



Pictured: Group shot of some of the staff who were recognised at the Partnership's Staff Awards for Excellence, with Councillor Mhairi Hunter, Chair, Glasgow City Integration Joint Board and David Williams, Chief Officer, Glasgow City Health and Social Care Partnership (GCHSCP) .

## Welcome

Welcome to the October 2018 Newsletter. This month we recognise and celebrate the achievements of staff with a feature on the Partnership's Staff Awards for Excellence.

We also look at the new Gorbals and Woodside Health and Care Centres and the new Prince and Princess of Wales Hospice among many other stories.

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

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## Chief Officer's Message



David Williams, Chief Officer

Welcome to the autumn edition of the Glasgow City Health and Social Care Partnership newsletter. In the previous edition in June I highlighted the upcoming Staff Awards for Excellence and urged all Partnership staff to consider which of their colleagues, as individuals or as part of a team, go the extra mile in the course of their day-to-day work and to think about nominating them in one of the awards categories to give them the recognition they deserve. I have to say I was overwhelmed by the response.

There were more than 70 nominations for the awards, which took place in September, across the five categories, a tremendous total. The judging panel had the extremely difficult task of deliberating over which of the nominees should win or receive commendations in

each category. The event itself was a thoroughly enjoyable and genuinely uplifting experience, with a real sense of excitement both as the nominees met members of the Partnership's wider leadership team at a reception before the event and during the ceremony. I said at the time that although only certain people and teams were able to walk away with certificates of commendation or trophies, all of those nominated are winners and should be hugely proud of their achievements.

These awards are an excellent way to recognise Partnership staff and teams who deserve to be recognised for their hard work and motivation, and it gives me a huge sense of pride to have the opportunity to thank and acknowledge them for all their excellent work. You can read more about the awards and the winners in each of the categories later in the newsletter.

This edition of the newsletter is full of more examples of work going on around the city that I wouldn't be at all surprised to see nominated for next year's awards. There is great work going on all over the city. Read about the staff from the Sandyford who have been working in partnership with Scottish Action for Refugees to organise collections of warm winter clothing, school supplies and personal care items for refugees in Syria. Or the pilot involving nine North East Glasgow nurseries working to ensure children in nurseries are not limited because of gender or gender stereotyping.

You can also read updates on the Partnership's continued commitment to investing in new and innovative services such as the new multi-agency city centre hub being created to help Glasgow's homeless people. Other examples include; the Momentum Bridging Service, commissioned by the Partnership to offer client-centred, holistic advice and support the health needs of unemployed people; the opening of the £21 million Prince and Princess of Wales Hospice that will transform how the people of the city experience palliative and end of life care; proposals to build the Women's Community Custodial Unit in Maryhill; and an update on construction of the new Gorbals and Woodside Health and Care Centres.

## Glasgow City Staff Awards for Excellence (SAFE)

Glasgow City Health and Social Care Partnership's Staff Awards for Excellence Awards Ceremony took place on 14 September in Glasgow City Chambers. The Awards recognise and thank individual staff and teams within the Partnership for 'going the extra mile' in their work especially in situations when there have been additional pressures or when they have implemented an improvement idea that has yielded significant benefit.

The awards were hosted by Councillor Mhairi Hunter, Chair, Glasgow City Integration Joint Board and David Williams, Chief Officer, Glasgow City Health and Social Care Partnership. David welcomed staff and teams nominated for the awards to this year's ceremony, where commendations and winners were announced and presented by the Partnership's Senior Management Team within the following categories.

### Category One - Our Patients, Service Users and Carers

This category recognises those who provide support to the people who we work with and for and who go the extra mile to meet the social care and/or health needs of our patients, service users or carers.

There were two commendations made in this category. The first to Val Forgie, Physiotherapist and the second to Euan Rutherford, Social Worker.

The winner of this category was Beverley Grantham. Beverley has worked as an Occupational Therapist (OT) within South Locality Mental Health Services since 1993 and has been the lead OT since 2002. She has recently taken on the additional role of Discharge Coordinator.

David Walker, Assistant Chief Officer, Corporate Strategy presented the award to Beverley. He said: "We are all acutely aware of the impact delayed discharges have on our service. In her role of discharge co-ordinator Beverley has worked tirelessly on this project. She has developed the role successfully and with staff teams, and has assisted many of our patients to a successful and timely discharge, with appropriate services in place. She is hard working, professional in all aspects of her work and well respected within all disciplines."



Pictured: Councillor Mhairi Hunter, Euan Rutherford and David Williams.



Pictured: David Walker, Councillor Mhairi Hunter, Beverley Grantham and David Williams.

## Category Two - Our People

This category recognises those who support a positive workforce where staff feel listened to and valued or go the extra mile to support the people who we work with to meet their needs and improve our services, with an emphasis on joint, collaborative working.

The Our People category had two commendations. The Occupational Therapy (OT) Competency and Practice - Workstream Group. The team consists of Hilary Bell, Karen Lovering, Dorothy Rae, Alison Docherty and Diana McCrone. The Award was collected by Dorothy Rae.

Also commended was Alan Speirs, Senior Officer (Business Development) for supporting communications activity across the Partnership.

The Partnership's Working with Black African Families project was the winner of this category. Susanne Millar, Chief Officer, Strategy and Operations and CSWO presented the award to the team which consists of Liz Owens, Team Leader Glasgow Child Protection Team; Maura Harrigan, Assistant Service Manager and Alison Cowper, Service Manager.

She said: "The team have demonstrated an aptitude for cultural diversity and service improvement and excelled in their endeavours to improve the working relationships with local communities. They have significantly enhanced the knowledge base of front line social work/health practitioners.

"They have gone beyond the original remit they were given and have now produced a training programme that is contemporary in nature and underpinned by a need to work in partnership with local communities. Their approach epitomises leadership values and demonstrates behaviour that deserves formal credit."



Pictured: Councillor Mhairi Hunter, Dorothy Rae and David Williams.



Pictured: Councillor Mhairi Hunter, Alan Speirs and David Williams.



Pictured: Susanne Millar, Councillor Mhairi Hunter, Liz Owens, Maura Harrigan and David Williams.

## Category Three - Our Leaders

This category recognises those who are leading and managing with vision and imagination, with a drive to do things differently to provide a better service and improve outcomes for our patients, service users, carers and other stakeholders, with an emphasis on joint, collaborative working.

Two commendations were made in this category.

These were Marian Miller, Deputy Manager, Women's Services - Homelessness and Darren Gill, Social Worker.

The winner of this category was John Walker, Nurse Team Leader, Leverndale Hospital.

The award was presented by Jackie Kerr, Assistant Chief Officer, Adult Services and North West Locality Operations.

She said: "John has worked in the Perinatal Service since it opened in 2004. He was the original Senior Charge Nurse within the Mother and Baby Unit and more recently, the Nurse Team Leader for the Perinatal Community Service.

"He has been a dedicated leader and role-model, achieving and maintaining Accreditation with Excellence, from The Royal College of Psychiatrists, for the Unit and in the past year, accreditation for the Community Service. It is fitting that John receives this recognition this year; he is retiring in November after 36 years in NHS Greater Glasgow and Clyde. He will be missed by staff and patients alike."



Pictured: Councillor Mhairi Hunter, Marian Miller and David Williams.



Pictured: Councillor Mhairi Hunter, Vicky Keenan representing Darren Gill and David Williams.



Pictured: Jackie Kerr, Councillor Mhairi Hunter, John Walker and David Williams.

## Category Four - Our Resources

This category recognises those who are improving the way in which we as a Partnership do things with our resources so that we are better at what we do to meet people's needs (for example, staff, buildings, equipment and information).

There were two commendations in the Our Resources category. These were to Elizabeth Hay, Team Leader, Community Occupational Therapy and Johanna O'Connor, Admin Assistant, Family Group Decision Making Team.

Kingsway Medical Practice was the winner of this category.

The award was presented by Margaret Hogg, Assistant Chief Officer, Finance to Sandra Cahill, Prescribing Support Pharmacist.

Margaret said: "To release GP time, Kingsway Medical Practice established a pharmacist led diabetes clinic with the support of the local Diabetes Team at Gartnavel Hospital, the primary care Diabetes Specialist Nurse and the Kingsway Medical Practice Team.

"With links into the consultant team it was possible to continue to manage patients in primary care without referral to secondary care. Increase in prescribing costs were minimised through both discontinuation of ineffective therapy and cost effective prescribing. This initiative has seen an improved use of our resources as GP time has been released in line with the GP contract; consultant time is used more effectively and patients save time continuing to be managed at the GP practice."



Pictured: Councillor Mhairi Hunter, Elizabeth Hay and David Williams.



Pictured: Councillor Mhairi Hunter, Johanna O'Connor and David Williams.



Pictured: Margaret Hogg, Councillor Mhairi Hunter, Sandra Cahill and David Williams.



## Category Five - Our Culture

This category recognises those who contribute to developing a partnership culture where there is more listening, more reflection and better working in our own teams and with others.

Two commendations were made. The first was to the NHS Greater Glasgow and Clyde Schools Immunisation Team represented by Emma Finlay, Amanda Miller and Wilma Ahmed. The second was to the Partnership's Financial Assessment and Income Team who were represented by Val Smith, Anthony Leebody and Shona Muir.

The Intensive Support and Monitoring Service (ISMS) was the category winner.

Mike Burns, Assistant Chief Officer, Children's Services and North East Locality Operations presented this award to George Lyons, Social Worker who was representing the team.

Mike said: "ISMS for a number of years has been at the forefront of partnership working in Glasgow. It involves the main partners within education, mental health and social work working together to provide the city with a valued and robust alternative to secure care.

"The model is ground breaking and the partnership has designed a multi-agency response to meet the needs of the most challenging and complex young people."

Councillor Mhairi Hunter, Chair of Glasgow City Integration Joint Board then announced the overall winner as the working with Black African Families Project. This award is presented to the individual or project that the judges believed was the outstanding entry for this year's staff awards.

Councillor Hunter then thanked everyone for attending the awards. She said: "The quality of nominations received is testimony to the quality of the contribution you make. They tell a story of outstanding achievement, great leadership and a real dedication to



Pictured: Councillor Mhairi Hunter, Amanda Miller, Wilma Ahmed, Emma Finlay and David Williams.



Pictured: Councillor Mhairi Hunter, Anthony Leebody, Shona Muir, Val Smith and David Williams.



Pictured: Councillor Mhairi Hunter, George Lyons and David Williams.

securing the best outcomes for service users. You are all winners. Thank you very much for everything you do and the extra mile you go to provide the best possible service to those who need us most."

## Care Services Receive Care Inspectorate Award



Pictured: Jill Scoular, Project Manager and Julia Donaldson, Assessment Service Manager.

Care Services previously provided by Cordia but now part of Glasgow City Health and Social Care Partnership have been honoured with a Team and Culture award at the 2018 Care Inspectorate conference for its work encouraging its service users to increase their daily physical activity levels.

Care Services support over 6,000 elderly people across Glasgow to live independently in the community through its Reablement Service, and for the last 18 months has been participating in the Care Inspectorate's Care About Physical Activity (CAPA) programme.

Ten of the reablement teams were chosen to participate in the scheme, with staff working closely with a specialist advisor and attending regular learning events to find creative ways to increase the everyday exercise tasks built into the reablement goals set for service users. CAPA is based on research funded by the British Heart Foundation and aims to prove the link between regular exercise and good mental and physical health for those receiving care.

Frances McMeeking, Head of Care Services said: "Our staff have achieved fantastic results by working with service users to implement simple changes to their daily routines. Often, these changes are as simple as encouraging patients to walk to their front door to let in carers rather than waiting for them to use their key, but the lasting benefits to service users' physical and mental health has been amazing to see."

Frances continued: "We've also found that working to the CAPA programme has enabled us to keep more service users living independently, rather than being admitted to residential care. We are honoured to receive this award for our part in the programme, and we look forward to continuing this important work."

## Exploring Effects of Domestic Abuse on Children



Pictured: Siobhan Boyle and Barbara Adzajlic, GCHSCP; Maree Todd MSP, Minister for Childcare and Early Years; Fiona Moss, GCHSCP; and Kirsty Hay, Community Safety Glasgow.

An educational film for school children that addresses the impact of domestic abuse on children, was launched in June to teachers, pupils and the Minister for Early Years and Childcare, Maree Todd MSP.

The film 'Keeping Mum', which stars Mark Cox and Jane McCarry, better known for their roles as Tam and Isa in the hit comedy Still Game, was developed by Glasgow City Health and Social Care Partnership's Health Improvement Team, Glasgow Violence Against Women Partnership, Community Safety Glasgow and Baldy Bane Theatre Company. Baldy Bane were originally commissioned by the Scottish Government to produce a play on domestic abuse for P5-P7 children across Glasgow.

The play was so successful that the script was redeveloped to produce a high quality film that could be shown to children across Scotland through NHS Endowment funding. The film 'Keeping Mum' and the original play consist of three children's experiences of domestic abuse and how it affects their daily lives. There is also a teacher pack and workshops that give children the opportunity to explore some of the issues raised in the film and offers them the chance to talk about domestic abuse with other class mates and their teachers.

Minister for Childcare and Early Years, Maree Todd MSP, said: "I want to congratulate the makers of the film for raising the awareness of this very difficult and challenging subject. Attitudes towards domestic abuse are changing but it is still a very serious public health issue that disrupts the lives of many children and young people."

Barbara Adzajlic, Health Improvement Senior, North East Locality said: "Domestic abuse is a huge public health issue that affects many children and young people across Scotland. I am delighted that this film has arrived. This follows years of work developing a really strong programme for primary schools to deal with a difficult but very important subject."

The film is now available to view on NHS GGC's Youtube channel via the following link:  
<https://www.youtube.com/watch?v=qJb5kcsrb7Y>

# Community Justice Glasgow Update

Community Justice Glasgow was established April 2017 in response to the Community Justice Scotland Act, and it is a partnership across public and third sector organisations involved in providing justice services in the city. Here is a short update on some services.

## Women's Community Custodial Unit in Maryhill

The Scottish Prison Service has now had two local information sessions at Maryhill Burgh Hall to provide an update on the development of the Women's Community Custodial Unit (CCU) which will be built in Maryhill. With over 50 visitors at each session, representing a wide range of organisations, community groups and individuals, these events were successful in raising awareness of the planned development and were able to answer questions and explain plans to link this development with the local community as much as possible.

The CCU will be for up to 24 women, and will be the first of five planned CCUs that will modernise the prison service for women in Scotland. There will be a greater focus on maintaining links to the community and retaining family ties, with greater continuity of services for women who are sentenced to prison.



Pictured: Artist impression of the new unit.

## Community Payback Event

Glasgow City Health and Social Care Partnership in partnership with Community Justice Glasgow hosted a Community Payback Personal Placement Visibility Event. This event was organised to recognise the innovative work of those organisations that provide personal placements to individuals required to complete unpaid work hours as part of a Community Payback Order. Personal Placements are important as they offer a more individualised placement to the person receiving them, providing opportunities for individuals to gain skills and tackle issues that may be related to their offending. Individuals are placed within services that are best suited to support them and also provide them with opportunities to use or develop existing skills. These individuals may also have particular vulnerabilities that mean a more supportive environment within a personal placement is required.

During the event at Glasgow City Chambers, the Personal Placement organisations were awarded with certificates to represent the great work they had achieved. Attendees heard a number of success stories of individuals who had direct experience of personal placements who were now in paid employment within the organisations with which they had completed their unpaid work.

Jim McBride Head of Adult Services (Homelessness/Addictions/Criminal Justice) stated at the closing of the event: "I'm honoured to be here tonight to recognise and thank these organisations and I am excited to develop this work further in the future."

## Celebrating 70 Years of our NHS

Between 2 and 25 July, Partnership staff commemorated the 70th Anniversary of the NHS with a series of events. The NHS 70 Celebration Event kicked off at North East Locality's headquarters at Templeton Business Centre. Over 80 staff and members of the public enjoyed refreshments and shared information on services. Over the course of the two weeks similar events were held across North East locality. Each day pictures of the visits were shared on Twitter under #NHS70.



Pictured: Staff at an event.

As well as Partnership staff, Ann Souter, Chair of North East Locality Engagement Forum and member of Glasgow City Integration Joint Board, and George McGuinness OBE helped at the events, talking with members of the public and staff and sharing positive experiences of the NHS over the years.

At the end of the 10 events, staff had met nearly 1,000 visitors who told stories of how grateful they were for the NHS and were a touching reminder of the good the NHS has continued to do since its beginning in 1948.

### Carole attends NHS 70th Celebration Party Celebrations

Carole Armour, Admin Support, Nurse Team Leads was honoured to receive an invitation to the official 70th birthday celebrations of the NHS held in the National Museum of Scotland, Edinburgh on 5 July 2018. Here is her account of the day.



Pictured: Carole Armour.

Carole said: "I wasn't exactly sure where I was going but realised something big was happening when I caught sight of the flaming torches, red carpet and big queue outside the entrance. After security we were all called up to the main hall which was set out with tables, lights, videos screens and a stage area. The Lothian nurses choir started singing 'You Lift Me Up', which I found very moving. After speeches from that we watched a beautifully compiled video of the potted history of the NHS Scotland from inception to the present day.

"The whole event was well organised, informative and very touching but for me the best bit was meeting the other NHS staff selected from all over Scotland to attend this prestigious occasion. Most impressive and memorable was the number of women present. I was really touched to find out that also present was a 90 year old lady who had been in one of the first nursing intakes in 1948. I talked to many staff all with very different roles but all essential parts of a greater whole.

"The whole experience was uplifting, inspiring and very humbling. It is the hard work, dedication and commitment of the staff that makes the NHS the wonderful institution it is and I am immensely proud to be a very small part of it. I am admin support for Community Nurses and I see this dedication and commitment every day. I am always and forever humbled and in awe of the wonderful community nursing staff in North East Glasgow."

## Praise for Elder St Project

Elder Street is a Social Work Service homeless residential project based in Govan. The service provides residential accommodation with 24 hour support and assistance to vulnerable women affected by homelessness in Glasgow.

Following an unannounced Care Inspection in April 2018, the service was graded six for both Quality of Care and Support and Quality of Staffing. This is the maximum grade that can be achieved. The service evidenced it fully involves service



Pictured: Elder Street.

users' views to improve the service, people were highly satisfied and positive outcomes were achieved. The outcomes experienced by service users are of a very high quality.

Feedback from a service user included: "I am picking up my life again and I am rebuilding relationships with my family. My support plan keeps me focused on what I am achieving, my confidence and how I feel about myself has improved since coming here."

Marian Miller, Deputy Manager said: "It is a highly successful service that delivers innovative interventions for homeless women in Glasgow. The women are supported by highly motivated, skilled staff who assist them to move away from homelessness and back into a more settled lifestyle within the community."

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## James McLean Project Eid Celebration

The James McLean Project in Springburn regularly accommodates homeless young people of different faiths including young Muslims. In June staff decided to have an Eid celebration to promote inclusiveness and acceptance of diversity.

Gavin Spence, Project Manager said: "We decided to have an Eid celebration for all of our service users to participate in and provide a fun event to educate non-Muslims on Ramadan and Eid and allow our Muslim service users the opportunity to celebrate an important date on their calendar. We invited along an interpreter for those service users whose first language wasn't English and provided both Halal and vegan food for free for all service users to enjoy."

Gavin continued: "By involving all service users in events like this one we encourage positive interaction and an acceptance of differing faiths and cultures that impacts positively on relationships between service users within the project. This also has an educational purpose to counteract any negative views towards service users from different backgrounds whose ethnicity and religious beliefs may have been negatively portrayed."

## World Breastfeeding Week Events

Like anything in life, it's always easier to get the hang of something if you have a friend who has been through it – and a group of mums from the East End of Glasgow are doing just that by becoming breastfeeding peer supporters.

This year alone, the 10 Breastfeeding Network (BfN) peer support volunteers have helped over 100 mums on their breastfeeding journey. Breastfeeding rates are seeing a steady increase in North East Glasgow, going from 17.9% to 20.1% in the last two years, amongst mums exclusively breastfeeding at 6-8 weeks after birth.



Pictured: Breastfeeding Network volunteers with Christine Walker.

Christine Walker Health Improvement Senior, North East Locality said: “The support they have given comes in lots of different forms – from helping new mums who have just given birth to coming along to regular breastfeeding support and antenatal workshops and even working on the National Breastfeeding Helpline, which means mums never need to feel alone when at home with their baby.

“Nobody is saying that breastfeeding is easy – particularly in the very early days. That’s where the peer supporters come into their own. These are mums who have been through it all, the highs and lows of being a new mum. And they are there to be a friend when women need it most.”

Stacey Steele (32) from Ruchazie has trained as a peer supporter. She said: “As a peer supporter I get to help other mums who choose to breastfeed. My Health Visitor was a great help from day one and it was her who encouraged me to become a peer supporter. How to feed your baby is very much a personal choice and people shouldn’t judge you one way or another. It’s natural and not something to be ashamed of. The important thing is whatever choice mums make, they need to know the support is there if they choose the breastfeeding route.”

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## Grove Baby Cafe

As part of World Breastfeeding Week, which ran from 1 to 7 August, many local mums and dads came together to celebrate their experiences of breastfeeding at The Grove Baby Café in Possilpark. The aim of the event was to highlight good nutrition with continued support towards working together to celebrate and increase our local breastfeeding rates.

The event also provided an ideal opportunity for mums to meet socially and share their breastfeeding experiences whilst their children played on and got involved with some of the fun activities on the day. The Baby Café runs every week from 10.00am to 12.00pm at The Grove, Saracen Street.

## Hamish Allan Centre - As One Door Closes

When the Hamish Allan Centre closed in early September 2018, it regrettably wasn't a consequence of having no homeless issues to manage in Glasgow. Instead it was recognition that solutions to dealing with very complex and difficult social problems now requires to be re-thought and faced using different methods.

The closure was, however, an opportunity to pause and remember how the service came into existence and why it was needed.

Prior to its opening in 1989, being homeless in Glasgow meant a disjointed response from statutory services. Hostels and lodging houses provided the main relief for those seeking urgent accommodation. However these arrangements also attached a stigma to the people relying on them, making it an uncomfortable and difficult experiencing to endure and move through. Indeed the opportunities for people to leave difficult – including violent – domestic situations was limited by the lack of options open to them with regards alternative accommodation.

Hamish Allan was a Single Person's Officer with Glasgow District Council. Recognising the deficiencies of the service at the time, he aspired to convert the idea of a one door approach to homelessness into reality. Unfortunately Hamish Allan did not live to see the realisation of his aspirations. Shortly before the centre opened, he died aged only 46.

Initially comprising 34 furnished flats, the Hamish Allan Centre was designed to provide a 24 hours a day, 365 days a week service that facilitated easy and quick access to practical advice. It also, importantly, looked to make the experience of homelessness more humane and compassionate. Central to that ideal, as it continues to be, is the sympathetic approach taken by staff to those who require their assistance.

Developing and adapting to the changing demographics and social and societal shifts of the city over the subsequent decades, the Hamish Allan Centre has remained Glasgow's front-line response in dealing with homelessness.

New models of working and relationships with external organisations have now provided fresh opportunities to reorganise the homelessness service. Pursuing these mean that the model that Hamish Allan established is now no longer the most effective way of dealing with the issues and presentation of homelessness.

However the human element remains at the centre of the service. The dedication of staff to do their best for vulnerable people allied with the aspiration to eradicate the existence of homelessness are characteristics that have been displayed in abundance since the day the Hamish Allan Centre first opened its doors.

Closing those doors will open up the opportunity for us to continue doing better.



## New City Centre Hub to Help Homelessness to Open

A new city centre hub is being created to help Glasgow's homeless. The multi-agency facility will house a range of services for vulnerable adults with multiple complex needs based on the award-winning City Ambition Network (CAN).

Plans for the hub include a treatment room offering triage services, an office, a quiet area and a kitchen. Pets will also be welcome at the centre, which is expected to open at the end of this year.

A steering group of key partners will include Glasgow City Mission, the Simon Community, Turning Point Scotland and the Marie Trust.

Cllr Mhairi Hunter, Chair of Glasgow City Integration Joint Board said: "Partnership working is at the heart of this new project. We have listened to the views of people who have personally experienced homelessness and their comments, along with those of our Third Sector partners, have helped shape plans for this new facility.

"Many homeless people gravitate to the city centre, and the hub will be somewhere safe and warm where they can get urgent assistance quickly, as well as being directed to other services, which can help them with non-urgent health care, food, showers, clothing and accommodation."

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## Sponsored Wheelchair Walk for Carlton Centre

All service users and staff from the Carlton Day Centre took part in a sponsored walk/wheelchair push on 28 August at Glasgow Green. It was a lot of fun and everyone had a great time completing the planned route in style.

James Dale from the Centre said: "Great support on the day was given by our carers whose presence and sponsorship is much appreciated. We raised an amazing £2,200, thanks to everyone who donated. The funds will be put towards subsidising and enriching festive celebrations and seasonal activities."



Pictured: Staff and service users from the Carlton Centre at the Glasgow Green Event.

## New Gorbals and Woodside Health and Care Centres

The new Gorbals Health and Care Centre is scheduled to open in early December 2018. Plans are currently underway for the transfer of services from the current Gorbals Health Centre, Twomax Building and Southbank Centre.

Based at Sandiefield Road, the new Gorbals Health and Care Centre will house services including GP surgeries, social services, treatment rooms and community spaces. Replacing the existing centre in Barr Street, the new Woodside Health and Care Centre at Doncaster Street will host services such as GP surgeries, dental services, physiotherapy, older people day services, district nursing and the older people's team.

In the early hours of Sunday, 29 July 2018 there was a fire in the new Woodside Health and Care Centre, which is still under construction. Although the fire was dealt with quickly by the Scottish Fire Service, there was damage to the interior of the building resulting in the completion date being delayed by several months. The new health and care centre is now expected to open late spring 2019.



Pictured: New Gorbals Health and Care Centre

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## New Prince and Princess of Wales Hospice

The new £21 million Prince and Princess of Wales Hospice facility will lead the way in palliative care, improving the way that people live until they die by offering a gold standard of care and support to 1,200 new patients and families every year.

The hospice is set in parkland in Bellahouston Park in the south side of Glasgow on land donated by Glasgow City Council. The new hospice will revolutionise patient care with adaptable private, social and family spaces specifically designed to boost wellbeing and create a sense of calm.

Currently the building is being cleaned and furnished. Patients and clinical staff will move over once the new hospice is fully open and operational. A series of events will take place in October to showcase the new building.

# Challenging Gender Stereotyping in Nurseries

For the last two years Glasgow City Health and Social Care Partnership has been piloting an innovative new project that aims to tackle gender stereotyping from an early age. Nine North East Glasgow nurseries took part in the pilot of the 'Gender Friendly Nursery' programme. This encourages nurseries to examine all aspects of nursery life and practice to ensure that children and staff are not in any way limited because of gender or gender stereotyping. Nursery staff take part in a training day and then commit to a number of Gender Friendly actions in order to receive 'Gender Friendly Nursery' status. The programme was devised and delivered by staff from the North East Locality Health Improvement Team. Evaluation shows that the programme has had a positive impact on staff knowledge and understanding of the impacts of gender stereotyping, and has influenced practice across nursery establishments in a number of ways.

Susie Heywood, Health Improvement Senior and author of the evaluation report said: "We are delighted with the positive response to the programme and are now looking to the future and how we can achieve maximum impact in Glasgow and beyond. Anyone anywhere who is interested in finding out more or sharing our materials and learning is welcome to get in touch."

The Gender Friendly Nursery programme will now be rolled out across Glasgow City. More information from Susie Heywood. Contact: [Susie Heywood@ggc.scot.nhs.uk](mailto:Susie.Heywood@ggc.scot.nhs.uk).

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## Smile - Emoticons Promote Free Condom Campaign

A series of cheerful emoticons and smileys feature in a brand new NHS Greater Glasgow and Clyde Free Condoms campaign launched in October.

With its emoticon theme and #nohassle #noquestions #noblushes message, the campaign looks to promote the simplicity of the Free Condoms Service and the wide list of places where condoms can be picked up completely free of charge.

Hazel-Ann McWhirter, Health Improvement Lead, North West Locality hopes the humour and bright visuals of the campaign will raise awareness and spread the word about how simple the Free Condoms Service is to use.



Pictured: new campaign materials

She said: "The continued success of the Free Condoms Service is a direct result of how quick and easy it is to pick up condoms, and the campaign will let even more people know about this fantastic service. No questions are asked, and there's no registration required to use the service at any of our 400 plus venues across Greater Glasgow and Clyde. Absolutely everyone has somewhere near them where they can pick up free condoms."

The 10-second Free Condoms campaign emoticon animation can be seen on YouTube at <https://www.youtube.com/watch?v=IGsVnAmPhbk>. To find out where to pick up packets of free condoms near you, just visit the [freecondoms.scot](http://freecondoms.scot) website.

## Red Bag Helps Keep Everything at Hand

The Red Bag scheme was introduced in Glasgow City in July 2018 to 22 care and residential homes to support and improve links between acute sites and care and residential homes. It is a simple idea – working as a visual prompt to provide a central location for the transfer of information, appropriate medication and property in the event of an unplanned visit to hospital. Care home providers, ambulance staff and acute staff have embraced the idea as it supports the unscheduled care journey and they see it as a way of providing more effective care for the individual and as a means of improving communication.

The Red Bag contains standardised information about the resident’s general health, any existing medical conditions they have and the medication they are taking, as well as highlighting the current health concern. It also has room for personal belongings (such as clothes for day of discharge or wearing if appropriate whilst in hospital - glasses, hearing aid, dentures etc), and it stays with the resident at all points of the hospital journey. When residents are ready to go home, a copy of their discharge summary (which details every aspect of the care they received in hospital) will be placed in the Red Bag so that care home staff have access to this important information when their resident arrives back home.

Alan Gilmour, Planning Manager said: “The Red Bag clearly identifies a person as being a care home resident and this means that it may be possible for the resident to be discharged sooner. The care home will be more actively involved in discussions with the hospital and has an understanding of the resident’s care requirements on discharge. We are already seeing a range of benefits from the use of the Red Bag and we will aim to continue this, including a reduction in the number of care home residents admitted and also a reduction in their hospital stay.”

The scheme is being rolled out to all care homes across the NHS Greater Glasgow and Clyde area during October and November. For more information contact Alan Gilmour, Planning Manager at [alan.gilmour@ggc.scot.nhs.uk](mailto:alan.gilmour@ggc.scot.nhs.uk) or on 0141 472 8372.



Pictured: Staff at Nazareth House with the red bags.

## Sandyford Staff Helping Refugees in Syria

Since May, two staff within Glasgow City Health and Social Care Partnership have been working to help organise collections of warm winter clothing, school supplies and personal care items to be delivered this winter to refugees in Syria.

Batool Hasan, Sexual Health Nurse, Sandyford and Fiona Noble, Planning Manager, North West Locality are involved with the charity Scottish Action for Refugees (SAFR), which is a small, grassroots organisation based in Glasgow's southside.

SAFR's purpose is to provide practical assistance, both in the UK and abroad, to people fleeing their home country due to reasons of war, famine, persecution or poverty. This year SAFR worked with its partner charity Hand in Hand for Aid and Development, who will transport the items collected in a 40ft container and distribute them as part of their winterisation programme in Syria and to support schools there.



Pictured: Fiona Noble and Batool Hasan in front of some of the donations.

Batool and Fiona organised collections across Glasgow and surrounding areas, and encouraged their work colleagues at Sandyford to donate much needed warm winter clothes for men, women and children, personal care and toiletries items and school supplies. NHS Greater Glasgow and Clyde Medical Physics Department also agreed to donate decommissioned medical equipment, including a redundant anaesthesia machine, which will be repaired and distributed to hospitals and medical centres in Syria that have been damaged and destroyed by the war. For more information about the work carried out by SAFR please visit [www.scottishactionforrefugees.org/events](http://www.scottishactionforrefugees.org/events)

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## One Good Adult

Having a supportive and trusted adult is key to how well a child and/or young person is connected, self-confident, future looking and can cope with problems. The One Good adult concept is a key element of the NHS Greater Glasgow and Clyde child and youth mental health improvement and early intervention framework.

Michelle Guthrie, Health Improvement Senior, Glasgow City Health and Social Care Partnership said: "The absence of a supportive and trusted adult is linked to higher levels of distress, anti-social behaviour and an increased risk for suicidal behaviour. This supportive and trusted adult can be a parent, grandparent, youth worker, sports coach, teacher, janitor or someone who is available to them in times of need."

To promote the role of the one good adult in protecting the mental wellbeing of children and young people, Partnership Health Improvement staff have developed a resource in the form of a film clip made in partnership with SWAMP Creative Media Centre and young people from across the city. This film shares the benefits of having a supportive and trusted adult and encourages young people to think about who theirs might be. The clip will soon be available at [www.ayemind.com](http://www.ayemind.com).

## Momentum - Glasgow Bridging Service

The Momentum Bridging Service is a Glasgow citywide programme commissioned by the Glasgow City Health and Social Care Partnership to offer client-centred, holistic advice and support to unemployed individuals experiencing health issues. The programme aims to provide a pathway to employment, education, training or voluntary work. This is achieved by assisting individuals to build structure and routine, increase confidence and self-esteem, personal development, access to local support services and making positive changes in their lives. Those accessing the service will receive support from qualified Momentum therapeutic and employability staff throughout the five-stage programme.

Employability Development Coaches can work with individuals aged 16-70 who have a Glasgow postcode. All referrals must have an existing health issue. For the purposes of the programme a health issue can be defined as being one of the following: existing diagnosed conditions that affect either physical and/or sensory capabilities, addiction issues and/or problems associated with mental ill-health. Participants cannot be in gainful employment and/or education and training at the point of referral.

Referrals to the service can be made from Health and Social Work Services as well as associated partner organisations. For more information contact:

Phone 0141 554 8822. or email

[thebridgingservice@momentumskills.org](mailto:thebridgingservice@momentumskills.org)

[Stephen.wilkie1@nhs.net](mailto:Stephen.wilkie1@nhs.net)

[www.momentumskills.org.uk](http://www.momentumskills.org.uk)

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## Glasgow Hate Crime Awareness Week 2018

Glasgow Hate Crime Week 2018 will be the campaign's fourth year in Glasgow. The city took up the campaign to encourage activity to address hate crime every year and to educate and raise awareness of the harm of hate.

The campaign encourages agencies to work alongside key partners and communities affected by hate crime to:

- empower communities and individuals to report hate crime
- raise public awareness of the nature of hate crime and how to respond to it
- prevent hate crime by challenging the attitudes and values that underpin offences motivated by prejudice
- improve service responses to hate crime by encouraging people to think about how they respond if hate crime happens to a service user or colleague and
- consider the positive potential of bystanders.

Key Dates:

- Saturday, 20 October 2018 - International Day of Hope and Remembrance for those Affected by Hate Crime
- Monday, 22 October 2018 – Glasgow Campaign starts. Please note this is later than the UK week in order to avoid a clash with the October school holiday in Glasgow.

## LGBT Charter Bronze Award for Youth Health Service

The North West Youth Health Service (YHS) was awarded its LGBT Bronze Charter award in August. This is the first Partnership service to achieve this award. This process was over a 12-month period and involved various tasks and requirements including:

- changes to service delivery in response to comments from LGBT young people and in line with LGBT Youth Scotland's Charter guidelines
- policy recommendations to the NHS Greater Glasgow and Clyde Board
- YHS staff and volunteers trained by LGBT Youth Scotland
- awareness raising activities with LGBT young people and
- hosted LGBT events on Purple Friday and engagement of partners via social media campaigns.

Julie Gordon, YHS Coordinator/Health Improvement Lead said: "The holistic and generic nature of the YHS supports young people who might be experiencing a period of uncertainty about their sexuality. We will continue to work in partnership with LGBT Youth Scotland and support young people from the LGBT community."



Pictured: North East Health Improvement Team staff.

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## Positive Signs Helps Deaf Community

'Positive Signs' is a suite of short films offering unique insight into the Deaf community, especially BSL (British Sign Language) users. The main themes of the films are maintaining positive well-being for Deaf people and improving access to services. Research found that Deaf people are four times more likely to develop mental health problems than the general population, with loneliness and isolation being very common. Created by NHS Greater Glasgow and Clyde in conjunction with film maker Media Education, the 'Positive Signs' project adopted a participatory approach with members of the Deaf community, including the input of a Deaf community media adviser.

This suite of short films is one of the prevention measures with the aim of improving access to services for Deaf people. These films highlight self-management and maintenance of personal positive mental health. They also highlight to health staff how to increase their awareness of the needs of Deaf people and the culture they inhabit. The films will be made available in the near future via the Health Board's YouTube channel and via other platforms.

## Over the Wall Festival

Gartnavel Royal Hospital hosted its annual festival of music and art for patients, staff, friends and neighbours on 25 August 2018. The “Over the Wall” Festival of Neighbours, which launched in 2014, hosted a range of original and fun street artists on site, from Mischief la-bas and their Elvis Cleaning Company to the Giant Seagulls and Sniffer Dogs of The Surreal McCoy.



The blue skies offered a chance for the Scottish Fire Service to share their water skills while the Blackstone Clydesdales were reminiscent of times past when Gartnavel Royal Hospital grounds boasted a working farm. The Live Stage offered music for all tastes, and if you fancied being a performer on the day, our outdoor piano, courtesy of Glasgow Piano City was on hand.

Art in the Gart Growing Spaces took festival goers on a tour of the green spaces that exist now to enable activity-based recovery.

Pictured above:  
the Elvis Cleaning  
Company  
perform.  
Pictured right:  
looking over at the  
Festival Site.



## Help Protect Yourself and Others From the Flu

Some people are at greater risk from the dangers of flu. Everyone in these groups should make sure they're immunised this year. This includes:

- children aged 2 (on 1 September 2018) until the end of primary school
- people with a health condition
- those aged 65 and over
- pregnant women and
- healthcare workers.

Fact about flu: The vaccine's totally safe and effective - it can't give a child or adult the flu. Please think about doing the right thing this winter. Free vaccination is on offer to staff and is the best protection you can get against flu. Don't infect, protect.

This year's staff flu vaccination programme started on Monday 1 October. Health staff should visit [www.nhsggc.org.uk/staffflu](http://www.nhsggc.org.uk/staffflu). Council staff have been emailed clinic details.



# What Integration Means to Me

## by Ann Cummings, Service Manager, North West Locality



Ann Cummings  
Service Manager

“As a neighbourhood service manager, my role is to provide leadership in the Drumchapel/Knightswood area to develop an integrated neighbourhood team of health and social work services. This will ensure service user/s get the right support at the right time responding to crisis work and early intervention and prevention.

My role will include a community development approach, building links with GP clusters and wider neighbourhood stakeholders including housing and Third and community sectors. This will deliver initiatives that prevent ill health; intervene early and avoid escalation of need.”

### 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)

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