



Pictured: Some of our staff who were recognised at our Partnership's Staff Awards for Excellence, with Councillor Mhairi Hunter, Vice-Chair, Glasgow City Integration Joint Board and Susanne Millar, Interim Chief Officer, Glasgow City Health and Social Care Partnership (GCHSCP) .

## Welcome

Welcome to the October 2019 Newsletter. This month we recognise and celebrate the achievements of our staff with a feature on our Partnership's Staff Awards for Excellence.

We also look at the importance of having a Power of Attorney in place and how the Equipu Community Equipment Partnership is helping people to remain in their own homes. Our Communications Survey is also launched on 1 November.

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



Susanne Millar, Interim Chief Officer

Welcome to the autumn edition of Glasgow City Health and Social Care Partnership's newsletter.

This edition features recent awards that our Partnership scooped up including our Staff Awards for Excellence that took place in September. Our awards recognise staff, teams and projects who go the extra mile in the course of their day-to-day work. This year there were again more than 70 nominations for the awards, across five categories. 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 was hosted by myself along with Simon Carr and Councillor Mhairi Hunter, the Chair and Vice Chair of our Integration Joint Board. The event itself was a thoroughly enjoyable and genuinely uplifting

experience, with a real sense of excitement both as the nominees met members of our 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 and making a significant contribution to what our Partnership is today and will continue to innovatively evolve with your passion and commitment to deliver high quality services to supported individuals on a daily basis with partners.

You can read more about the awards and the winners in each of the categories later in the newsletter.

I was also delighted at our Partnership's success at this year's COSLA Excellence Awards this past month. The Partnership's Tomorrow's Women project took home the prize for 'Achieving Better Outcomes in Partnership' and the Recovery Communities were shortlisted for 'Tackling Inequalities and Improving Health.'

Our Supported Employment Service Project SEARCH also won awards at the Project Search national conference in Preston this month. The awards recognise the high numbers of young people with learning disabilities or autism being supported by the service with partners into fulltime employment.

This edition of the newsletter is full of more examples of work going on to improve health around our City including suicide prevention and promoting good mental health. You can also read about our recent Health Improvement Annual report, which has now been published and provides a flavour of the work carried out by our staff.

I'd also like to highlight that Glasgow is one of 29 HSCPs across Scotland working towards a national Power of Attorney Day on 20 November. There will be activities in Glasgow and across Scotland to encourage people to put a Power of Attorney in place. Power of Attorney is so important because if you lose capacity your family will not be able to look after your financial or personal affairs without one. You can read about the campaign in the newsletter.

Winter is fast approaching and the Glasgow Winter Night Shelter will open at the Lodging House Mission on 1 December to provide accommodation and meals for rough sleepers. Our staff will again be there to offer support and offer accommodation solutions for rough sleepers.

As always, I hope you enjoy this edition of our newsletter.

## Glasgow City Staff Awards for Excellence 2019

Partnership staff recently had their achievements recognised at Glasgow City HSCP's Staff Awards for Excellence (SAFE) 2019, held on the afternoon of 19 September at the Glasgow Royal Concert Hall. The awards celebrate individual staff, teams and projects who have

'gone the extra mile' in their work in a number of categories. In total 76 nominations were received from across the Partnership.

The awards were hosted by Susanne Millar, Interim Chief Officer, Glasgow City HSCP, Simon Carr, Chair, Glasgow City Integration Joint Board and Councillor Mhairi Hunter, Vice-Chair Glasgow City Integration Joint Board.

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

This category recognises staff supporting our patients, service users and carers, and for support that goes the extra mile to meet their health and/or social care needs.

In this category, a commendation was awarded to:

- The Ear Care Microsuction Service within Treatment Rooms in Glasgow City.

The category winner was:

- Glasgow City HSCP Prescribing Support Team within South Locality for their project 'Medication Review of Patients with Lung Cancer.'

Anne Mitchell, Head of Older People's Services (South Locality) presented the award. She said: "The Glasgow South Prescribing Support Team has worked hard to successfully set up and deliver a referral pathway that allows patients with lung cancer attending secondary care to have their medicines reviewed in their GP practice."



Pictured: Simon Carr, Councillor Mhairi Hunter, Anne Mitchell and Susanne Millar, with Martin Fairgrieve and Lesley Rooney from the service.



Pictured: Simon Carr, Councillor Mhairi Hunter and Susanne Millar, with Raj Sabwarhal and Lynn King from the Prescribing Support Team.

## Category Two - Our People

This category recognises staff supporting a positive workforce where staff feel listened to and valued, or going 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.

In this category, a commendation was awarded to:

- Frances McColl, Social Worker and Mental Health Officer.

And a second commendation was awarded to:

- Brian Wilson, Home Carer who sadly passed away in June 2019.

The category winner for Our People was:

- Callum Lynch, Development Officer supporting the Glasgow Young People's Champion's Group.

Susanne Millar, Interim Chief Officer presented this award. She said: "Callum is one of Glasgow's care experienced young people, and feedback shows that he's an inspiration to other young people.

"Callum has significantly increased the membership of PAC, Glasgow's Young People's Champions' Group, and he's enrolled the support of many colleagues within the HSCP and partners from many of the corporate parent organisations."



Pictured: Simon Carr, Councillor Mhairi Hunter, Frances McColl and Susanne Millar.



Pictured: Simon Carr, Councillor Mhairi Hunter, Donna Laired and James Speirs, representing Brian Wilson, and Susanne Millar.



Pictured: Simon Carr, Councillor Mhairi Hunter, Callum Lynch and Susanne Millar.

## Category Three - Our Leaders

This category recognises staff 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.

In this category, a commendation was awarded to:

- the UNICEF Baby Friendly Gold Award Work Programme.

The category winner for Our Leaders was:

- the Chara Centre.

Councillor Mhairi Hunter, Vice Chair of the Glasgow City Integration Joint Board presented this award. She said: “The Chara Centre is a Homelessness Emergency Assessment Centre for women. The Centre provides an excellent service, to many homeless and vulnerable women, and the accommodation provided is of a very high standard. As a team, the Chara Centre staff go above and beyond in providing an excellent service for their service users to help them through an extremely difficult time in their lives. This is an excellent example of staff being an inspiration to others.”

## Category Four - Our Resources

This category recognises staff 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. This includes staff, buildings, equipment and information.

The category winner for Our Resources was:

- Glasgow City HSCP Home Care Services’ Large Scale Recruitment Project.

Sharon Wearing, Chief Officer, Finance and Resources presented this award.



Pictured: Simon Carr, Susanne Millar and Councillor Mhairi Hunter with UNICEF project staff.



Pictured: Simon Carr, Councillor Mhairi Hunter and Susanne Millar, with Chara Centre staff.



Pictured; Simon Carr, Councillor Mhairi Hunter, Susanne Millar and Sharon Wearing with project staff Wendy Galbraith and Gordon Bryan.

Continued on next page

She said: “The team won this category for the hard work and dedication they provided when reviewing and revising the way that home care recruits new staff during a very time-pressured and high-volume campaign. The team worked extremely hard to meet the demands of the project to get a successful marketing campaign up and running, processing 1,733 notes of interest and 1,392 applications, interviewing 356 applicants and recruiting a team of 274 new home carers to date.”

In this category, a commendation was awarded to: Frances Paton, Business Intelligence Manager (not pictured).

## Category Five - Our Culture

This category recognises staff contributing to developing a partnership culture where there is more listening, more reflection and better working in our own teams and with other teams.

In this category, a commendation was awarded to:

- Brenda Bissett, Blood Bourne Virus Nurse at HMP Barlinnie.

The category winner for Our Culture was:

- Anne-Marie McAuley, Community Nursery Nurse, Springburn.

Julia Egan, Chief Nurse presented this award. She said: “Anne-Marie was nominated seven times by various Health Visiting staff. Anne-Marie works extremely hard to promote change in our communities and goes above and beyond to support parents and promote child development. Anne-Marie always accepts her tasks no matter how busy she is, and she always finds a way to help families, working especially hard with those who are reluctant to accept support.”



Pictured: Simon Carr, Councillor Mhairi Hunter, Susanne Millar, Julia Egan with Brenda Bisset.



Pictured: Simon Carr, Councillor Mhairi Hunter, Susanne Millar and Julia Egan with Anne-Marie McAuley.



## Overall Winner



Pictured: Susanne Millar, Councillor Mhairi Hunter and Simon Carr with Chara Centre staff.

The awards also recognises an overall winner from the category winners. The Chara Centre, who won the Our Leaders category, was this year's Overall Winner. Simon Carr, Chair of the Glasgow City Integration Joint Board announced them as the Overall Winner.

Simon Carr also closed the event. He said: "With the quality and range of nominations, commendations and category winners, all of us here today are winners in making what the HSCP is to date, and for supporting the planning and delivery of health and social care services with and for the people of Glasgow.

"We continue to do this in creative and innovative ways, especially in situations where there may be additional pressures. Underlying all of this without question is your drive, passion, dedication and commitment to improving the health and wellbeing for the people of Glasgow."

For more information on the winners and details of commendations please visit: <https://glasgowcity.hscp.scot/news/glasgow-city-hscp-staff-awards-excellence-2019-winners-and-commendations>

You can also watch a video from the Awards at <https://glasgowcity.hscp.scot/our-staff-awards>

## Partnership Success at COSLA Excellence Awards



Pictured: Sally Loudon, COSLA Chief Executive; Anne Gallacher, Team Leader, Tomorrow's Women Glasgow; Lynsey Smith, Service Manager, Criminal Justice Specialist Service; Lorraine McIntosh, Service Co-ordinator, Aid and Abet; and Pat Togher, Assistant Chief Officer, Public Protection and Complex Needs.

The 2019 COSLA Excellence Awards were recently held on 10 October in St. Andrew's. The awards celebrate the very best in Scottish local government.

Two services from Glasgow City Health and Social Care Partnership (GCHSCP) were shortlisted for the awards, and attended the event in October: Tomorrow's Women Glasgow and the Recovery Communities. Tomorrow's Women Glasgow scooped the award for Category Two, 'Achieving Better Outcomes in Partnership.'

Tomorrow's Women Glasgow is a unique partnership including Glasgow City HSCP nursing, social care and psychology staff; the Scottish Prison Service (SPS); the Wheatley Group; housing services and third sector partners, including SHINE PSP and Turning Point Scotland.

The Tomorrow's Women partnership works with women involved in offending or returning from custody, who have limited support, have been assessed as being at high risk of reoffending, harm or custody and have complex lives. The Partnership takes a trauma-informed, assertive outreach approach, providing consistent and flexible support, meeting practical needs and building safety, security and trust. The service offers a space where partners co-locate, and women can engage in group work and access additional support from partners such as welfare rights, legal advice, education and the arts.

Anne Gallacher, Team Leader at Tomorrow's Women said: "We are absolutely delighted to win this prestigious COSLA award. What has enabled so many positive outcomes for women over the past six years is not only the commitment, dedication and investment of all partners within Tomorrow's Women itself, but also external partners such as Community Justice Glasgow, Glasgow Kelvin College, the Citizens Theatre, Govan Law Centre, Glasgow Soroptimists and many others. We are so grateful for the support and encouragement we have received, which has enabled women to transform their lives, and so we warmly share this award with all our partners."

## Partnership Success at COSLA Excellence Awards

Glasgow Recovery Communities were shortlisted in Award Category Three, 'Tackling Inequalities and Improving Health' at the COSLA Excellence Awards.

Working in partnership with Glasgow City HSCP, Glasgow City Alcohol and Drug Partnership and the third sector, Recovery Aftercare is provided in the community by dedicated volunteers with lived experience.

Complimenting statutory services, it is crucial for people to sustain recovery from drug and alcohol misuse, preventing relapse and returning to treatment and care. Acting as advocates and promoting behaviour change, Recovery Aftercare is reducing inequalities and ensuring equal access to healthy lifestyles.

Susanne Millar, Interim Chief Officer, Glasgow City HSCP said: "I'm delighted that the Tomorrow's Women Glasgow service won the award for Achieving Better Outcomes in Partnership. Congratulations to everyone in this service for all their hard work, and commitment which is recognised by this award – I am incredibly proud of the partnership approach in this service to working across different agencies and including women in a genuine co-production approach to service delivery, to support them in changing their lives and future. Congratulations also to the Recovery Communities for being shortlisted."

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## Celebrating with Our Oldest Service users

Home Care in Glasgow is a vital service, supporting more than 5,500 vulnerable service users a day, many of them elderly, to live independently at home. To recognise some of our oldest service users, Glasgow City HSCP Home Care services hosted an afternoon tea for service users aged 100 and over on 9 August.

Held in Kelvingrove Art Gallery and Museum Café, Lord Provost Eva Bolander; Councillor Mhairi Hunter, Vice Chair, Glasgow City Integration Joint Board; and Susanne Millar, Interim Chief Officer, Glasgow City Health and Social Care Partnership were among the guests for afternoon tea with the celebrants.

Among them was Margaret Duff, from Sandyhills, who was there with her daughter, having just celebrated her 100th birthday in May. She said: "It's a lovely event and so nice to be here."



Pictured: Councillor Mhairi Hunter, Vice-Chair, Glasgow City IJB, Lord Provost Eva Bolander and Susanne Millar, Interim Chief Officer, GCHSCP with Margaret Duff and her daughter.

## Success for Project Search



Pictured: Project Search graduates and staff.

Staff from the Partnership's Supported Employment Service, along with their partners in delivering DFN Project Search, attended the Project Search Conference in Preston this month to pick up awards for the high numbers of young people with learning disabilities and/or autism being supported into full-time employment.

This is the seventh year that staff have been involved in delivering Project Search in the city with partners NHS Greater Glasgow and Clyde, University of Strathclyde, City of Glasgow College, Clyde College Glasgow and Autism Network Scotland.

Both Glasgow Project Search sites picked up awards at the conference with the NHS site supporting 11 from the 12 young people who started Project Search that year into work, while the site based within the University supported eight from the 11 starts into work. The Supported Employment Service continues to support those young people to sustain their employment and provides ongoing support to those still looking for their first job.

Angie Black, Service Manager said: "We are delighted by the continued success of Project Search and to be recognised for the outcomes we are achieving with our partners. Working in partnership and pulling our resources in this way is producing better outcomes than we would have achieved on our own. We are fortunate in Glasgow that the continued development and delivery of Project Search is something all the partners have bought into and are committed to continuing to improve. Hopefully we will get the 100% job outcome award before too long."

## Party in the Piazza

The sun shone on 20 July for the hundreds of people who came along to the 'Party in the Piazza' community event held in the Gorbals. The fun-filled event celebrated the regeneration of the former Sandiefield Road site that has been transformed into an attractive and accessible public space for community use. This is surrounded by the new Gorbals Health and Care Centre, office accommodation for the New Gorbals Housing Association and a social housing development.



Pictured: Local people at the event.

The Party in The Piazza event was delivered in partnership with New Gorbals Housing Association and included guided tours of both the health and care centre and housing association buildings, arts and crafts, sports taster sessions, cooking demos, information stalls, planting activities, a treasure hunt, music and a BBQ. Wave Particle, the organisation commissioned to deliver an art strategy for the centre, also held a formal launch, celebrating the contribution of local residents to the artwork that is integrated into the new Health and Care Centre.

Alan Gilmour, Planning Manager, Glasgow City Health and Social Care Partnership said: "Visitors were able to tour the new health and care centre, view the art strategy that features works



Pictured: Local people at the event.

produced by local people and groups and speak to a range of staff at the information stalls about services and support offered by Partnership services and local community organisations. I'd like to extend my thanks to all of the staff and partner organisations involved in facilitating this very successful event."

## New App for Young Residents

The James McLean Project (JMP) provides accommodation and support to homeless young men and women aged 16 to 21. The team at the JMP in Barmulloch has launched an App, which will transform the way they communicate with their service users.

The App, which will improve the way the service delivers information to residents and how they feedback to the service, was officially launched in October.

Gavin Spence, Manager explained: “We need to be able to communicate efficiently with our service users to keep them informed and up-to-date about a wide range of events, activities and visits we’ve organised for them, and also about services that our young residents are interested in.

“We consulted with our young residents to get their views about how we could communicate better, and how we could make it easier for them to respond to our questionnaires or provide us with service user feedback on service provision. We recognised that most young people are pretty much glued to their mobile phones. So the obvious solution was to provide information electronically.”

“The App also has a translation function that we hope will encourage young people whose first language isn’t English to participate in service user feedback and engage in events that we provide.

“Identified JMP staff will act as administrators. The App can only be accessed by staff and current residents with content moderated to make sure all feedback and comments are presented appropriately. New residents will be invited to join the App for the length of their stay. The App will allow us to communicate much more efficiently with our residents. And, for young people who aren’t comfortable speaking up in a group or individually to JMP staff, they’ll be able to make their views known confidentially.”



Pictured: JMP Staff Lesley Masterson and John Fox together with phone and poster.

# Digital Resilience - Inclusion and Wellbeing

In today's ever-increasing digital world, it is important that the young people looked after by the Partnership have the correct access to digital technology and stay safe online.

A report of the research in relation to Digital Resilience, carried out last year by Snook and funded

by the Carnegie UK Trust, was recently approved by Glasgow City Health and Social Care Partnership's Professional Governance Board.



Pictured: The report.

The research highlighted key insights around digital literacy and skills, keeping young people safe, digital divide and inequalities and the provision of hardware and services. The insights have already given momentum to the work of the Partnership Digital Resilience Group and have led to a number of workstreams being established including Education, Learning and Digital Skills, Safety, Health and Wellbeing and Technology.

Staff and young people have been involved throughout and champions have contributed to knowledge sharing across the houses, including the co-production of guidance and the Digital Agreements. Young people have completed 'Thinkuknow' training with staff, and a framework is being drawn up of education and learning opportunities, including some that may offer young people and staff formal qualifications.

The safety group are exploring the role of social media and will work with others to produce guidance. Work has also commenced on reviewing useful websites and online resources with a plan to have these published on a dedicated website. Methods of online payments are being considered and the links to financial capability investigated.

The technology workstream has arranged the provision of new laptops for each young person in the provided residential houses (currently being rolled out) and interim Wi-Fi/Mi-Fi. The technology for full Wi-Fi is starting to be rolled out and should be available in each house by early 2020.

Pat Togher, Assistant Chief Officer, Public Protection and Complex Needs said: "Glasgow City HSCP remains committed to closing the digital divide and associated inequalities between young people in care and their peers, which remains a key feature of our children's transformational change strategy. The SNOOK report has been critical in supporting and informing the necessary changes in our residential care settings for young people ensuring our practice and digital infrastructure remains contemporary and aligned with the pace of young people and technological change. This report not only respects and values the contribution of young people but also informed our digital change strategy, which recognises social media and digital innovation as a central feature in children and young people lives and which should be valued and embraced."

## Working Together to Prevent Suicide

Glasgow City Health and Social Care Partnership staff, in conjunction with Glasgow University, joined Councillor Susan Aitken, Leader of Glasgow City Council on World Suicide Prevention Day, 10 September 2019, to highlight suicide prevention work in Glasgow.



Pictured: Event speakers Derek Chalmers, Dr. Trevor Lakey, Rory O'Connor, Christine Tait, Leader of the Council Susan Aitken and Pauline Toner.

Speaking to over 80 people at the City Chambers, Dr. Trevor Lakey, Health Improvement and Inequalities Manager, spoke about the National Suicide Prevention Action Plan and Glasgow City multi-agency suicide prevention work. He said: "For more than 15 years, when the national Choose Life programme for suicide

prevention started, there has been effort in Glasgow to bring partners together to seek to prevent suicides in the City. While there is much more to do, the programme of work now includes a large scale training effort, policy and service change, working with voluntary sector and community partners, emergency services, schools and many more."

Christine Tait, Health Improvement Practitioner, then spoke about the work with local Drumchapel Neighbourhood Suicide Safer Community Action Group. She said: "Local people and partners want to come together to work towards building a Suicide Safer Neighbourhood in Drumchapel. Thirty-one local people attended a community engagement event and put forward their ideas and actions on what they feel needs to change."

The keynote speaker, Professor Rory O'Connor from the Suicidal Behaviour Research Laboratory in Glasgow, talked about suicide being the leading cause of death for men under 50 in the UK and the factors that can lead to someone feeling suicidal, including disadvantage and social circumstances. Derek Chalmers then talked about his experiences as a survivor and how this led him to become involved as a peer support worker for MindtheMen peer support group which meets twice weekly in Glasgow providing support to men at risk of suicide.

Pauline Toner, Principal Officer within the Partnership and Glasgow City Choose Life Coordinator closed the event. Pauline said: "Suicide prevention is everyone's business, and any person, any individual can try and prevent suicide. So if you are worried about someone, or see someone in serious distress, please strike up a conversation with them, ask them how they are feeling, including asking them if they are feeling suicidal, and help them to stay safe and connect them to support."

You can watch an animation to raise awareness at [www.bit.ly/AskTellSaveALife](http://www.bit.ly/AskTellSaveALife)

If you have been affected by this article you can contact Samaritans for free, anonymous and confidential support day or night on 116 123.



# Housing First

Thirty-four formerly homeless people are settling into new homes following the closure of Glasgow hostels. Paul Gallacher is among people who have been found settled mainstream tenancies under Glasgow's Housing First initiative.

The 47 year-old has moved into a one bedroom tenement flat in Tollcross, the area he grew up in, and is now in the process of decorating and furnishing his new home with support from his case worker.

Intensive support from case workers helps people maintain their tenancies - advocating on their behalf with utility companies, the DWP and other agencies about household bills etc. In a partnership approach, this help is co-ordinated with support for any health or medical conditions people may have.

Paul, who suffers from seizures, said: "Being homeless was terrible. At the hostel I just had a wee room, which was about the third of the size of my new living room, a tiny kitchenette and a shared bathroom. Now I've got this flat and all this space. My flat's in the area where I wanted to live and I don't have to share a bathroom."

Glasgow City Health and Social Care Partnership recently closed several hostels with accommodation unfit for the 21st century as part of its service modernisation. Residents were found alternative accommodation including Housing First tenancies.

Councillor Mhairi Hunter, Glasgow's Convenor for Health and Social Care and Vice-Chair of Glasgow City Integration Joint Board said: "I'm delighted that the city's Housing First programme is enabling formerly homeless people with complex needs to move out of hostels that were unfit for the 21st century into their own settled tenancies. The intensive support provided under the scheme is also helping people re-adjust to independent living and maintain their tenancies – avoiding the cycle of repeat homelessness.

"The hostel closures are part of plans to improve and modernise the city's homelessness services and get people into settled homes faster. Going forward, we will still need temporary accommodation for crisis situations, but our Rapid Rehousing Transition Plan aims to ensure that is of a better quality. Organisations that previously provided hostel accommodation are still able to provide support, but to people living in their own homes."



Pictured: Paul Gallacher is enjoying his new home following the closure of a hostel in Tollcross.

# Winter Night Shelter to Open on 1 December

Glasgow's Winter Night Shelter will open at Lodging House Mission in East Campbell Street, off the Gallowgate on 1 December. The service begins at 10pm every night (including weekends, Christmas and New Year) and will run through to 31 March 2020.

The Shelter will provide accommodation and breakfast for rough sleepers and is led by Glasgow City Mission and a range of partners who offer services that are important to homeless people, especially in the winter months when service users can be most vulnerable.



Last year's night shelter saw Health and Social Care Partnership staff working in the shelter five nights a week. This worked extremely well as it allowed rough sleepers to move onto appropriate accommodation much sooner than in previous years.

Pictured: Winter Night Shelter.

Figures from Glasgow City Mission show that despite a 16% increase to 691 individuals using the night shelter last year, rough sleepers were moved onto appropriate accommodation much sooner than in previous years. This was shown by 70% of rough sleepers only staying three nights or fewer and overall bed nights being 36% lower.

Jim McBride, Head of Adult Services (Homelessness, Addictions and Criminal Justice) said: "The service has a capacity for 40 individuals who are offered a bed for the night in warm surroundings with breakfast in the morning. Service users are informed about the support services across the city with the Partnership's statutory Homeless Service workers directly involved each night. This means we can engage directly with service users, building relationships with the most vulnerable service users, who in the past were less likely to engage with statutory services, and offering immediate accommodation solutions.

He continued: "The service also has direct access to the Partnership's Hunter St. medical facility for homeless people and a nurse from Hunter St. is also present in the Lodging House Mission every morning from 8am-9am for direct access by service users. Homelessness Social Care Workers are also available daily in Hunter St. offering service users homeless assessments and access to accommodation."

## Neglect Summit

Over 200 representatives from statutory and third sector agencies across the city attended the Glasgow City Child Protection Committee's Neglect Summit on 5 September. The Summit aimed to increase understanding of neglect and its impact upon children and young people.

The event was significantly oversubscribed, indicating the priority neglect has in professionals' work with children and their families across the city. This was the second summit of the year, and it was organised due the level of interest in and success of the first one in March.



Pictured: Nikki Black, Parkhead Community Nursery, Colin Anderson, Chair Glasgow City Child Protection Committee and Karen Frew, Lead Officer Public Protection.

The variety of speakers was considered by participants to be a real strength of the event, with presentations from Professor Kate Morris of University of Sheffield giving consideration to poverty as a child protection concern, and Associate Professor Marc Kozlowski of Napier University speaking about neglect, attachment and personality development.

Glasgow City Health and Social Care Partnership was represented by Mike Burns, Assistant Chief Officer, Children's Services and North East Locality who placed neglect in the context of Glasgow's children, giving a clear explanation of the work being done to support families to tackle neglect. Service Manager Cathy Coll also provided a very sensitive input on learning from a recent Significant Case Review where neglect was found to be a significant factor.

The keynote speakers were joined by representatives from Education and the third sector presenting some of the excellent work being undertaken in the city to support vulnerable families and foster inclusion in schools.

Karen Frew, Lead Officer, Public Protection said: "We were delighted with the level of enthusiasm for the summit from a wide range of professionals across the city, and we hope that those who attended will share the learning in their agencies and teams. The speakers did an excellent job of engaging the audience in various aspects of the work to support and protect vulnerable children and their families. Participants described the speakers as inspirational, thought-provoking and energising, and fed back that they considered the day a very worthwhile use of their time."

The presentations from the summit can be found on Glasgow Child Protection Committee's website [www.glasgowchildprotection.org.uk](http://www.glasgowchildprotection.org.uk)

## Do you have a Power of Attorney?



Families are being encouraged to plan for the future by obtaining Power of Attorneys (POA) to protect the wishes of relatives and friends in the event of illness or accidents.

After a successful Glasgow POA campaign over the last five years, Health and Social Care Scotland has now embarked on a national POA campaign, #PeopleLikeYou with 29 of the 31 HSCPs signing up.

A steering group with representation from across Scotland has responsibility for delivery of the campaign in partnership with Enterprise Screen who recently won the Herald Scotland's Digital Award for Consumer Engagement for the POA Campaign.

Each of these HSCPs are working towards a national Power of Attorney Day on 20 November 2019, with planned local activities across the country.

In Glasgow, there will be a range of activities across the city to promote the day. POA is a legal document giving a nominated person authority to act or make decisions on your behalf if you lose capacity and are no longer able to look after your financial or personal affairs.

Ann Cummings, Glasgow City HSCP lead for the campaign said: "People assume their next of kin will be able to make decisions on their behalf, if they develop dementia or have an accident which means they lose mental capacity. Unfortunately, that isn't the case, legally you must have Power of Attorney, and without it a guardianship legal process will be required which can be a long and stressful process at a time when emotions are already high. POA is a bit like insurance, it's better to be prepared, to protect yourself and your family."

"This campaign is an excellent example of a preventative approach to health and social care. The impact of the campaign in Glasgow is evident with Office of Public Guardian stats showing a 26% increase in POA registrations over 2018/19."

Anyone interested in finding out more about Power of Attorney should consult their lawyer or visit <https://mypowerofattorney.org.uk/>

## Successful Outcomes for Equipu Service Users

Since 2002, the Equipu Community Equipment Partnership has been providing equipment and assistive technologies to help vulnerable people to live as independently and comfortably as possible in their own home.

Equipment provided includes items to help daily living and mobility, and can include seating, beds, mattresses and moving and handling equipment for those with more complex needs.



Pictured: Staff member fitting equipment for a service user.

The Community Equipment Partnership comprises of NHS Greater and Clyde (NHSGGC), and

the six local authorities of East Dunbartonshire, West Dunbartonshire, Glasgow City, East Renfrewshire, Renfrewshire and South Lanarkshire. These partners collectively commission the Community Equipment Store service provider (Glasgow) to provide community equipment and other services such as stairlifts. The service provides equity, delivering a standardised pathway to provide equipment across the Partnership area.

Each partner has a range of services that access the arrangements. The service helps facilitate hospital discharge, and Health and Social Care Partnerships (HSCPs) use this for their community-based services. Other service provision includes to Care Homes, Education, Housing and some third sector partners.

Every two years a service user survey is completed to monitor performance. The latest was completed in April - May 2019, with a representative sample from each partnership area. Telephone surveys were carried out over a three-week period capturing very useful comments from people who provide an insight into the difference being made, and the impact equipment can have on overall well-being.

The Survey showed a high satisfaction rate with the overall Store Service and delivery times rated at 91.3% for 'very good' and 'good,' and appearance and professionalism rated at 93.3%.

In terms of the impact on service users, key outcomes are listed below:

- 94.2% feel equipment has enabled the service user to resume activities or do more for themselves;
- 34.1% now need less help from others;
- 66.5% feel the equipment provision has contributed to improvements in their health and
- 93.8% feel the equipment makes them feel safer at home.

Alison Docherty, Equipu Partnership Project Manager said: "Many of our service users have more complex needs and are being supported to remain at home for longer, and the survey

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## Successful Outcomes for Equipu Service Users

evidence shows that community equipment is supporting people to be as independent as they can. It is clear from survey comments that timely equipment provision is a critical service that can have a profound effect on someone's life, and help achieve many of the wider strategic objectives of the Health and Social care Partnership."

Comments from service users and carers included:

"I'm 81 years of age. The equipment for the shower and the back door is fantastic. When I came out of hospital my leg was weak and I was walking badly. The equipment has helped me, so I'm happy as Larry to get back into the greenhouse and look after my tomatoes."

"It (shower chair) improved her life so much. She is going out more. It's crazy to think that a small chair can make so much difference. We live close to Morrison's and she'll go to the shops now. She probably didn't feel dressed or clean before. She was like a prisoner in her own home. She's so much more confident."

"Just out of hospital having taken a stroke. I use the walking aid to get out. The Zimmer was a godsend and I now use the trolley to carry the injections, medicines to get to the TV and for my make-up in case Mr. Right comes to the door!"

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## Chatty Café Scheme

The Partnership's Local Area Co-ordination Team has been promoting Chatter 'n' Natter as part of the wider campaign to end loneliness across Glasgow. This very simple concept encourages any person who is feeling lonely to sit at a designated table within a café setting that displays the Chatter 'n' Natter logo. To date the team has signed up 33 cafés to the scheme, which include various Aroma Cafés within hospital settings throughout Glasgow and a number of Encore Cafés within Glasgow Life premises, as well as independent cafés throughout Glasgow.

Craig Dickinson, Local Area Co-ordinator commented: "We are trying to encourage people to have simple interactions that we know can have a positive impact on a person's day. We would encourage staff within the Partnership to promote and participate in the scheme when the opportunity arises."



Pictured: Craig Dickinson, Local Area Co-ordinator pictured with Aroma Café managers Tricia Sweeney and John Mackie from Glasgow Royal Infirmary

# Orchard by Name, Orchard by Nature

Encouraging health promoting activities has always been a high priority at Glasgow City Health and Social Care Partnership's Orchard Grove Care Home, and the garden project has been a real success with residents.

Research proves that getting active and getting outside more improves everyone's physical and mental wellbeing. Working alongside Urban Roots (a community-led environmental charity) and staff, residents enjoy tending the garden, growing vegetables, fruits and flowers.

Therese Fallon, Operations Manager at Orchard Grove said: "Recently residents have been sowing more seeds to ensure colourful displays in 2020. For residents who prefer to stay indoors we bring the garden to them with flowers that residents can arrange or lavender to dry and hang, not to mention the strawberries that residents made terrific jam with, coming overall second place in the Southside farmer market jam competition. Not bad for the first attempt.

"A massive effort was made by all the residents who worked on the garden throughout the summer into autumn. We encourage all residents to get involved and seek to accommodate everyone's ability, likes and talents. Residents also passed their gardening skills on and sowed some seeds for local primary school children, who also got active with creating their own school garden as a result."

Residents are experiencing a real sense of achievement and comments included: "I love it even when it's raining I feel great after."

"It wasn't easy, but if you take a wee rest in-between it's good. I'm using muscles I've not used in a while."

"I can't believe we grew all these plants and vegetables from seed. Do you know everything is organic? It makes me feel proud."



Pictured: Working in the garden.



Pictured: Planting the raised beds.



Pictured: Picking fruit.

## Success for Care Experienced Young People

Seven care experienced young people have landed jobs as home carers thanks to a scheme run by Glasgow's Health and Social Care Partnership and Action for Children.

The pilot programme, delivered over a six-week period, saw the young people receive intensive training and work experience that helped them earn qualifications needed to work in the care sector. After undergoing interviews for home care roles, all seven successfully secured job offers with the Partnership.



Pictured: Some of the successful young people.

The Partnership's Continuing Care Employability Services support previously Looked After and Accommodated Young People aged 16 to 26 years, offering them intensive and bespoke support to remove barriers to employment, training and further or higher education. This joint initiative was also part of Action for Children's 'Aiming High' programme, which works with care experienced young people and those with adverse childhood experiences (ACEs). It is funded by Inspiring Scotland and the European Structural and Investment Fund (ESIF).

Susanne Millar, Interim Chief Officer of the Partnership said: "Our Continuing Care Employability Services work hard to secure training, employment and further education opportunities for our care experienced young people.

"They were delighted to team up with Action for Children to jointly provide this training and I'm sure the seven course graduates will make valuable additions to our Home Care teams who have offered them an exciting opportunity and given them a firm foundation with excellent on-the-job training prior to employment.

"I wish the young people every success in their new careers and congratulate them on attaining the skills and qualifications required for these vital roles. This programme clearly demonstrates the power of partnership working and close working relationships across multi-disciplinary teams."



## Healthy Minds

The new 'Healthy Minds' resource aims to promote basic awareness and understanding of mental health and topics that are associated with and can impact on mental health and wellbeing.

The NHS Greater Glasgow and Clyde (NHSGGC) Mental Health Improvement Team is hosted by Glasgow City Health and Care Partnership, and it works closely with all six Health and Social Care Partnerships (HSCPs) within the area to promote the Healthy Minds resource, build capacity and acknowledge that we all have a role in promoting and supporting mental health and that you do not have to be an expert to do this.

Since its launch in February 2019, Healthy Minds has reached over 1,500 participants within Greater Glasgow and Clyde. Partners include Prisons, Health, Social Work, Education, Licensing Staff, Housing, Acute Services and a range of various third sector organisations. Feedback from partners has been very positive and a much welcomed resource to give them tools and resources to support the public mental health agenda.

Michelle Guthrie, Health Improvement Senior (Mental Health), has been encouraged by the response to the resource. She said: "The concept behind Healthy Minds is very simple, but I believe this is why it has been so well received. It's accessible, user friendly and can be used by anyone. Our team will continue to build on the resource to reflect key priorities such as mental health and financial inclusion. We are also delighted to say that our abstract was accepted and we will be presenting our Healthy Minds resource at the Faculty Public Health Conference in November 2019."

The resource can be downloaded from <https://www.nhsggc.org.uk/about-us/professional-support-sites/child-youth-mental-health/>

For more information on the resource, please contact [michelle.guthrie@ggc.scot.nhs.uk](mailto:michelle.guthrie@ggc.scot.nhs.uk)

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## Meander for Mental Health

On 14 September Leverndale Hospital opened up its grounds to mark national Suicide Awareness week and to encourage people to meander for mental health around the beautiful Ramblers Scotland Medal Routes. On the day over 250 people including staff, patients and local people took part in the event.

Samantha Flower, OT Mental Health Advisor (Older Adults)/OT Care Group Lead, South Glasgow and East Renfrewshire said: "The weather was kind to us with the sun making an appearance early afternoon. The day ran smoothly and there was great participation in all the events both on site and in nearby Rosshall Park. There was a real buzz about the place and personally I found it wonderful to see people



Pictured: Some of the staff.

Continued on next page

## Meander for Mental Health

walking past, then coming down to join in.

She continued: “This event was organised by a multi-takeholder group, and on the day 30 people from all walks of life gave up their time to volunteer as stewards throughout the day. I was genuinely humbled by everyone’s input from porters to ward and café staff, as well as our fantastic physiotherapy team; Elaine Melville, our Volunteer Services Manager; and Suzanne Catterall, Operations Co Ordinator. All these staff gave up their precious free time and did Leverndale Hospital proud.”



Pictured: Sporting events on the day.

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## Glasgow City Health Improvement Annual Report

Glasgow City Health and Social Care Partnership’s Health Improvement Teams have recently released their 2018 – 19 Annual Report. This report provides a flavour of the work carried out by Health Improvement Teams across Glasgow City and reflects on progress made throughout the financial year 2018/19.

In Glasgow City, Health Improvement’s vision is to improve health and reduce inequalities. This report is framed around the work Health Improvement does in relation to our strategic direction by our three locality teams, North East, North West and South, as well as the work of the Health Improvement hosted, Board-wide services. These services are in relation to Sexual Health, Alcohol and Drugs, Mental Health Improvement and Community Justice.

The Annual Report was launched at a Citywide Performance Event on 3 September 2019, which brought together staff across the city to share good practice and reflect on our key priorities, performance and our course for going forward.

Karen McNiven, Health Improvement Manager said: “The Health Improvement staff event was a great success, and the feedback from the teams has been extremely positive with staff welcoming the opportunity celebrate their achievements and performance over the last year. The event provided the opportunity for staff to share learning and also debate what our future challenges are across the city and areas for improvement.”

A key message from the event was the importance of engaging local communities in decision-making and also our partnership working with other Partnership services/teams and our wider community planning partners. This strong partnership approach most definitely creates better joined-up services to support local people to improve their health and wellbeing and reduce inequalities. A huge thanks must also go the health improvement staff from across the city who organised such a successful event.”

The report is now available on Stor (NHSGGC Repository): <http://hdl.handle.net/11289/580115>

# Glasgow City IJB Annual Performance Report

Glasgow City Integration Joint Board's (IJB) third [Annual Performance Report \(2018 - 19\)](#), which was approved by Glasgow City IJB at its June 2019 meeting, is now available on Glasgow City Health and Social Care Partnership's website, along with a [summary](#) version.

The Public Bodies (Joint Working) (Scotland) Act 2014 requires Integration Joint Boards to publish an Annual Performance Report within four months of the end of each reporting year.

This [report](#) looks back upon the last financial year (2018 - 19), reflecting upon Glasgow City Health and Social Care Partnership's performance against agreed local and national performance indicators and in delivering the commitments set out within the IJB's second [Strategic Plan \(2019-22\)](#).

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## Have Your Say - GCHSCP Communications Survey

Glasgow City Health and Social Care Partnership regularly communicates with people who are supported by us or who work with us so that they know more about our work and services. We also use communications to help engage with people when planning and delivering services.

We have a [Communications Strategy](#), which describes how we communicate with large groups of people. We're currently reviewing it, and we're keen for people, organisations and networks to share their views by completing a short survey to help us improve our communications.

Our survey is open to anyone who is supported by our services, who works with us (staff and partner organisations) or who is interested in them. This includes the public; patients, service users and carers; staff; third and independent sector providers / contractors of services; and local organisations and networks among many others.

Our online survey is open until 5 January 2020, and it can be accessed at the following web link: [www.smartsurvey.co.uk/s/gchscp-comms](http://www.smartsurvey.co.uk/s/gchscp-comms). It can also be accessed from our website: [www.glasgowcity.hscp.scot/gchscp-comms](http://www.glasgowcity.hscp.scot/gchscp-comms). Paper copies of the survey are available to complete.

If you have any questions or need paper copies of the survey, then please contact Glasgow City HSCP's Communications Team by email, [GCHSCP\\_Communications@glasgow.gov.uk](mailto:GCHSCP_Communications@glasgow.gov.uk) or phone, 0141 287 9676.

# What Integration Means to Me

## by Colin McCormack, Head of Adult Services, North West



Colin McCormack  
Head of Adult Services, North West

“It starts with respect. Our patients and clients want to be treated in a way that respects their dignity, their individuality and their lived experience. They are the experts in their own lives but they respect (and value) our professions’ expertise too. So it makes obvious sense to me that we should mirror that and respect each other’s area of expertise - and indeed our own lived experience at work or at home.

“So this isn’t a ‘health and social work’ thing - it’s a way of being with each other. We have dozens of professions at our disposal and we have a responsibility to get the right combination of them to maximise the help we give. I don’t want to over-simplify, because the people we help often have complex lives and problems and we won’t always agree on how best (or who is best) to help. Throw in time and resources and it can be fraught. But if we keep in mind who we are trying to help - or even better, directly involve them - we have a good chance of getting it right. So it shouldn’t matter who leads our organisation, what we call it or how we label what it does - if it’s doing what it needs to do for Glasgow (and beyond), I’m proud to be a part of that.”

### 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](#)