



Glasgow City Health and Social Care Partnership's Community Respiratory Team featured in a national campaign for World COPD Day.

Welcome

Welcome to the December edition of Glasgow City Health and Social Care Partnership's Newsletter.

In this issue we talk about the success of staff at recent Award ceremonies, Adult Support and Protection, and how the Telecare Service helps people stay safe at home. We also give an update on our Provider Event and the work of the Glasgow City Community Respiratory Team (pictured above) who featured in the British Lung Foundation's World COPD (Chronic Obstructive Pulmonary Disease) Day Campaign.

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@GCHSCP

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Chief Officer's Message



David Williams
Chief Officer

Welcome to the December edition of the Partnership's newsletter.

As ever the newsletter is full of articles and features which showcase the work of the Partnership. In this edition you can read about further successes for our staff at recent awards ceremonies, which I hope will inspire us all to maintain the high standards we've set ourselves since integration; the latest adult support and protection activity; a focus on the work of our occupational therapists; and our successful hosting of the national Care Leavers Week open day.

It's been a busy year generally for the Partnership and as we are now rapidly approaching the end of the year I feel it's appropriate to pause for a moment to consider

how far we've come as a Partnership in 2016 and look ahead to what is sure to be an equally busy and productive 2017.

An extensive programme of preparatory work by all stakeholders and particularly from the Council and Health Board came together in February when the Integration Joint Board (IJB) was formally constituted. One of our top priorities was the development of our Strategic Plan, which was approved in April setting out the vision and strategic direction for the Partnership. You can find the [Plan](#) here but I would like to re-print the Partnership's vision statement below as a reminder of what we're all trying to work towards.

"We believe that the City's people can flourish, with access to health and social care support when they need it. This will be done by transforming health and social care services for better lives. We believe that stronger communities make healthier lives".

Much of the early work of the Partnership has been about bringing staff together, physically through co-location where appropriate, and in developing integrated staff arrangements and structures where appropriate. This has given us a solid foundation for the future and we're already actively delivering on the Partnership's vision to support the people of Glasgow to flourish and ensure they have access to health and social care support when they need it. Some of my highlights as Chief Officer during our first year were, to name only a few:

- The continuing success of our 72 hour discharge service
- Having the chance to showcase the hard work and talent in the Partnership through our Facing the Future Together Awards
- Review and reform of our Occupational Therapy service
- The opportunity to visit a number of teams across the city during the Summer to see first-hand the work you all do
- Our coordinated response to the humanitarian needs of migrants arriving in the city
- The decision to progress the potential to implement safe injecting facilities for those struggling with substance misuse.

The list goes on...

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Chief Officer's Message

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I am incredibly proud of what the Partnership has achieved in 2016 but we now turn our attention to 2017 and a full programme of work to transform health and social care in the city. I'll share more about our programme in the New Year and you'll be able to keep in touch with this work by following our Twitter profile (www.twitter.com/GCHSCP). The Partnership has agreed a Communications Strategy and Participation and Engagement Strategy, which sets out how we will keep staff and the public informed about the work of the Partnership and how you can get involved in planning future service provision.

I am clear that good ideas should be encouraged to come from wherever within the Partnership and so I encourage you all to consider how you could play an active role in shaping the work of the Partnership in the years ahead. We're waiting to hear from you.

Finally, I would just like to take this opportunity to wish everyone a Merry Christmas and Happy New Year. To our staff I hope that whatever you are doing over the festive period you enjoy some well-deserved time off to recharge your batteries. To our patients and service users, and all our stakeholder partners, I offer best regards for the festive period and for the year ahead from everyone at the Glasgow City Health & Social Care Partnership.

Partnership's Locality Plans

The North East, North West and South Localities within the Partnership have developed Locality Plans which are now available for viewing. The Plans set out the key priorities and actions each Locality have for the coming year in order to continue to deliver high quality services to the people of Glasgow. Split into service areas, the Plans include the key priorities for: Children's Services, Criminal Justice, Homelessness and Housing, Adult Mental Health, Alcohol and Drugs, Learning Disability, Older People's Services, Physical Disability Services, Primary Care, Health Improvement, Sexual Health, Carers, Staff Learning & Education, Promoting Equality, Accommodation and Shared Priorities.

To see the Locality Plans go to the [website](#)

Summaries of each Plan will be available in the near future.

Success for Partnership Staff at Recent Awards

Partnership Staff were recognised at the NHS Great Glasgow & Clyde Chairman's Awards and the Facing The Future Together Awards on 7th November.

The **Using Resources Better Award** for staff who have increased efficiencies in the way they work or deliver services more effectively was awarded to the Partnership's – SPHERE Bladder and Bowel Service.

The project developed two community based clinics to determine the effectiveness and cost benefit of TPTNS (Transcutaneous Tibial Nerve Stimulation) compared to standard treatment. Clinical and cost outcomes showed that TPTNS is safe, low-cost, dignified, non-invasive and simple to use and teach.



SPHERE Team

The judging panel were so impressed by Staff Nurse Jade Gilmore from the Treatment Room at Townhead Health Centre that, for only the second time in the six years that the Chairman's Awards have been running, they made a Special Award of Excellence.

Jade was singled out by the judging panel for special recognition for her outstanding care, compassion and decisive life-saving intervention. Jade's concern for a patient when he didn't show up for a regular appointment saved his life. Jade went above and beyond to locate the patient and the patient is in no doubt he would not be alive today had she not acted the way she did.



Jade Gilmore

Facing the Future Together Awards Winner

The overall winner of the Facing the Future Together Award for Glasgow City Health and Social Care Partnership was the Partnership's Housing Options for Older People Project.

This is a pioneering approach which offers personalised housing advice for any older people in hospital or intermediate care. Through this approach increasing numbers of older people have been able to remain in their existing home or improve their housing situation.

The Housing Options Project also won the Chartered Institute of Housing Scotland Excellence in Health and Well-being Award in November.



Pictured left :John Brown, Chairman NHSGGC and David Williams, Chief Officer, Glasgow City Health and Social Care Partnership with staff from the Housing Options for Older People Project



Denise Murdoch receives the Award for the Housing Options Project from the Chartered Institute for Housing Scotland

Award Season for Sandyford Digital Media Project

Sandyford Digital Media Project won the Our Resources category of the NHS Greater Glasgow & Clyde Facing the Future Together Public Health Awards for the redesign of the Sandyford website and social media forums.

The project was also delighted to be one of four finalists at the Scottish Digital Media Business Award 2016 Public Sector Award.

Now in the eighth year, these dynamic industry awards recognise the success of organisations large and small in seizing the opportunities offered by digital technology and the internet. Representation from the project team attended the awards.



Sandyford Staff at the Scottish Digital Business Awards

Scottish Pharmacy Award

The Pharmacy service within the Glasgow City Community Respiratory Team based at Possilpark Health and Care Centre won a Scottish Pharmacy Award in November.

The award was for Innovations in Prescribing Quality and Efficiency. The pharmacists visited patients at home to review and ensure correct usage of medication resulting in reduced overall consultation times, increased patient satisfaction, reduced polypharmacy and reduced hospital admissions.



Pharmacists Nicole Tolley and Gillian Cameron receive the Award.

Inspiring City Awards 2016

PEOPLE MAKE GLASGOW

The aim of the Inspiring City Awards is to give recognition to individuals, businesses and organisations that have gone beyond the call of duty to encourage, mentor and support investment and growth in Glasgow.

We are SNOOK and Partners AYE MIND, which is part of the Partnership's Mental Health Improvement Team received a commendation in the Industry and Young People Innovation Award category for the Aye Mind Website.

Glasgow City Carers Partnership was also nominated in the Carer of the Year category.

See full story on page 8.



Health Improvement Team and SNOOK Staff at the Scottish Digital Business Awards



Partnership Staff at the Scottish Digital Business Awards

Supporting Carers - Glasgow City Carers Partnership

Glasgow City Carers Partnership was a finalist at the Glasgow Inspiring City Awards 2016 in the category of Carer of the Year. Held in September the event was attended by carers, staff from statutory and voluntary sector carer teams, Andrew Robertson, Glasgow Carer's Champion and Councillor Matt Kerr representing the Carers Partnership.

Glasgow City Carers Partnership was launched in December 2011 and is regarded as a model of good practice in carers support services.

The Partnership brings together Glasgow City Council, Glasgow City Health and Social Care Partnership, NHS Greater Glasgow & Clyde, the network of voluntary sector carers' centres and condition specific organisations.

This partnership has focused on the development of anticipatory pathways for advice, information, training and support for unpaid carers. The partnership with NHS Greater Glasgow & Clyde allows carers to be identified at the point of diagnosis/onset of condition with primary and acute care services identifying carers and promoting the carer pathway. The aim is to support carers to have the skills and knowledge to support the person who they care for to live well with their condition.

An evaluation of the Glasgow City Carers Partnership carried out in 2015 provides evidence that the partnership approach has led to positive outcomes for increasing numbers of carers with the number of carers assessments carried out increasing from 596 in 2011 to 8967 by March 2016.

Andrew Robertson, Glasgow Carers' Champion commented "Since being appointed Carers' Champion at the end of 2015, I have been able to meet many carers and professional workers in both Health and Social Services and third sector organisations. There have been many improvements for carers that are directly attributable to ever improving collaboration across all sectors. Where there are concerns, there is a ready willingness to gain a better understanding from the Carers' perspective. This is all most encouraging as the Glasgow City Carers Partnership commits itself to continuing the availability and improvement of support for the often under recognised army of unpaid carers."

Rosemary Kennedy from Glasgow Carers Reference Group who attended the event said "I was humbled by all the finalists at the Inspiring City Awards and the range of excellent work going on across Glasgow. In my view everyone was a winner on the night."

Ann Cummings Carer Strategic lead for the Glasgow City Health and Social Care Partnership said "To be a finalist in these awards is excellent recognition for the Glasgow Carers Partnership and the outcomes it has achieved for increasing numbers of carers. "The success to date of the partnership demonstrates what can be achieved when Health, Social Work, the voluntary sector and carers work together to plan and deliver services reducing duplication and maximising available resources."

For more information on what it means to be a carer and how to access support please go to our [website](#).

Helping People Stay Safe at Home - Telecare



Pictured left to right are James Jordan and Sandra Blair with local community representatives Jamie McCarron, Morag and Jim Skinner, Irene McInnes and Tony Devine, Community Engagement Officer

Telecare refers to a broad range of devices which are designed to help keep service users safe in their own homes and enable them to summon assistance when required. The service is mainly used by older people or people with disabilities, but it can also support people who have significant health problems.

The Partnership has a flat set up with working Telecare equipment to show staff and service users how the equipment works for people in a real life situation. Health and Social Care staff can visit to see what equipment exists which would help inform future assessments they undertake.

Local community representatives from the North East were shown around one of the flats in Springburn recently by Sandra Blair, Senior Officer and James Jordan, Resource Worker, from the Glasgow City Health and Social Care Partnership who manage the Telecare Service referrals.

Sandra Blair explained, “The basic Telecare equipment consists of an alarm base unit with an inbuilt microphone and speaker. An emergency button (or pendant) is provided in addition to the main base unit and is worn around your neck or wrist to allow you to contact the Telecare service from anywhere inside your home. A linked smoke alarm can be added if a need has been identified.”

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Sandra continued;

“When you press the emergency button on the base unit or pendant the device connects to Cordia’s 24 hour call handling and monitoring service. Dedicated call handlers will identify the type of alarm call that you have sent and speak to you through the speech unit on the base unit. If you require your relatives, the police or fire brigade then they can be called to help you.”

The visitors were most impressed with the range of equipment available.

Irene McInnes, community representative from the Partnership’s North East Older People’s Working Group commented on the visit.

“This was a very informative session. The range of Telecare devices is definitely something that will help carers to be a bit more relaxed about relatives who need support. Using these alarms would certainly put my mind at rest.”

The basic alarm button and box is used by 8,500 people in Glasgow. The service charge for the alarm service is £3.17 per week based on users’ ability to pay. Besides the core alarm unit, some people may have quite specific needs where other devices programmed to the alarm unit would be of particular help. Examples of these include:

- fall detectors that can raise an automatic alert if you fall and are unable to press your pendant
- sensors that alert support staff if there has been no-one moving around the house for a period of time
- devices to minimise fire risk

Contact the Telecare Team on 0141 276 5615 or go to the [website](#).

Children’s Services Joint Inspection

The Joint Inspection of Children’s Services is underway in Glasgow. The inspection is focussing on how well all of the services in a local authority area are working together to make a positive difference to the lives of children, young people and their families. The Inspectors have been meeting staff, parents and young people, making visits and scrutinising records and reports. This will continue into next year, culminating in a report being published.

National Care Leavers Week Open day

Glasgow City Health and Social Care Partnership hosted the 5th Annual Care Leavers Open Day at the City Chambers on 28 October. The event coincided with National Care Leavers Week and was a celebration of the individual and collective achievements of Glasgow Care Leavers.

Over 200 people attended the event, including social work staff, foster and supported carers, residential staff and various partners who deliver support services and accommodation to young care leavers in the City, and of course young care leavers themselves.

Over 40 organisations and projects from the Council, Statutory Services and the Third Sector took part in a 'market place' of stalls in the Banqueting Hall. These provided information and advice to attendees on their various support roles in-between the formal programme.



Staff at the Open Day

The Event was led by young care leavers with three young comperes ably introducing and taking event participants through the programme. The comperes began by introducing Susanne Millar, Chief Officer, Planning, Strategy and Commissioning and Chief Social Work Officer from the Partnership, who explained how she and Glasgow take the Corporate Parental Responsibilities for our Care Leavers very seriously.

Care Leavers Kaitlyn, Tammy-Leigh and Callum gave three moving vocal performances; together with a guitar performance from Marc. This was followed by a singing performance from Kaitlyn and Tammy-Leigh with Tammy-Leigh accompanying on the piano. The Arts in the City Drama Group then presented a film of their performance, 'Hellfire Meeting,' together with an additional film of the 'behind the scenes' out-takes that occurred during rehearsals.



Tammy-Leigh on piano

These performances were interspersed with more formal presentations from Third Sector Organisations, Scottish Council for Voluntary Organisations, Move On and Y People, who were all accompanied by young care leavers to explain how they had benefitted from employment and peer mentoring opportunities and support.

Glasgow's Continuing Care Services paid tribute to the partner organisations that provided Supported Accommodation to care leavers across the city and there was a touching moment during the proceedings when a service user presented a birthday cake to Barnardos 16+ Project with the audience singing 'Happy Birthday' to acknowledge Barnardo's 150th year of supporting children and young people.

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Continuing Care Services also presented the new Housing Protocol that will enable care leavers to access their own tenancies in partnership with Glasgow's Housing Associations. The audience heard from Stephanie and how she had gained her tenancy through the Protocol in 2013, and the positive impact it had made on her life since.

Susanne Millar closed the event, expressing pride and admiration for the collective achievements of the young care leavers of Glasgow and the supporting adults from Social Work and all the partner organisations.

Update on Adult Support and Protection

An adult at risk of harm is defined as “a person aged 16 or over who may be unable to protect themselves from harm, exploitation or neglect”. This may be because of having a disability of any kind, including learning disability; suffering from a mental illness or being infirm due to a physical or mental condition. Harmful behaviour can take many forms, examples are physical harm, financial harm, neglect, self-harm, psychological or sexual harm.

Under the Adult Support and Protection Act, Social Work departments must carry out an investigation when they believe an adult may be at risk or harm. The investigation must be led by a Social Worker with at least one year's qualifying experience.

A training calendar for Council Officers (qualified social workers with at least 12 months experience of working directly with Adult Support and Protection) is now available for 2017 and has been positively evaluated. Second worker training is also open to all health and social care staff involved in Adult Support and Protection.

Early next year monthly half day Adult Support and Protection Awareness Raising sessions open to all partner agencies and third sector organisations will take place.

For more information or if you are unsure whether you should attend, contact Angela McGowan Senior Learning and Development Officer, Angela.McGowan2@sw.glasgow.gov.uk

Liz Crichton, Service Manager, Adult Support and Protection with Glasgow City Health and Social care Partnership said “If you are an ordinary member of the public, a care worker, health professional or from any other organisation if you suspect someone is being harmed you have a duty to report this to Social Work Services or if you think there is a crime to the police. Staff within organisations should report any incidents to their line manager in the first instance”.

A Service User leaflet is currently being developed and will be available in the New Year. You can read our Adult Support and Protection Newsletter on the [website](#).

Glasgow City Community Respiratory Team

The Glasgow City Community Respiratory Team was featured for their good practice in the British Lung Foundation's recent campaign to raise awareness of lung health and particularly Chronic Obstructive Pulmonary Disease (COPD), on World COPD Day (16 November).

COPD is the name used to describe a number of conditions including emphysema and chronic bronchitis. Scotland has one of the worst rates of COPD in the UK. If you live in the Greater Glasgow area you are 45% more likely to have COPD than any other part of Scotland. People living in deprived areas are two-and-a-half times more likely to have COPD, and much less likely to engage with proper treatment, such as pulmonary rehabilitation classes. That's why the Glasgow Community Respiratory team decided to try something new.

Marianne Milligan, Team Leader at Glasgow City Community Respiratory Team, Glasgow City Health & Social Care Partnership, explains:

"There was a real unmet need in Glasgow of people with COPD. We knew these people struggled to go to pulmonary rehab, so just weren't getting the help they needed. So we decided to bring pulmonary rehab to them, by going into their homes for 1-2-1 sessions."

"Our team works together to treat the whole person, rather than separately tackling their symptoms. We work with the patients to find out what it is they want to achieve and they set a goal for themselves. For some, it's as simple as being able to bathe themselves, or go outside to the ATM to lift money, rather than relying on carers. But these can be life-changing achievements for people with COPD. Then we make sure that the whole respiratory team works together to help reach these goals."

Mount Florida resident, Benny McMahon's COPD got so bad he had ended up in hospital, and for some time he had not been able to get out of his high rise flat. That's when Deborah from the Glasgow team was called in to help. Working with her, Benny set his own personal goal to work towards – to be able to get out of his flat, so he could see his neighbours come and go.

Benny explains: "I felt as though I wasn't going to make it – as though it was my last day. When Deborah first came here I was sleeping on the recliner, I couldn't walk to the toilet. Just talking for any length of time was difficult."

"Deborah had me using my walking aid and she's had me walking around, out on my landing... and standing out the front so you can meet your neighbours coming in. I've progressed 100% I would say – and the breathing's been better. It's given me a better quality of life...without Deborah and the team I wouldn't have that."

The Community Respiratory Team is a physiotherapy-led multidisciplinary team comprising of physiotherapists, nurses, occupational therapists, pharmacists, a dietician and health support workers. The aim of the team is to optimise respiratory care delivered at home to patients with COPD, improving community care and self-management of the condition and thus reducing the risk of hospital admissions. The team covers the whole of Glasgow City. The service started off as a 2 year pilot in April 2013, and due to such positive results, gained Integrative Care Funding from Glasgow City Council to continue as a project until March 2018.

Health and Social Care Provider Event Held in City Chambers

The Glasgow City Health and Social Care Partnership Provider Event took place in November at The City Chambers. The Event was well attended with approximately 140 delegates representing 90 provider organisations who deliver a broad range of social care services across Glasgow. Members of the Partnership's senior management team were also in attendance. Each subsequent event grows from strength to strength with this year's Event proving to be the most popular one yet.

The agenda for the day was varied and topical focusing on an update on:

- Health and Social Care Integration
- Transformational Change
- The Scottish Living Wage/National Minimum Wage and
- Discussion on the Partnership's transformational change project 'Proof of Concept: A Review and Reform of Social Care Contracts and Delivery of the National Minimum Wage 2020.'



Staff at the event

Presentations were delivered by David Williams, Chief Officer, from the Partnership, Aileen Brady, Head of Practice and Development, Inclusion and Sam Smith, Director, C-Change. The presentations, which focused on implementing change were well received and provided a stimulus for lively and engaging discussions among participants. Inspired by the presentations, provider organisations shared their experience and knowledge on how they continue to meet the challenges of implementing the Scottish Living Wage/National Minimum Wage and of implementing change in their own organisations.

The morning presentations were rounded off with a Question and Answer session with David, Sam and Aileen elaborating further on some specifics in relation to their presentations and also addressing the queries from the participants.

David Williams said "The presentations from our providers' work showed an inspiring example of change and the use of assistive technology."

Sam Smith commented that "We should be proud of our forward looking and progressive legislation such as Self Directed Support and the Adults with Incapacity Act which helps us provide services across care groups."

She concluded "We can create the conditions for people to flourish and re focus on their assets with the process of change being led by the people who we care for."

A full report will be available on [Your Support Your Way](#) Glasgow in the New Year.

New Video - What does an Occupational Therapist Do?

A small group of Occupational Therapists in the North East Glasgow Occupational Therapy Team have been experimenting with new ways to help service users, staff and the general public understand what they can offer. One development has been a short film produced by the Occupational Therapists with the support from NHS Medical Illustrations.

The film features the many roles taken on by Occupational Therapists in Mental Health and attempts to answer the age long question – What Does an Occupational Therapist Do ?

[You can view the video here.](#)

Feedback from staff was all positive – with one person saying



“It made me more aware of the creative ways that an Occupational Therapist can help a person” and “It is helpful for service users to know that therapy can take place in their own home or at a place of interest to them.”

Working with Schools in Barmulloch and Barlornock

Staff from the North East Health Improvement Team working with Barmulloch and Balornock Initiative asked all primary schools in the area to participate in a competition to design a logo for the group to use. Barmulloch and Balornock Initiative is made up of local organisations in the area including Barmulloch Community Development Company, North Glasgow Healthy Living Centre, Glasgow Housing Association, the Partnership’s North East Health Improvement Team and schools. Local people picked winners from each school and an overall winner, Niamh Spence from St Martha’s Primary School. Congratulations to all the winners and to the schools for supporting the pupils to participate.



Siobhan Harkin with staff and pupils from St Martha’s Primary School

Siobhan Harkin from the North East Health Improvement Team presented awards to the schools. She said “Thanks to all for taking part. This work with Barmulloch and Balornock Initiative shows how the Glasgow City Health and Social Care Partnership work in partnership with local organisations to help build local capacity and reduce inequality.”

Thriving Places - Winterfest in Easterhouse

Primary School children from across the North East visited free community festival Winterfest 2016 in Easterhouse in November.

The event was organised by the Partnership's North East Health Improvement staff, Platform and Shandwick Square Shopping Centre as part of the Thriving Places Easterhouse Project.



Health Improvement staff at Winterfest

Michelle Hunt and Debbie Clark from the Glasgow City Health and Social Care Partnership North East Health Improvement Team said:

“This year nursery staff identified the need to offer free Christmas activities to families as they felt reluctant to ask parents who may be finding it hard in the run-up to Christmas to contribute to parties and organised events. With all of the partners involved in Winterfest, and in the true spirit of the Thriving Places approach, we have been able to bring together a programme of lots of different activities and almost 500 children got the chance to visit Santa and his reindeer, take part in arts and crafts activities and some carol singing.”

Winterfest activities take place across Easterhouse, Barlanark and Springboig from 25 November until 21 December.

Maggie MacBean Orr, Community Organiser for Thriving Places Easterhouse said:

‘It’s great to see service providers from across Easterhouse, Barlanark and Springboig working closely together to provide fun, free activities for families at Christmas time. Lots of local makers pulled out all the stops to make Christmas Crafts and Stocking Fillers for the Christmas Market, all made in the local area. This type of working allows for lots of different opportunities for people to get involved which all goes towards making the area a Thriving Place.’

Festive Guide - Know who to turn to

NHS SERVICES

Your NHS is available all year round to care for you. While your GP practice and some NHS services will close on 24, 25, 26 and 27 December and again on 31 December, 1, 2 and 3 of January. The NHS will continue throughout this period to provide urgent care for those who need it. Contact NHS 24 on 111.

A free booklet explains how and when to access these services over the festive holiday weekends. It is available from GPs, Dentists, health centres or pharmacies.

Please note that details of pharmacy opening hours are correct at the time of publication.

You can confirm these details via the [NHS Greater Glasgow and Clyde website](#) or by calling the individual outlet, numbers are included with outlet details in this booklet.

SOCIAL WORK SERVICES

Social Work offices will close at 3.55pm on Friday 23 December and re-open at 8.45am on Wednesday 4 January 2017 with the following exceptions:

Easterhouse Area Office (North East Area)	0141 276 3410
Mansion Street (North West Area)	0141 276 6210
Gullane Street (North West Area)	0141 276 5288
Hecla (North West Area)	0141 276 4330
Possilpark Health Centre (North West Area)	0141 800 0670
Gorbals/Govanhill Office (South Area)	0141 420 0060
Govan Area Office (South Area)	0141 276 8700

On 28 and 29 December these offices open between 8.45am and 4.45pm. On 30 December these offices open between 8.45am and 12.00pm.

If you do not currently have a social worker and need support or information from Social Work Services then phone Social Care Direct on 0141 287 0555 during the office hours listed above.

A Homelessness service will be available from The Hamish Allan Centre, 180 Centre Street, Glasgow, G5 8EE. Phone 0800 838 502.

If you need to contact social work outside office hours then an Emergency social work service is available from Glasgow and Partners Emergency Social Work Service. Phone 0300 343 1505.

What Integration Means to Me

by Isla Hyslop, Head of Organisational Development



Isla Hyslop

Integration means being different and working differently in a very complex and complicated world. For the Organisational Development Team we have focussed on looking at how teams relate to each other and building their relationships within and outwith the Partnership. For me having teams that work together well is the best way to support integration. I also think we need to keep looking at how we talk to and listen to each other for better conversations.

And Finally...

If you require this newsletter in an alternative format or wish to be added to our distribution list then please email SW_CommunicationsUnit@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 Integration...

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