented over the next five years in the three localities of Glasgow.

The work will be overseen by the Palliative Care Steering Group and will be transparent via annual work plans agreed by the three Locality Palliative Care Implementation Groups. The implementation groups comprise wide-ranging membership in order to capture

key priorities, effective joint working arrangements and a set of actions that reflect the overall Partnership plan but also recognise the diversity of the city's population and the different and flexible ways that care might need to be delivered.

The Steering Group and the three Implementation Groups record the outputs of meetings, which are available for staff to view on Glasgow City Council and NHS Greater Glasgow and Clyde staff Intranets, [Connect](#) and [Staffnet](#).

The Partnership is also represented on the Glasgow and Clyde Palliative Care Network, which enables sharing of contacts, good practice and innovation across a wide area, including the six Health and Social Care Partnerships within NHS Greater Glasgow and Clyde. The resources generated via this group are [available](#).

The Partnership's Palliative Care Lead, Paul Adams, said: "The five-year plan will be reviewed annually to assess progress and it will pay particular attention to feedback received during the consultation phase, including effective public engagement, involvement of family and carers, recognition of 'harder to reach' groups and an improved understanding of the needs of children and young people.

"Already there are some exciting developments emerging, supported by our Associate Improvement Advisor for Palliative Care, Sharon Harrison. Sharon is working with practitioners to support their understanding of 'tests of change,' the tools available and the ways in which emerging good practice can be spread. NHS Education Scotland have produced an [educational resource](#) to assist services in developing staff.



Pictured: Mairi Armstron, Shirley Byron, Carol Ann Duffy, Karen Neil and Sharon Harrison

Continued on next page

Glasgow is also one of six test sites nationally tasked with using improvement approaches to improve identification and care co-ordination. The focus is on earlier identification of decline within care homes.

Paul added: “There is real enthusiasm and commitment among Partnership staff and among our key partners to delivering improvements in palliative and end of life care to the people of Glasgow, and it is our intention to monitor progress on an ongoing basis and provide examples in future newsletters of the impact the plan is having on good care and improved outcomes.”

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## **New OPTIMAL Team Service for Older People**

A new and innovative Clinical Psychology led service has recently been created for Increasing access to Psychological Therapies for Older People in Greater Glasgow and Clyde. With a board wide remit, the OPTIMAL (Older People’s Psychological Therapies Implementation, Measurement And Long-Term Sustainability) team have begun working with partners in hospital and community Mental Health Services, the third sector and service users to promote the role of Psychological Therapies and appropriate services for individuals to access.

Dr Joanne Robertson, OPTIMAL team lead said; “The team was created following increased recognition of both the mental health needs of the older population and the many barriers older people face accessing appropriate services. With current demographic change and more people living later in life, there is a growing awareness that mental health difficulties need not be an inevitable part of the ageing process. The OPTIMAL team have been commissioned to not only promote the role of and access to Psychological Therapies for Older People, but to consider how we best meet the needs of Older People in terms of Psychological Interventions available to them, and how we make this sustainable within our current resources.”

The team is focussing on increasing awareness of the many services available for older people in their community, with a particular emphasis on ensuring older people are accessing the most appropriate service depending on their level of need – in line with a matched and stepped-care model approach. As part of this, the team are liaising with GPs, Practice Nurses and GP link workers throughout the health board area to improve recognition of mental health issues in later life and to promote signposting to relevant services in local areas.

Currently comprising of three Clinical Psychologists, the team has also focussed on developing evidenced based group Psychological Therapy interventions within Older People’s Community Mental Health teams to increase the range of therapeutic options available to Older People. Dr Rosie Begbie is currently leading on the delivery of an evidence based Anxiety Management Group within North East Locality of Glasgow City Health and Social Care Partnership, while Dr Claire McGoldrick is running a Dementia Carer’s Support Group within East Dunbartonshire Health and Social Care Partnership. Although both group interventions are at the pilot stage, it is anticipated that these will be launched within other areas once evaluated.

If you or your team would like to hear more about OPTIMAL, please contact Dr Joanne Robertson on 07976 605906.

## Recent Awards for Partnership Staff

### BHF Team of the Year

Crail Medical Practice won the British Heart Foundation (BHF) Alliance Awards 'Team of the Year' Category for improving the health of heart patients. Winners were presented with a trophy and certificate at a ceremony on 5 June 2018 at the British Cardiovascular Society Annual Conference 2018 in Manchester.



Pictured: Crail Medical Practice staff

The team, who work in the Parkhead area of the city, which has higher than average rates of heart disease, have made huge efforts to engage with patients including setting up a weekly walking group.

A blood pressure clinic, led by Rachel Bruce, one of the Health and Social Care Partnership's Lead pharmacists, has also seen improved attendance and as a result this has led to more effective treatment.

Rachel Bruce, the Crail Medical Practice pharmacist, said: "We are honoured to receive this award from the BHF. We are a strong, dedicated team committed to working together to improve the health outcomes for our patients. We are constantly striving to innovate and drive services forward and we pride ourselves on listening to and acting on feedback from our patients – the people who are at the heart of what we do."

### Scottish Social Services Awards 2018

Well done to the Glasgow City Health and Social Care Partnership's Host Families Project for young unaccompanied asylum seekers who were shortlisted in this year's Scottish Association of Social Workers' (SASW) Social Work Awards 2018 category 'The Courage to Take a Risk.' The awards took place in late March, and the award category recognises those who have taken a risk, looked adversity in the face, stood up to make a change or learned from experience to make a positive change.

The Host Families Project provides and supports family placements for unaccompanied asylum seeking young people. It has been an innovative partnership approach involving faith groups, Third Sector organisations and young asylum seekers themselves.



## Scottish Social Services Awards Winner

Pictured left to right: Hugh Hill, Simon Community, Director of Services & Development; Billy Corner, CAN keyworker, Simon Community; Greg Trainer, CAN keyworker, Marie Trust; Linda Abbott, CAN keyworker, Glasgow City Mission; Lyn Docherty, CAN Co-ordinator; Ross Lamont, Senior Addiction Worker, NHS Hunter St, Glasgow City Health and Social Care Partnership; David Williams, Chief Officer, Glasgow City Health and Social Care Partnership.



The City Ambition Network (CAN) was crowned winners in the Silo-Buster category of the Scottish Social Services Awards in June 2018. The group was recognised for its groundbreaking model of working, breaking down barriers between organisations so that our clients receive the best possible service.

To tackle homelessness effectively, radical new solutions and ways of working are needed. This is exactly what the CAN was set up to do – take the leading homelessness organisations in Glasgow plus 10 of the city’s most vulnerable and excluded people with high levels of complex and multiple needs, and work together to break down barriers and create new ways of working together. The aim is to shape services around people’s needs, not the other way round as can often be the case, and stick with people through life’s most challenging journeys.

CAN members include Glasgow City Mission, Simon Community Scotland, The Marie Trust, Glasgow City Health and Social Care Partnership and Turning Point Scotland.

Reacting to being crowned winner of the Silo Buster category of the SSSA, Lyn Docherty, CAN Co-ordinator says: “Most of those working in the CAN will simply say ‘we are just doing our jobs’ and we were all feeling a bit strange at first about being nominated. Then when we talked about being shortlisted in the Silo Buster category it made us realise that this was recognising that when we work together we get the very best outcomes for individuals.

“Those of us who were able to go to the finals of the awards were very proud to represent the CAN and it was humbling to hear about all the amazing work that the other nominees are doing. It was such a thrill to hear our name announced as the winner and an extra bonus to hear that the judges recognised that a diverse group of partner agencies had overcome lots of barriers to make sure that services reach the most vulnerable, and excluded, people in our city.”

## Dream Team Award for Plenshin Court Staff

Staff at Plenshin Court Residential Care Home have been officially named the 'Dream Team' in the Scottish Institute of Residential Child Care (SIRCC) Awards 2018.

The award submission was made by a young person, Tati, who had previously been placed at the home and experienced the care of the team at first hand.



Pictured: Plenshin Court staff

Judges declared the team the 'outstanding winner' recognising that the staff team were "a real source of strength and support during Tati's time there, over and above what would be expected, and they've been key to getting Tati to a positive place now."

Seven members of the team, along with Tati, attended the awards ceremony in Edinburgh to collect the award.

Andrew McAleese, Unit Manager, said: "We're delighted to have all our hard work and dedication to supporting the young people in our care recognised in this way. I'd like to commend everyone on the team who, every day, make a real difference to the lives of some of the city's most vulnerable young people. It's a team effort and we're very lucky to have such talented and conscientious people on board."

## Digital Innovation Award for Partnership Project

A multi-agency initiative, which is funded through Glasgow City Health and Social Care Partnership and headed by Loretto Care, won the Digital Innovation Award at the Holyrood Magazine Digital Health and Care Awards in February. The Programme team is headed up by Brian Duffy, TEC and Innovation Programme Manager whose post is jointly funded through the Partnership and Wheatley Group."

The awards recognise the people and organisations who are making the best use of new technologies to improve people's lives. The criteria for nomination included demonstrating how the project had introduced new or leading edge technology, created different ways of working or a shift in approach that benefits service users and how the solution is being deployed and what impact has it had on improving the organisation or services.

Innovations at Loretto Care include digital information kiosks, where people can get information about what is happening in their community, and giving older people iPads to help them live more independently. This means older people are able to stay in their own home for longer.

## Challenging the Taboo of Suicide

Pauline Toner, Glasgow City Choose Life Coordinator and Trevor Lakey, Health Improvement and Inequalities Manager, NHS Greater Glasgow and Clyde, were involved in the recent launch of a short film 'Bridge' that primarily tackles the taboo of talking about suicide.

Bridge is the directorial debut of BAFTA winning River City actor Iain Robertson. Written by BAFTA winner Donna Franceschild (Takin' Over The Asylum), Bridge stars actors Katy Murphy (Tutti Frutti) and Steven Duffy (Tinseltown and Small Faces).



Pictured: Pauline Toner, Trevor Lakey, Katy Murphy and Steven Duffy

Pauline explained: "Trevor and I were really pleased when Iain got in touch to consult us about the film he was making. It gave us an opportunity to give information and advice and to talk about all the work that goes on in the city to reduce deaths by suicide. Later when I saw the story board and showed it to Trevor we thought it really supported the Choose Life suicide prevention work with its message that people should talk about suicide, that anyone of us can help someone who is suicidal, that suicide prevention is everyone's business."

Director Iain Robertson said: "Bridge is a story of two ordinary people meeting in not so ordinary circumstances. Shot in Glasgow's West End, it makes the case for choosing life over death, to explore the power of simple human connection."

Trevor added: "Bridge highlights that by talking, listening and engaging with one another, by being there to help when we see another struggling, we can begin to tackle the taboos around suicide more effectively. We are currently considering using Bridge as a resource for the work that we do to highlight suicide prevention."

Pauline and Trevor work together in the multi-agency Glasgow City Choose Life Group where agencies including health, social work, education, police, fire and rescue and the third sector come together to oversee partnership working to prevent suicide.

Glasgow City Choose Life has trained thousands of people in the city over the last decade. And the training isn't just for mental health and social work professionals. Pauline went on to explain: "In the past year we have overseen the delivery of training and awareness raising sessions to foodbanks, benefit staff, students, bank call centre staff, shopping centre staff and construction workers amongst others. Everyone can be alert to the potential signs that someone may be feeling suicidal and any of us can intervene when someone is in serious distress."

If you or anyone close to you is struggling with issues of suicide please contact your GP or the Samaritans (call free on 116 123 or email at [jo@samaritans.org](mailto:jo@samaritans.org)) or Breathing Space (call free on 0800 83 85 87).

## Another Successful Year for Project Search

Glasgow City Health and Social Care Partnership's Supported Employment Service, which is funded by the European Social Fund, is a key partner in developing and delivering Project Search in Glasgow, an intensive work experience programme for young people with learning disabilities and/or an autistic spectrum condition. The goal of Project Search is to support all participants into full-time paid employment, and this is the fifth year the programme has been delivered in Glasgow.



Pictured: Project Search Graduates

The two classes of 2017 graduated from Project Search in early June 2018. Kate Binner, Supported Employment Service Job Coach said: "We are very proud of the 23 young people who completed Project Search this year. Eleven of the group had already secured full-time employment before the end of the programme. For those who have secured employment we wish them every success in their new careers. For those who are still looking for work, the team will continue to provide support until they too secure their first job. We are optimistic with intensive employer engagement that most of this group of motivated, talented young people will be working soon."

Angie Black, Service Manager explains that "the summer months are the busiest months of the year for the team. We have clients who have started work and need support to settle into new roles; others are still looking to secure their first job and we need to recruit two new classes of up to 24 young people to start Project Search at the end of August 2018. This is alongside delivering our mainstream Supported Employment Service."

Although recruitment for the new cohorts, starting late August 2018, is well under way, there are still places available. Eligibility criteria for Project Search include:

- have a learning disability and/or autistic spectrum condition;
- live within the Glasgow City Council area boundary;
- be between 18-25 years and
- want to work full-time (over 16 hours a week).

Project Search is full-time Monday to Friday, 9am until 4pm. Participants are expected to have excellent timekeeping and attendance. Darren, one of last year's Project Search graduates, is now working at Glasgow University and has this advice for other young people thinking about applying: "Project Search is a fantastic programme to do. It helps your confidence grow, getting you more experience and meeting new people. It helped me get my job and it's the best thing I have ever done."

Interested applicants can apply [here](#) or [here](#).

Interviews will be held at the start of August.

## Equalities Focus on the Deaf Community

On 4 May, the NHS Greater Glasgow and Clyde Mental Health Services – Equalities Development Group held a special session for Partnership staff and partner organisations raising awareness of mental health within the Deaf Community with a focus on the use of British Sign Language.

There are more than 3,000 British Sign Language (BSL) users living in Greater Glasgow Clyde. In 2003, BSL was recognised as a language in its own right with its own grammar and structure. With a language in place, cultural heritage has been greatly established within in the Deaf Community.

According to academic reports, Deaf people are twice more likely to develop mental health problems and ill-health compared to the general population due to existing barriers between the Deaf population and health practitioners. This session was a fantastic opportunity to learn how to eradicate those barriers.

Introduced by Dr Trevor Lakey, Health Improvement and Inequalities Manager – Mental Health, Alcohol and Drugs, the session explored the world for Deaf users who use BSL through discussions, lip-reading exercises and media contents.

Dr Lakey said: “We were pleased to have had engagement from a wide range of staff in our Deaf community mental health workshop, and we’re confident that the session both broadened awareness of the challenges that members of the Deaf community can face in terms of their own mental health and in receiving support. The session also introduced a range of practical resources and strategies for engagement to staff.”

Paul Hull, Health Improvement Practitioner, Mental Health/Deaf Community, Deafness and Mental Health Project and Claire MacCroy, interpreter, presented the Media Education Film on mental health and citizens who use BSL as their main means of communication.

Paul Hull, who himself is a Deaf BSL user said: “Unfortunately it is the situation for many Deaf people across society that being isolated and marginalised can lead to mental health problems for Deaf individuals. It is important for staff to be aware of the barriers existing as it is evident that many staff have an unsatisfactory knowledge of Deaf people and British Sign Language. After today’s workshop, participants had learnt something new about British Sign Language and the Deaf community. It is hopeful this is one of the first steps to remove the barriers for BSL users and to making better use of support resources.”

## Raising Awareness of Child Sexual Exploitation

Southside school pupils were coached in the dangers of child sexual exploitation (CSE) during a sports day at the end of March. Police and Glasgow City Health and Social Care Partnership social work staff organised the Choices For Life event for five primaries where youngsters were schooled in serious issues while having fun.

Local officers focussed on the dangers of alcohol, drugs and tobacco as well as cyber safety and CSE. Held for the second year, the event saw around 150 pupils from five Southside primary schools take part.

Police officers were assisted by other agencies including Social Work and Glasgow Council on Alcohol, who gave youngsters information and knowledge to make informed decisions and lifestyle choices.

Liz Owens, Child Protection Social Work Team in the Partnership, was in charge of running a CSE workshop. She said: "I talked about definitions of CSE and what does it mean to them. We use a ball of string that the children pass between themselves to show they have networks of people they can talk to. And then we talk about how certain people want to try and break those networks and say they have no one to talk to."

Youngsters from P6 and P7 took part, coming from Annette Street, Mount Florida, Cuthbertson, St Brigid's and Holy Cross primaries.

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## Restart Groups Perform at Aye Write Festival

Playwright and director John Binnie has been working with writers from NHS Greater Glasgow and Clyde (NHSGGC) Restart groups in Bridgeton and Maryhill. Participants in the project performed their poetry and stories at this year's Glasgow Aye Write Festival that took place in March.

Restart is a NHSGGC mental health project that works with Glasgow City Health and Social Care Partnership's Community Mental Health Teams. The main focus of the project is to offer recovery-based support to those living with severe and enduring mental health conditions.



Pictured: Aye Write Participants

Kate Keating, Vocational Guidance Counsellor with the Restart project said: "Well done to all our participants who performed at this year's Aye Write Festival. The writers showed unique vision and it was so positive to see writers from different geographical areas and abilities coming together and sharing their work. Participants spoke about how good it was to have an event like Aye Write where they could share their writing. They mentioned how nervous they were, but also how confident they felt after sharing their work which has been published in two booklets. A special thank you to NHSGGC Endowment Fund who made all this possible."

You can download the booklets from the [Bridgeton](#) and [Maryhill](#) Groups.

# Celebrating Our Volunteers

Volunteers' Week is an annual celebration of the fantastic contribution that millions of volunteers make across the UK. To mark this event and thank their volunteers, North West Locality staff in the Partnership organised an awards ceremony and lunch for volunteers followed by a visit to the Tall Ship, Riverside.

John Thomson, Health Improvement Lead, awarded the certificates to the volunteers. He commented:

“The Partnership was recently awarded the Volunteering Charter Mark and the baseline information submitted for this award information recognises each of your efforts and has made this award possible – so while it was awarded to the Partnership your own efforts has made this possible – it really is your award.”



Pictured: Volunteers with Sandra Duff

Staff from other services came to the event to recognise volunteers' input and spoke of their valuable contribution. Sandra Duff, Volunteer Co-ordinator commended volunteers on their hard work and commitment and expressed how much they have grown in their confidence, knowledge and progressing towards their aspirations.

The [North West Locality Volunteer Newsletter](#) shows the range of volunteer activity. If you want to know more about volunteering contact Sandra Duff, Volunteer Coordinator, [Sandra.duff2@ggc.scot.nhs.uk](mailto:Sandra.duff2@ggc.scot.nhs.uk).

Gartnavel Royal Volunteer Services and Hospital staff also ran a volunteer week full of activities. These included an early morning celebratory brunch for Therapet volunteers and their dogs who visit the wards in Gartnavel Royal Hospital and the Kershaw Unit. There was also a lunch in the Summerhouse for Corporate Volunteers who support Gartnavel Royal Hospital through a range of activities. Since April 2018 alone, they have created 180 corporate volunteer team building opportunities across 15 days so far and at the same time refurbished and renewed the Applefield Garden, an outdoor therapeutic space for people using Gartnavel Royal Hospital mental health services.

Other events were afternoon tea marking the important contribution of local registered charity Gartnavel Royal Auxiliary, a sing-a-long with the Art in the Gart Community Choir 'The Hub Singers' and an away-day for gardening volunteers.

More information is available from Fiona Sinclair, Volunteer Services Manager, [Fiona.sinclair6@ggc.scot.nhs.uk](mailto:Fiona.sinclair6@ggc.scot.nhs.uk).

## Helping Victims of Trauma

Glasgow Psychological Trauma Service (GPTS) is a mental health service that offers multidisciplinary psychologically informed interventions to clients who present with Complex Post Traumatic Stress Disorder (CPTSD) following experiences of complex trauma. Their Occupational Therapist works in partnership with Forestry Commission Scotland to deliver Branching Out as a therapeutic group to asylum seeking and refugee service users who have experienced psychological trauma. Service users are routinely reviewed on completion of the programme and matched to further treatment as appropriate.

Branching Out, which runs on a weekly basis over 12 sessions, involves participants in a variety of activities within a woodland setting (physical and conservation activities, bushcraft and environmental art). Over the course of the programme, group participants also work towards achieving their John Muir Discovery Award.

Sharon Rae, Specialist Occupational Therapist, GPTS said: “Analysis of completed evaluation forms from our first three programmes demonstrates that involvement in Branching Out is a valued experience for participants with 100% of respondents describing it as helpful and identifying positive changes in themselves as a consequence of being part of the group. Participants said they believed Branching Out is ‘a useful treatment for people who have experienced past trauma.’”

Participants spoke of finding hope, a sense of enjoyment and happiness, a reduction in levels of distress and trauma memories, increased social contact and a sense of belonging. The particular benefits of the combination of being close to nature and being part of a group were also reinforced with one participant saying “nature and the group together is the perfect partnership.”

Sharon continued: “The subjective feedback provided by participants fits very well with the improvements we might hope to see when working with individuals who have a history of complex trauma.”

One patient said: “It healed me physically, emotionally and spiritually. This programme brought me back to life.”

For further information please contact Sharon Rae, Specialist Occupational Therapist at Glasgow Psychological Trauma Service, The Anchor, [Sharon.rae@ggc.scot.nhs.uk](mailto:Sharon.rae@ggc.scot.nhs.uk).



# Young Asylum Seekers Mentor Others

The New Young Peers Scotland Group (NYPS) is a peer mentoring programme for Unaccompanied Asylum Seeking Young People (UASYP) in Glasgow aged 16-25 years. Potential mentors are young people who have themselves experienced the asylum process. They may also have a shared ethnic/language base and are willing to share their lived experience to help us better respond to the needs of newly arrived UASYP.

This group was initiated by Lorraine Ward, Social Worker with the Asylum and Roma Children and Families Team and is now co-facilitated with staff from Glasgow Clyde College and charity YPeople.

Lorraine said: “The group has been running since June 2017, with 13 young people aged 16-24 from 10 different countries, speaking as many different languages. The group speaks in English, and they meet weekly in Anniesland College.

“The group tell us that this is their new family. It has given them a purpose. They have learned team work through participating in presentations, applying for funds, making films and planning events, developing a teenage digital magazine, having already informed the production of a video animation on Youtube called, ‘Scotland Our New Home’, on their experiences which used their words and voices. The video was shown as part of Southside Film festival filmmakers competition on Sunday 3 June.”

One young woman said: “The group has helped me find my voice and opened me up to new experiences and opportunities, and through that I have grown in confidence and overcome fears. I know my contribution will be listened to, respected and valued in the group, and that makes it safe to try new things. I have been offered the chance to support other UASYP like me through this group but through it I have found myself.”

Lorraine said: “It has been a privilege to work with this partnership and to work alongside such inspiring young people. We hope to expand and develop new platforms through which the strengths, aspirations and skills of these young people can be recognised.”



Pictured:  
Poster  
produced  
by the  
group

## Davieslea Staff go the Extra Mile for Residents

At Davieslea Care Home for the Elderly in Drumoyne, staff have been working to provide a varied and fun-filled activity programme for residents. This has really taken off through a lot of hard work and fundraising by staff who have raised over £2,000 for the activity programme. They did this by completing sponsored walks, a fundraising night with residents and families at a local club and a Christmas fare selling home baking and jewellery made by residents.

Anne Buchanan, Depute Manager said: "Activities have been devised by residents who meet with the named staff from each team on a monthly basis to plan activities. They have a themed evening every month, which have included a crime night, fun fare, beach party and quiz night. These are so much fun and involve staff and residents dressing up. There is also a daily activity programme that is organised by the residents and staff on each floor within the unit. We are also very committed to caring about physical activity and are supported by the Care Inspectorate and Paths for All."

## Locality Engagement

On 24 May in the Albany Centre, the North West Locality Engagement Forum (LEF) welcomed members and representatives from community groups and voluntary organisation to a very full programme of workshops and presentations.

The event provided an opportunity for the North West LEF's members and the wider public to find out about and discuss 'Moving Forward Together' – a developing strategy for new service models across health and social care to meet the demands of the whole population of Greater Glasgow and Clyde. The participants also considered, discussed and gave comment on the changes and priorities proposed in the Primary Care Improvement Plan for Glasgow City. The final topic of the session was an introduction and overview of the Review of Health and Social Care Out of Hours services.

It was agreed, at the audience's request, that there would be further public discussion and involvement in the review of services – especially the review of Out of Hours services.

## Out Of Hours Review

A review of Health and Social Care Out of Hours (OOH) services has commenced across the Greater Glasgow and Clyde area. The review is led by Glasgow City Health and Social Care Partnership (HSCP) on behalf of the six HSCPs in NHS Greater Glasgow and Clyde and Acute Services.

The Out of Hours services included in the review are: GP Out of Hours, District Nursing, Rehabilitation, Homelessness, Mental Health, Home Care, Glasgow and Partners Emergency Social Work Services, Emergency Dental Services and Out of Hours Children's Social Work Residential Services. The local review is intended to consider 28 recommendations from the [report of the Independent Review of Primary Care Out of Hours Services](#) led by Professor Lewis Ritchie, and to determine if there are new ways of working that can be implemented locally.

## Nurses Awarded for Long Service

Three staff nurses from the North West Locality of the Partnership were recently presented with Long Service Awards from the Queen's Nursing Institute Scotland (QNIS).

The staff pictured right were Susan McNee and Margaret Jamieson based at Maryhill Health and Care Centre and Angela Toland based at Possilpark Health and Care Centre. They have all worked over 30 years with the Health Visiting Team.



Pictured: Staff who received awards

Lynne Dickson, Health Visitor Team Leader for Possilpark and Maryhill Health Visiting Teams said: "All three have seen many changes in the Health Visiting service. Initially they carried geriatric home visiting then moved to assisting the Health Visitors with the under-five population with health promotion, baby clinics and immunisations. They have provided so much support to many families over the years."

The QNIS is a charitable organisation promoting excellence in community nursing, improving the health and wellbeing of the people in Scotland. The award is given to nurses who have served in the community for over 21 years.

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## Raising Awareness of Domestic Violence

RENEW (Recovery Empowers North East Women's Group) is a peer-led group of Women from North East Glasgow who are in recovery/healing from trauma and addiction. As part of the annual 16 days of Action to eliminate violence against women campaign, the group received funding from Glasgow's Violence Against Women Implementation Group (VAWIG) for an art project that promoted awareness of domestic abuse.

The Women attended several art workshops and made canvasses depicting how they had moved past their traumatic experiences. The Art project was named 'Stronger Together' - as together we can do more. The women were supported by Art Therapist Angela Banks and Linda Pollock, Gender Based Violence (GBV) Development Worker at the Partnership's North East Alcohol and Drugs Recovery Services (ADRS).



Pictured: Angela Banks and Linda Pollock

Linda Pollock said: "To raise awareness of domestic violence, a one-day public showing of the artwork was held on 7 April in the Carlton Heritage and Learning Centre. This was well attended by local residents and organisations that support women. Feedback was positive and encouraging. The women who attended all commented on how much they enjoyed participating and getting support from each other and many new friendships were formed."

Janice Mitchell, Partnership Housing and Homeless Lead said: "I was privileged to represent North East VAWIG at the exhibition and was impressed with all their work."

# Celebrating International Women's Day

A fantastic day was had by the Tomorrows Women service users and staff team on 8 March - International Women's Day 2018.

Tomorrows Women Glasgow is a multi-disciplinary team who works with women involved in the criminal justice system who are repeat offenders with very complex needs. The team includes staff from the Partnership's Social Work, Mental Health and Psychology Services, Wheatley Housing Group and the Scottish Prison Service.

Anne Gallacher, Team Leader, Glasgow City Health and Social Care Partnership's Criminal Justice Services said: "Lots of women turned up on the day and we kicked off with songs our women had produced in partnership with the Citizens Theatre. The guitar and voices were in full swing setting the mood for the whole day. Women then went on to do some inspirational art work. Music was booming out with singing, dancing and laughter all around before being captivated by our guest speaker Suzie McGuire, former deejay from Radio Clyde. Suzie shared her very open, honest and poignant account of the domestic abuse she endured before reclaiming her life. Women not only identified with her story, they also felt the real hope it invoked that they too could turn the most horrible abusive events they had experienced into something positive and empowering for them."

After lunch the women made white cloth roses in support of the '#MeToo' Campaign to end sexual harassment and violence against all women. This was followed by a fun quiz 'Women in History,' and finally a special moment when our art group women unveiled their powerful new banner in honour of the Suffragettes 100th year anniversary of gaining the vote for women.

Sincere thanks to staff from the Citizens Theatre, Glasgow Kelvin College, the Soroptomists, Scottish Prison Service and Suzie McGuire for their input and continued support.

If you would like more information about Tomorrow's Women Glasgow please email [anne.gallacher@glasgow.gov.uk](mailto:anne.gallacher@glasgow.gov.uk)



Pictured: Participants with the mural

## Campaign to End Loneliness

Campaign to End Loneliness is a national lottery funded UK initiative to end loneliness and isolation in the population highlighting the impact on general and mental health and well-being.

Ann Cummings, Older People's Neighbourhood Service Manager was a speaker at the Glasgow Summit which was held on 6 Feb 2018.

Ann said: "In a social work context many of our older service users are lonely and isolated, and historically we been viewed as having responsibility for tackling loneliness in older people.

"Social work resources are targeted at those older people with most complex needs in the city, and while social isolation may be a factor it would not be the reason for our intervention. The care package that we put in place for an older person should consequentially reduce isolation through home care services, day care and befriending.

"Tackling and preventing social isolation and loneliness for the city's adult and older population should be everyone's responsibility – families, neighbours, communities, housing providers, GPs, district nurses, CPNs, churches and the police."

There have been some good examples whereby the first person through the door should have a check list in their heads of 'things to look out' for including loneliness and having knowledge of where they could refer/signpost that person too. This could be a fire officer undertaking a fire safety check, a district nurse or a housing officer.

More information on the campaign is [available](#).

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## Invite to Art in the Gart Summer Festival - 25 August 2018

Join us on 25 August from 12pm until 4pm in the greenfield site of Gartnavel Royal Hospital for Art in the Gart's annual summer music and community arts festival, 'Over the Wall.'

Overlooked by the original Gartnavel Royal Hospital, the greenfield comes to life on the last Saturday of August, as local musicians and artists, environmental groups, Glasgow's Pollock Park Heavy Horses, The Scottish Owl Centre, street theatre, games, fun and food share the space with NHS Greater Glasgow and Clyde staff, patients, service users and our neighbours.

The festival is open to all and free, and it has enjoyed audiences of up to 700 each year since its inception in 2014, when it was launched to mark 200 years of organised psychiatric care in the west of Scotland.

For more information contact [artinthegart@gmail.com](mailto:artinthegart@gmail.com) or phone Fiona on 0141 211 3681.

# HSCP Staff Awards for Excellence 2018

Glasgow City Health and Social Care Partnership is now seeking nominations from its staff for individuals or teams for its Staff Awards for Excellence (formerly Facing the Future Together Award programme).

The Staff Awards for Excellence is an opportunity to recognise, celebrate and thank individual staff and teams in the Partnership who have 'gone the extra mile' in their work – especially in situations when they or their service have been under additional pressure, where they have made an exceptional contribution or where they have implemented an improvement or innovative idea that has yielded significant benefits.

Nominations are sought within the following categories:

- Our patients, service users and carers
- Our people
- Our leaders
- Our resources and
- Our culture.

All Partnership staff and teams, Health and Social Work, are eligible to be nominated, and they can be providing either a frontline or back office support service. Nominations should also have been delivering on their work or project over the past year (they should not be at the ideas stage).

Last year's overall winner was the South Locality Health Improvement Team for the Govanhill and East Pollokshields Community Swimming Programme. Nicola Fullerton, Health Improvement Lead who nominated last year's overall winner, said: "I would encourage staff to think about the excellent work taking place in the Partnership and nominate teams or individuals who they feel are an inspiration."

Nominations can be made via the following web link: [https://www.surveymonkey.co.uk/r/Staff\\_Awards\\_for\\_Excellence\\_2018](https://www.surveymonkey.co.uk/r/Staff_Awards_for_Excellence_2018). The closing date for nominations is Tuesday, 17 July 2018. If you are unable to access this link, please email [GCHSCP Communications](mailto:GCHSCP.Communications).

The Partnership will have an awards ceremony in September, and category winners will progress to NHS Greater Glasgow and Clyde's Celebrating Success Awards Event in November.

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## NHS Scotland Event is a Great Resource for Learning

The NHS Scotland Event took place on 18-19 June, and it provides the opportunity for those working in and with the NHS in Scotland, Health Boards and Health and Social Care Partnerships to come together to share best practice, the most innovative approaches to delivering the highest quality of care and to take away tools and techniques that will support them in their various roles. It is very much a learning event and the purpose of people attending and learning from speakers and colleagues is that they can then take back to their workplace ideas, tools and techniques to help them to consistently improve the delivery of services.

Resources are available on the dedicated website <http://nhsscotlandevent.com>

My mum seems to have lots of unused medication in her cabinet.

Maybe she doesn't need everything on her repeat prescription anymore?

Have you or a family member stopped taking a medicine which is **still** being prescribed?

Once you collect your medicines from the pharmacy, they can't be recycled or reused.

If you take it but don't use it, it goes to waste as it cannot be used for anyone else.

If you don't think you need it, please speak to your Pharmacist or GP practice.

If you have any concerns or questions, they can help. **Speak up! It's our money. Our service.**

For further information, visit: [www.nhsggc.org.uk/speakup](http://www.nhsggc.org.uk/speakup)

Have you or a family member stopped taking a medicine which is still being prescribed? Once you collect your medicines from the pharmacy, they can't be recycled or re-used – even if the packaging is intact or in a sealed container.

Every year in NHSScotland, £20 million is spent on medicines waste. The biggest problem comes from repeat prescriptions that people no longer need or use. A recent survey of staff in NHSGGC highlighted a lack of awareness that medication can't be re-used once it is returned. Now a new campaign has been launched by NHS Greater Glasgow and Clyde and the six Health and Social Care Partnerships in the area to highlight the significant and growing problem of medicines waste and to encourage us all to help tackle it.

Audrey Thompson, Lead Pharmacist Prescribing Services, said: "Around half of all medication returned to pharmacists for disposal is not opened – meaning that people are ordering and receiving medication that they don't even start to use. The reasons why patients don't take all their medication can vary, such as worrying they may run out of medicine or not wanting to tell their GP if they've stopped taking their medicine. We want to ensure our staff, whether they receive regular medication themselves, or if they have a family member that is on repeat prescription, know the facts about this issue and know what to do if they have stopped taking a medication that is still being prescribed."

Please only order the medicines that you need

- Please let your GP or pharmacist know if you've stopped taking any of your medicines
- Check what medicines you still have at home before re-ordering
- Ask your pharmacist, GP surgery or practice nurse for a medication review
- Think carefully before ticking all the boxes on your repeat prescription forms and only tick those you need
- If you don't need the medicine please don't order it! If you need the medicine in the future you can still request it.

To find out more, go to the dedicated webpages [nhsggc.org.uk/speakup](http://nhsggc.org.uk/speakup).

# European Championships 1-12 August 2018

During August Glasgow will co-host the European Championships in partnership with Berlin. As one of the largest sporting events in Europe, and taking place between 1-12 August, it will be an exciting time. With a potential television audience across Europe of up to 1 billion viewers, Glasgow and Scotland will be in the spotlight during these events and it's an opportunity to showcase our wonderful city.

As we welcome additional visitors to the city this may place increased demands upon our business and services.

Therefore, people should plan ahead their journeys in and around the city before travelling, and consider any impact upon their services as a result of the Championship events. This will help minimise the risk of being caught in any travel disruption and a negative impact on our service delivery.

More information can be found at

- Glasgow 2018 website [www.glasgow2018.com](http://www.glasgow2018.com)
- Email [getreadyglasgow@glasgow.gov.uk](mailto:getreadyglasgow@glasgow.gov.uk)
- Twitter [@GetReadyGlasgow](https://twitter.com/GetReadyGlasgow)
- Facebook Glasgow 2018 and
- Glasgow 2018 Customer Care Team Telephone line 0141 287 1118.

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## What Integration Means to Me by Pauline Toner, Principal Officer, and Trevor Lakey, Health Improvement and Inequalities Manager



Pictured: Pauline Toner and Trevor Lakey

Pauline Toner, Principal Officer, said:

“I’m the Glasgow City Choose Life (suicide prevention) Coordinator and Trevor Lakey is the coordinator across NHS Greater Glasgow and Clyde. We work together on the multi-agency Glasgow Choose Life Group, led by Glasgow City HSCP, where agencies including health, social work, education, police, fire and rescue and the Third Sector come together to oversee partnership working to prevent suicide.

“Health and Social Care Integration has enabled us to formalise working and resource sharing on this important issue and we now work in much closer collaboration. The recent launch of the



'Bridge' short film (featured on page 11) is a good example. Trevor and I worked as a team in our meetings with the director and producer to ensure that the film makers had the correct information about suicide and suicide prevention, and together we facilitated the Glasgow premier of the film in the City Chambers in March. This culminated in us being both given a platform on the night to talk about suicide prevention work and highlight the help that is out there.

Trevor Lakey, Health Improvement and Inequalities Manager said: "I'm Health Improvement and Inequalities Manager leading a specialist team on mental health, alcohol and drugs.

"While a NHS GGC Board-wide team, we are hosted in Glasgow City Health and Care Partnership and this provides for great opportunities to connect with and work closely with the health and care agenda, as well as many other partners. For example, this has brought real benefits for some of our joint working such as on one of my responsibilities which is suicide prevention. Glasgow City Choose Life Coordinator Pauline Toner is a close colleague – with regular collaboration on issues such as supporting development of the short drama film 'Bridge,' work on training and wider prevention strategies.

Other areas of collaboration include using some of our experiences as a team of digital innovation in mental health (such as our EU-funded Aye Mind work), to support new digital work with and for looked after children in the city, linking to the city's Digital Resilience Group.

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## 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.glasgowcity.hscp.scot](http://www.glasgowcity.hscp.scot)