



The photos show this year's graduating groups from the Project Search programmes based at the Royal Infirmary and the University of Strathclyde

Welcome

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

In this issue we feature Project Search - our work experience programme that supports young people with learning disabilities and/or autism to get and keep a fulltime job.

We also focus on Anticipatory Care Planning and the benefits of Cordia Supported Living and Telecare.

Plus its time to nominate a staff team or individual for the Facing the Future Together Awards 2017.

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Chief Officer's Message



David Williams,
Chief Officer

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

We're now approaching the Summer holiday season and I'm sure the thoughts of many of us are turning towards enjoying some well-earned time off. Whether you're planning a getaway to warmer shores or staying here at home in the UK, it is important to take time and recharge our batteries every now and again. 2017 has been a busy year so far and in this newsletter we focus on recognising some of the excellent work we've managed to do as a Partnership, and also some of the achievements that the patients and service users we work with on a day to day basis have made.

You can read about the incredible success of our Project Search work experience programme in supporting young people with learning disabilities and/or autism to get into the world of work and crucially, to sustain their employment. These inspiring young people were recognised at graduation ceremonies at Glasgow Royal Infirmary and Strathclyde University earlier this month. We want to build on this success and are always looking for more employers within the city to get involved in supporting our young people to make that leap to employment where they can flourish.

We also have articles about what will be fantastic new health and social care facilities when they open their doors to people in the Gorbals and Woodside areas in 2018, as well as the success of the existing Supported Living and Telecare services provided by Cordia and the proposed new Health and Social Care hub in Parkhead. These services, as well as others in the newsletter, again show the commitment of the Partnership to providing modern, fit for purpose facilities to provide service users and patients with the support they need, where they need it.

We're also highlighting this year's Facing the Future Together Awards and encouraging you to think about an individual staff member, team or project which you think has gone the extra mile in the course of their work. Why not nominate them for an award to help us all celebrate their excellent work. These staff make a vital contribution to meeting the vision of the Partnership to transform how we deliver services in this city.

Transformation is also the theme of our current "Small Things Matter" campaign where we encourage staff within the Partnership to come up with their own ideas for how we can better and more efficiently meet the needs of the communities we serve. Find out all about how staff can shape the future of the Partnership by using our Employee Voice suggestion scheme.

Employee Voice is just one of ways we have developed to improve how we communicate with our own staff. In the last edition of the newsletter I referred to a survey we undertook to understand how you would like the Partnership to communicate and engage with you. Some of the results of that survey are available for you later in this newsletter.

As ever you can also keep up to date with what's going on via our Twitter profile (www.twitter.com/GCHSCP).

To those of you planning some time off over the Summer months I hope you have a relaxing and enjoyable break.

Go Ahead for Gorbals and Woodside Health & Care Centres



Artist impression of the New Woodside Health and Care Centre.

Two new multi-million pound state-of-the-art Health and Social Care Centres in the Gorbals and Woodside are set to open to local residents by the end of 2018. Both new centres will provide an important platform in expanding clinical services in the community by supporting the integration of health and social care services.

Based in Sandiefield Road, the new Gorbals Health and Social Care Centre will house a range of services including GP surgeries, social services, treatment rooms and community spaces.

Replacing the existing centre in Barr Street, the new Woodside Health and Social 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.

David Williams, Chief Officer, Glasgow City Health & Social Care Partnership said: "These two new health and social care centres for the Gorbals and Woodside areas will enable us to provide a dedicated patient-centred service and 'one stop shop' for all primary care and community services. The new expanded centres will be designed to be much more than simple replacements of the existing facilities. They will provide local people with access to state-of-the-art health and social care services in facilities fit for the 21st Century."

Project Search Now Recruiting

Project Search is a work experience programme that supports young people with learning disabilities and/or autism to get and keep a fulltime job. It started in Cincinnati Children's Hospital (United States) in 1996 and is now delivered in over 500 sites worldwide, including two in Glasgow.

Staff in Glasgow City Health and Social Care Partnership's Supported Employment Service have played a key role in the development and delivery of both Project Search sites in Glasgow, which are based at Glasgow Royal Infirmary and the University of Strathclyde. They are referred to as the 'host business. The NHS site is currently the best performing site in Europe for job outcomes.

Six of the group at the Royal have already secured full time employment and one part time employment. Five interns from the programme based at the University of Strathclyde have secured full time employment with five still looking for their first job. The Supported Employment Service continue to support those still looking for work and job coach those in work to settle in and learn all the skills they need to be a success in the workplace.

Graduations took place on the 2nd and 9th June and were a great success enjoyed by staff from all our partners, parents, families and employers. Graduates are pictured on the front cover.

The focus of Project Search is very firmly on building skills and getting ready for the world of work. One recent graduate who is now employed as a hospital porter said, "If it wasn't for Project Search I probably wouldn't have a job. Now I'm earning a wage, taking driving lessons and taking my family on holiday."

Young people are called interns while in Project Search and undertake up to three 10-week work experience placements (rotations) within the host business. Typical rotations include domestics, portering, health records, health care assistant, ward clerks, catering, cleaning, mail room, IT help desk, stores, logistics, various administration roles and handyperson service. Interns have support from a job coach, college lecturer and workplace buddy to ensure they are learning new skills and fitting into the workplace.

If you are interested in employing one of our Project Search graduates or finding out more about the benefits for employers, then please contact Angie Black, Supported Employment Service Manager at supportedemployment@glasgow.gov.uk.

Recruitment for new interns starting in August 2017 is ongoing and anyone interested should apply through our college partners at <http://www.glasgowclyde.ac.uk/> or <https://www.cityofglasgowcollege.ac.uk/>.

Services to Help People be Cared for at Home

The Glasgow City Health and Social Care Partnership Rehabilitation Service provides specialist rehabilitation supports to adults over the age of 16 with complex health needs. The service provides assessment and treatment in response to community referrals and to support hospital discharge.

Hospital staff refer patients to the service when they require further rehabilitation support at home to maintain or improve their health, independence and mobility.

The Rehabilitation Service consists of a team of staff including community nurses, occupational therapists, pharmacists, physiotherapists, podiatrists, community psychiatric nurses and psychologists, dieticians, speech and language therapists, and rehabilitation assistants.

Rehabilitation is only one aspect of the services available within primary care. "Primary care" means all the community health services that work with General Practitioners (GPs), general dental practitioners, community pharmacists and optometrists to provide services to local populations. To deliver effective integrated health and social care services, it is essential that strong links with primary care services, social work services, the carers team and a wide range of other services exist.

Intermediate Care (Step up/ Step Down Care)

Intermediate care is for patients who no longer need to be in hospital but, due to the nature of their needs, cannot return to their own home. This is known as Step Down Care and examples include returning to a residential or nursing care home or another homely setting in an Intermediate Care Unit.

Hospital staff refer patients for a Social Work Assessment and consideration of Intermediate Care when they no longer require acute hospital care, but need a further period of assessment and support to determine longer term support and care needs.

Intermediate care can also be accessed to provide a safe alternative to hospital admission when people are unable to remain at home, but do not require 24 hour care and observation (known as Step Up Care). Intermediate Care allows a period of assessment and support to determine longer term needs. This is provided in an Intermediate Care Unit, where people are supported by a team of social work, medical, health and care home staff.

Intermediate Care units are designed to feel more like being at home. The assessment period in the Intermediate Care unit will usually last no longer than four weeks with no charge for the service during the assessment period. However if a stay is longer than the assessment period a weekly fee may be charged.

Step Up/Step Down Intermediate Care spaces are currently based across Glasgow in Springburn, Dennistoun, Knightswood, Yoker, Darnley and Kinning Park.

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During the assessment period the Intermediate Care Team will discuss with patients and their family the most appropriate options for longer term care. These could include:

- Returning to own home with the right care provided there to support needs
- Moving into alternative housing e.g. sheltered or extra-care supported housing
- Moving into a residential care home, with or without nursing care, for long-term care.

Intermediate care is seen as one of the major contributors to reducing numbers of people delayed in hospital care. Figures (see table below) show that 186 people went home from step down Intermediate care in calendar year 2015 and 200 in 2016. Delays of people aged 65 plus in hospital reduced from 160 in November 2014 to 26 in February 2017.



The Importance of Cervical Screening

Partnership staff took part in national charity Jo's Cervical Cancer Trust's first ever roadshow in Glasgow in March at Glasgow's George Square. The Be Cervix Savvy Roadshow will visit 11 cities over across the UK and started in Glasgow as the area has the lowest attendance of cervical screening in Scotland and incidence of cervical cancer is currently the highest since 1993.

Last year over one in three women in Greater Glasgow did not attend potentially life-saving cervical screening when invited and the charity hopes that their Roadshow will help to reverse this through raising awareness of the role of the test in preventing cervical cancer.

Siobhan Harkin from the North East Locality Health Improvement Team took part in the roadshow. She said: "We visited four locations in Glasgow, (George Square, Buchanan Street, Easterhouse and Parkhead) and answered questions about all aspects of cervical cancer, including the HPV vaccination, cervical screening, signs and symptoms of cervical cancer and how women can reduce their risk of the disease."

Jo's Cervical Cancer Trust (www.jostrust.org.uk) is the UK's only dedicated charity offering support and information to women of all ages and their loved ones affected by cervical cancer and cervical abnormalities. The National Helpline is on 0808 802 8000.

Anticipatory Care Planning - iHub Project

Glasgow City Health and Social Care Partnership has over the last year been involved in a number of projects linked to Healthcare Improvement Scotland's innovative improvement resource: the Improvement Hub, also known as iHub. Of the six projects we have linked to the iHub, we're focussing in this edition on Anticipatory Care Planning.

Set up in 2015, the Anticipatory Care Project team provided awareness sessions to support health and social care staff to help service users plan ahead for any change to their future health or social care needs. The project team completed this task over a 12 month period. Anticipatory Care Planning is now available across the city to health and social work staff and the Partnership is also keen to work with voluntary and other third sector organisations to make it available in other community locations.

So what is the Anticipatory Care Plan and how does it work? The plan offers older people and anyone with chronic conditions the opportunity to put down their treatment and other preferences in a plan so that if their health or social care circumstances change, NHS, Social Work and other care providers have that information already available. This means they have a record of what's important to them and what their wishes are should their health decline.

With the help of a member of the NHS or Social Work staff, family members or another care provider, they can log not only their personal information (CHI number, emergency contacts and care providers) but also important information under the topics below:

- Things that are important to me now – including hobbies, keeping in contact with friends and family, carer responsibilities or what happens to pets if the person goes into hospital or a care home
- Planning ahead – for example, discussing how they can best manage their long term health conditions, how they can remain as independent as possible for as long as they can and whether they have discussed Power of Attorney with relatives
- Looking after me well – what treatments they would or would not accept and whether they want to be cared for in their own home (where possible) rather than going into hospital and
- My concerns – this could be about their health, caring responsibilities, pets, finances and their home

The person then keeps the plan and can share it with professionals or take it with them if attending hospital.

Jean Blackwood, Service Manager, Older People and Primary Care, said: "The idea of the plan is to allow people the time to think about what they want to happen should a crisis arise in the future: how they want to be cared for and what they want to happen."

The programme is already proving a success with good feedback from service users. Now Jean is hoping to encourage third sector organisations to offer the Anticipatory Care Plan to the people they support, particularly people who might not yet be on our radar (such as older people who are still in relatively good health who do not regularly see a healthcare worker or social worker).

Jean continued: "We've been talking to the third sector in the hope that they will be able to provide the support to service users in filling in the forms in community and other settings such as housing associations. We're currently speaking to housing associations with the hope that we can pilot the project there."

New Day Care Centre in North East Opens



Staff with Robert Howatt, who attends the day centre, at the official opening.

A new day care centre for older people in North East Glasgow has been officially opened. The centre on Wallacewell Road, Balornock, provides day care support for up to 30 vulnerable people each day, Monday to Friday, to help them to continue to live independently at home for as long as possible. Equipped with activity rooms, lounges, a treatment room, hairdressing salon, quiet room and dementia-friendly garden, the new centre has been purpose built to meet the increasingly complex needs of older people. This modern and high quality environment will allow for flexible and personalised support to be delivered for service users

David Williams, Chief Officer of the Glasgow City Health and Social Care Partnership, said: “Our investment in this kind of high quality, future proofed facility fully supports our vision for future services. Wallacewell Day Care Centre is for older people who will benefit from extra support so they can continue to live independent, active lives.

“Many older people living at home do experience poor health, have to deal with the impact of dementia, have mobility problems or are excluded from activities enjoyed by others. The facilities at Wallacewell will help support services to address all of these issue and help people to live at home for as long as possible.”

Robert Howatt, who has received a day care service for four years said: “This centre allows more room for activities and more facilities to care for service users with varying degrees of disabilities and to top it all, a beautiful, safe garden area.”

Benefits of Cordia Supported Living and Telecare

Glasgow City Health and Social Care Partnership aims to continue to shift the balance of care by reducing the number of care home placements by 30% over a five year period. This can only be achieved by providing appropriate and flexible community based supports that will allow more older people to remain in their own homes. While there is a financial imperative to reducing the care home budget, we know that most older people would prefer to remain in their own homes as long as possible.

Research highlights that most older people move into a care home as a result of a crisis in their lives, with no preparation and little or no planning. Often this has meant older people not returning home from hospital after an emergency admission. Research can be viewed at: <https://www.jrf.org.uk/report/older-peoples-vision-long-term-care>

Ann Cummings, Service Manager, North East Locality said:

“The development of the Cordia Supported Living Service (CSL) over the last 5 months is a good example of a responsive flexible community support providing a range of personal and non-personal care tasks to maintain older people at home. The service has been developed in response to identified need and to overcome some of the limitations in mainstream home care services.

“The development of a supported living model for older people is not in itself the solution but requires a range of other services and supports including carer supports, day care, befriending and assistive technology and telecare solutions. Community health supports from older people’s mental health, community rehabilitation services and community nursing are also important elements to ensure an integrated approach to maintaining older people at home.”

The case study MM (see below) is an excellent example of a crisis situation where an older person was heading for long term care. Good social work practice in developing a robust care plan, providing supported living services, health input and imaginative use of technology was able to meet the service user’s needs, manage the identified risks and allow the service user to remain at home.

Case Study

MM has been known to Social Work since 2008. At this time she had fractured her hip after a fall at home and required hip replacement surgery. OT intervention and Cordia support were required to facilitate MM's discharge from hospital.

MM had maintained her independence at home up until 2014. At this time MM had been diagnosed with bowel cancer. After surgery she was fitted with a Stoma bag to support with continence management. However, she was becoming increasingly frail and had lost her confidence. MM was subsequently diagnosed with vascular dementia and hallucinations associated with macular degeneration and required full support to manage her independence, she was no longer safe at home. Her sleeping pattern was erratic and she believed strangers were entering her home during the night. MM required a lot of reassurance. She was also no longer able to manage her continence needs but continued to attempt to change her Stoma bag in the night, becoming distressed.

Benefits of Cordia Supported Living and Telecare

An initial assessment by a Social Worker indicated requirement for long term care in a residential environment providing 24hr care and support.

As a short term plan, a referral was made for assisted technology (Telecare) to manage the more prominent overnight risks identified (falls/hallucinations/managing continence). Telecare was incorporated into the existing care plan. This took the form of an exit sensor placed on MM's bed, with the proviso that if she did not return to bed after twenty minutes – call centre staff would be alerted to check on MM.

Initially, frequent calls were made to MM as she had not returned within the time – this had a significant reassuring effect. MM then slept for longer undisturbed, hallucinations during the night reduced, blood pressure began to stabilise, mobility and co-ordination improved and there were less issues with continence during the night. Ongoing assessment then indicated that long term care was no longer required given improvements and mitigation of risks.

The Cordia Supported Living (CSL) service is also promoting the clients' independence at home. The current care plan at nineteen hours per week with CSL is allowing choice and control over when services would be best delivered to meet identified needs.

Feedback from MM and her family indicates that they are delighted with the service. The family note that the same care staff are a consistent feature of the care plan. They are now familiar with MM's needs, her routines and what she likes and dislikes. Staff from CSL service are also proactive in managing risks of social isolation by facilitating MM's engagement in community activities.

Conclusion

It is expected that the client will require long term care at some point in the future, however, at this time independence at home is being promoted and risk managed. Telecare appears to have contributed to these improved circumstances and is complemented by the CSL service.

Martin Kelly, Social Worker, North East Locality who worked on the case said
“In my experience the CSL service has proven effective as the rationale of their approach to meeting needs is holistic. In my client's case they were able to facilitate her reengagement with meaningful social activities while balancing this with meeting essential needs and supporting with vital daily activities. The service is in my view forward thinking, they understand the benefits to clients of consistent and skilled staff and a responsive and flexible approach to care management. “

New Parkhead Health and Care Hub is a step closer

An improved service for people in the North East of Glasgow moved a step closer earlier this month when the Board of NHSGGC gave their support at their June meeting to the development of a new health and social care hub in parkhead, serving the east end of Glasgow.



Gary Dover gives a talk to local people about the Parkhead Hub.

A project board will now be set up to oversee the development of the new Health and Social Care hub, which could bring an investment of approximately £40 million for new health and social care facilities to the Parkhead area.

David Williams, Chief Officer, Glasgow City Health and Social Care Partnership said: “I welcome this decision which signals real progress in improving health and social care services for the people of the east end of Glasgow. The proposed hub will give a real opportunity to further integrate health and social care services for the benefit of patients and service users.”

A varied range of public engagement activity on the proposal was carried out by the Partnership between March and June.

Gary Dover, Head of Planning, North East Locality said:

“We sought the views on the proposed Hub from patients, services users, our staff and from a wide range of local organisations. We held public meetings in the areas and information sessions in local supermarkets, social work offices and in the health centre. We will be making our first submission to the Scottish Government in July to develop the case for the New Health and Social Care Hub.”

If you would like more information contact : Janet Hayes, Planning Manager, North East Locality, Glasgow City Health and Social Care Partnership, Templeton Business Centre, 62 Templeton Street, Glasgow G40 1DA.
Telephone 0141 277 7462
Email janet.hayes@ggc.scot.nhs.uk

Sandyford Gender Identity Clinic - Behind the Logo

Sandyford Sexual Health Services offer a comprehensive gender identity service available to anyone who is concerned about their gender identity or expression of their gender. The Centre offers the only Gender Identity Service for young people in Scotland and the service for adults is the largest.



The service primarily assists transgender people to facilitate medical and surgical treatments enabling greater comfort in the face of gender non-conformity. The service is also available to any person who feels uncomfortable or uncertain about their gender identity whether they wish to change their gender or not.

Sandyford's Gender Identity Services leaflet provides detailed information about the service, along with information on support groups in Scotland, how to change personal documents and a list of common gender identity terms and what they mean (glossary of terms). A hard copy is available free from Sandyford on request. Anyone can call 0141 211 8137 for a confidential discussion or an initial appointment.

The new Sandyford Gender Identity Clinic logo was developed collaboratively by clinicians and service users. 17 initial logo ideas were fused to 9. These were then put to a vote. Over 400 votes identified a clear front runner which combined Scotland's national flag with a 'friendly' font and a rainbow icon. The font that circles the logo represents the full life cycle of transgender and gender non-conforming patients attending our service. The location of the Glasgow clinic is marked by a rainbow-coloured spot, reflecting the long-standing symbol used by the LGBT community. The white diagonal cross of St Andrew is set against the official sky blue colour endorsed by the Scottish Parliament.

Flags can mean different things to different people. The Scottish Saltire, in addition to being the national flag could be said to speak of identity, liberty, peace and pride. Freedom to self-identify gender is in tune with the wider current themes in Scotland; forging ahead; connecting with emerging next steps; exploring new possibilities; and enabling real and positive change to take place. These themes reflect the Clinic's commitment to providing equal access to gender health care for all Scottish transgender service users.

The logo will be used on official stationery, the Sandyford website and service leaflets. The design allows it to be scaled down whilst still being instantly recognisable.

Rhoda MacLeod, Partnership Head of Sexual Health Services said:

"I am delighted with this new logo which provides an essential step forward in the ongoing development of the gender identity service for young people and adults. This is a very exciting time for the service as it continues to grow in response to the increasing demand from people who are requiring the skills and expertise it can offer and the logo really helps to cement and establish this. A considerable amount of work went into creating the logo and a special thanks must be given to Heather Caldwell, Occupational Therapist who was the inspiration behind the creation of the logo and the consultation process."

Making the White Ribbon Pledge

On 19th May, Glasgow Kelvin College became the first college in Scotland to be awarded White Ribbon status. Staff at the college became involved in the campaign after applying for funding made available by the Partnership's North East Health Improvement Team.



Staff attended White Ribbon speaker training and then developed lessons for students, who in turn became involved and collected over 800 pledges to

Glasgow Kelvin College Staff with the Award

never 'commit, condone or remain silent about violence against women in all its forms'.

Barbara Adzajlic, who attended the ceremony for Health Improvement, said, 'I am so pleased for the college and want to congratulate them on their achievement. The staff and students have really embraced the campaign and have said that this is only the beginning. I look forward to seeing how they develop this further.'

The White Ribbon campaign recognises that most men do not commit violence against women and asks them to get involved in the issue by signing the pledge. To find out more about the campaign and sign the pledge, see: <http://www.whiteribbonscotland.org.uk/glasgow>
A guideline and training for youthworkers to respond to gender based violence will be available through Health Improvement in 2018. For training on more gender based violence issues, contact youth@northeastglasgow.co.uk.

Work Experience Students

In June four students (with English as a Second Language) from Lochend Community High School and Whitehill Secondary participated in work experience with the North East Health Improvement Team. They took part in a variety of activities, which the Team offer to the local community, including a tea dance, visit to a play café and ESOL / Conversational English. They also learned about a variety of topics including working for NHSGGC, cancer, maternal and infant health, money advice and tobacco.



Young people who took part in work experience with the North East Health Improvement Team.

Jennifer Johnstone, Health Improvement Senior said; "The pupils really enjoyed their work experience, with some wanting to go on and volunteer as a result. "

Working to tackle Inequalities - LGBT Chartermark



Daniel Maher with Staff from Pollok Health Centre

The Partnership has been working to tackle LGBT (Lesbian, Gay, Bisexual and Transgender) inequality across the city with the aim of achieving the LGBT Charter Mark.

Teams involved in this work include staff from Looked After Children's Services, Sandyford, Youth Health Service, Child and Adolescent Mental Health Services and Pollok Civic Realm (Multi Disciplinary Partnership). Daniel Maher, Health Improvement Senior, South Locality, has been working with a range of Civic Realm partners from a wide range of disciplines in South Glasgow. A multi-agency Action Planning Group has been established within Pollok Civic Realm which aims to gain LGBT Charter Mark status within 2017. Work will continue throughout this oncoming year in addressing the Health Inequality gap within the LGBT community.

The LGBT community still record higher incidence of prejudice and discrimination, and subsequent impact on mental ill health issues. A number of LGBT awareness raising staff events have highlighted this, and will continue to aim to highlight the many trends which directly affect and negatively impact on LGBT community members' health and wellbeing. Key LGBT Charter Mark areas will be developed, including training needs, policy and practice, promotion and awareness, resources and monitoring and evaluation.

Daniel said: "There is a wide range of multi-disciplinary staff at the Civic Realm including Health and social care staff, Glasgow Life Leisure, Glasgow Life Library, Pharmacy, GP Surgeries, and Civic Realm Portering Services.

"The LGBT training and staff awareness sessions which have already taken place will assist the development of the Charter Mark areas and help to address LGBT health inequalities. Many determinants impact on LGBT health outcomes, including increased incidence of bullying, anxiety, stress, lack of access to some health service provisions, and suicide rates.

"Our multi-disciplinary partnership Action Planning Group (Pollok Civic Realm) is now driving this work forward, and we hope to further explore, influence, and raise continuing awareness of the importance of LGBT inequalities, as we strive to achieve the LGBT Charter Mark within 2017."

Recognising Young people in the Community

Youthbank South Glasgow recently hosted an awards night at the GoGlasgow Hotel in Ibrox to celebrate the achievements of young people from the Youthbank panel and the wider community. Over 100 people attended, including funders from Glasgow City Health and Social Care Partnership and Glasgow Community Planning Partnership.



Youthbank Award winners

Youthbank South Glasgow are a panel of local young people aged 13-25 who volunteer and distribute funding to youth-led ideas and projects supported by the Partnership's South Sector Health Improvement Team Staff, who are the local co-ordinators.

Ten previously funded projects were shortlisted for Youthbank South Glasgow Project of the Year with nine projects attending on the night to showcase their success. The event attendees were given the time to view each project, chat to the young people involved and then cast a vote for the project they felt was the most deserving winner. The votes were tallied and the Youthbank South Glasgow – Project of the Year was awarded to the Lee Kelly Memorial Football Tournament. The tournament was organised by local young people in memory of their friend Lee Kell and took place at Barlia Sports Complex in Castlemilk.

Over 50 young people took in the tournament with many more coming along to show their support. Local youth outreach project Streetwise also supported the project, running substance misuse and harm reduction workshops and information sessions with the young people. The young people involved were awarded a trophy by the Youthbank panel as well as an additional £100 prize and a hamper donated by Tesco Silverburn.

Karen McNiven South Health Improvement Team Manager said;

“To see so many young people involved in such a great initiative is really inspirational. The young people from the Youthbank Committee have demonstrated the great skills and experiences they have gained to drive forward a youth led programme which in turns benefits many other youth organisations and groups across the South Sector. It was also great to see the health improvement team and community planning partners working together to further develop and expand the project. I was particularly proud of Clairemarie Blair and Stephanie Thomson from the South Health Improvement Team who came into our service through our modern apprenticeship scheme. It was fantastic to see how the two young woman have grown into their practitioner role and the contributions they have made to the success of the project.”

For more information about Youthbank South Glasgow visit our Facebook page www.facebook.com/YouthbankSouthGlasgow or email our co-ordinators South.Youthbank@ggc.scot.nhs.uk

Facing the Future Together Awards 2017

The Glasgow City Health and Social Care Partnership is now seeking nominations for individuals or teams for the Facing the Future Together (FTFT) Award programme. FTFT is intended to recognise and thank individual staff and teams who have 'gone the extra mile' in their work, especially in situations when they or their service have been under additional pressure or when they have implemented an improvement idea that has yielded significant benefits.

Nominations are sought within the following categories:

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

All Partnership staff and teams, Health and Social Work, are eligible to be nominated, and nominations are welcome for staff and teams who provide either a frontline or back office support service.

For information on each of the categories along with nomination form please go to the following SurveyMonkey link: <https://www.surveymonkey.co.uk/r/NNL7BRX>

The closing date for nominations is Friday, 21st July 2017.

There will be an awards ceremony for the Partnership in September for short-leeted nominations, with further nominations progressing to NHS Greater Glasgow and Clyde's Celebrating Success Awards Event in November.

If you wish to also nominate this item for the NHS Greater Glasgow & Clyde Chairman's Awards (closes end July 2017) you will find the nomination form at the following Staffnet link: <http://www.nhsggc.org.uk/our-performance/chairmans-awards-2017/>

If you are unable to access this link, please contact the Communications Team at SW_CommunicationsUnit@glasgow.gov.uk

Communications Survey

Just over 900 people have had their say on how the Glasgow City Health and Social Care Partnership communicates, and an action plan has been developed based on their views.

A [communications survey](#) was carried out over a five-week period during January-February this year with a range of people, including patients, service users and carers; the public; Council and Health staff; Integration Joint Board (IJB) Members and the third and independent sectors among others. To increase participation, there were both web-based and hard copy versions of the survey, and it was shared with a range of groups and networks and made available in range of community facilities/offices.

The survey was an opportunity to ask people about their knowledge of the Partnership and IJB (and its Committees), their work and how to engage with them; how they find out about them; their preferred ways of communication and whether improvements can be made to how the Partnership communicates.

A report on the survey findings was considered by the IJB Public Engagement Committee towards the end of March, and some of the key points included:

- 910 people participated in the survey
- almost everyone knew about/knew a lot about the Partnership – nine in 10 (91%)
- most people knew about/knew a lot about the IJB, just under three-fifths (57%), but just over two-fifths (43%) knew nothing about it
- the majority of people knew about/knew a lot about Integration at a national level (73%) and within Glasgow City (81%)
- while half (50%) of people knew about/knew a lot about the IJB's/Partnership's vision statement, half (50%) knew nothing about it
- the majority of people knew how to contact the Partnership (85%) and request a health or social care assessment of service (66%), but the majority did not know how to get involved in a Locality and Engagement Forum (73%) or access IJB and Committee papers (68%)
- the most common ways in which people heard or found out about Health and Social Care Integration, the Partnership or IJB was by the internet (41%), email (30%), staff intranet (29%), staff magazine/newsletter (26%) staff briefing (22%) and the Partnership's newsletter (21%)
- people's preferred methods of communicating included the internet (52%), newsletter (48%) and email (45%). Staff briefings (26%), team meetings/immediate line manager (24%) and staff intranet (23%) were also preferred
- the majority of people found some use in the information that had already been communicated about Integration, the Partnership and IJB – around three-quarters(74%)

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Communications Survey

- around half (53.2%) of people identified how the Partnership can improve its communications, some of which included: increase people's understanding of Integration, the Partnership and IJB (and its Committees); make available more accessible and good quality information on them (for example, services and how to access them and key priorities, places and people) and be smarter in the way that the Partnership communicates so that a wider audience is captured.

Allison Eccles, Head of Business Development, commented on the survey findings: "Good, effective communications support the Partnership to engage with a range of its stakeholders – the people who it works with and supports – to ensure that they are aware of, understand and inform its work.

"Over the past couple years, we have worked to increase and improve the way in which the Partnership communicates, and the survey findings confirm that we are moving in the right direction. However, the survey has also highlighted areas where we can make further improvements. There is an action plan for how we will do this, and there will be communications developments."

Some of the actions that will be taken forward include:

- develop a new website for the Partnership with more information about Integration, the Partnership and IJB (and its Committees)
- develop a briefing about Integration, the Partnership and IJB – including information on its vision, priorities and services
- develop a 'news' webpage on the Partnership's website and
- investigate different and better ways of communicating with people, particularly hard-to-reach and vulnerable groups.

The full report on the survey findings and action plan are [available](#).

Staff Engagement

The Partnership is always on the lookout for new and innovative ideas for how we can improve the way we work and how we deliver services to patients and service users. With that in mind we are currently implementing a process called “Lean” to all our staff to encourage them to put forward their ideas for how we can make improvements, no matter how small.



What is LEAN

Lean just means removing unnecessary steps in processes (known as waste) so that the customer (patients, service users, carers, staff/teams and external partners), gets the most value. It involves using our knowledge and experience, and all of the information we have available, to look at what our customers need from us and how we can continually improve how we work and deliver services.

Lean can help us to deliver more efficient services and make best use of our resources, people and technology, we need to change the way in which we work to support the Partnership’s priorities and meet our financial challenges. By removing steps in processes that don’t add any value we can rebalance work so people can focus on the steps that do add value and help us to manage our resource effectively in the future.

The Lean process is already in use in the council and Health Board. For example, Customer and Business Services in the council last year saved over £1 million through using Lean. A lot of their changes came from small staff ideas that all added up to make a big saving and helped them to work differently and do things more efficiently.

Employee Voice

We’re encouraging all staff to get involved in changing how certain processes work and the best ideas about how to improve things so we’re encouraging all staff involved in changing how we work. Lots of little ideas and small changes can have a big impact. The Partnership has introduced “Employee Voice”, our electronic system where staff can record their ideas or recommend solutions to a problem. It is monitored by a team of local Lean champions who review and take ideas forward to local Lean teams for consideration. It is really easy to use and is similar to Facebook, as colleagues can like and comment on ideas, and see its progress as it is considered.

No idea is too small. So if you’re a member of staff please go onto Employee Voice today and tell us your idea. If you require more information on Lean you can visit [Connect](#) (for Social Work staff) or [Staffnet](#) (for NHS staff)

What Integration Means to Me by Liz Crichton, Service Manager, Adult Support & Protection



Liz Crichton

Health and Social Care Integration offers greater opportunities for health and social work professionals to strengthen and build on current good practice. It allows us greater opportunities to learn and develop joint integration to promote the wellbeing of service users and a one stop shop approach to service delivery, which meets the demands of communities. It strengthens and develops an awareness of joint roles, allowing us to provide more robust care planning for service users.

In terms of my own role this is specific to service users involved in the process of Adult Support and Protection (ASP). It allows us to consider more accessible care planning which avoids professional overlap and to raise awareness of ASP with front line staff from both sections of the partnership and the public.

On a personal and professional level it has given me the opportunity to work more closely with health colleagues, to consider practice and the interface between health staff and social work professionals, to consider the advantages to multi-agency practice, to ensure appropriate resource deployment and promote good practice. It has been an interesting year and I look forward to greater integration.

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.

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