

Winter 2022/23

**W**elcome to our Winter 2023 newsletter. I hope this newsletter finds you all well and I wish nothing but good health and happiness to you and your families for 2023.

The past few months have continued to be challenging and winter itself can bring further challenges. I hope you enjoy the uplifting stories of our staff and other service users to help keep you connected. In this edition you can read about our virtual afternoon tea party, the fundraising efforts of our operational teams, along with Netta's tribute to the late Queen. You also told us that you would like to see more puzzles and quizzes in the newsletter, so we have included some for you and will continue to do so.

Covid has not left us as yet although there has been less of an impact in recent months, central to this has been the continuation of the vaccination programme that continues to have high levels of uptake throughout the UK. Transmission rates of the virus are lower, but the impact of the pandemic will be with us for some time, and this new normal will continue to present both challenges and opportunities.



The cost-of-living crisis presents a new challenge for everyone and you or someone you know might be finding it difficult to make ends meet.

We have included information on supports, grants, benefits and advice that is available, including, a comprehensive list of some Government approved pathways for money advice and support and you can visit our Your Way Glasgow website: [www.yoursupportglasgow.org](http://www.yoursupportglasgow.org)

Despite the pressures that continue to be faced by our teams we do have the most amazing and caring staff and this is why we are all out in Glasgow every day delivering care. It is true People do make Glasgow.

Thanks,  
Gordon Bryan,  
Head of Care Services.

# Home Care hosts *Virtual* Afternoon Tea

Our home care service recently hosted its second annual 'virtual afternoon tea party' for service users. Those aged 100 or over were invited to participate along with their friend or family members.



Gordon Bryan, Head of Care Services said "Following the success of last year's virtual event we decided to host the tea parties in service user's homes again to allow as many of those eligible to participate as possible.

"A home-made afternoon tea including scones, cakes and sandwiches was provided by local café 'The Hi T Company', and pre-recorded entertainment including speeches from Glasgow Lord Provost Jacqueline McLaren and Glasgow City Health and Social Care Partnership's Chief Officer Susanne Miller were played on an iPad.

"It's important for us to recognise our centenarian service users and their contribution to the city so we were delighted to be able to host this event again."

Service user, Helen who is aged 104 said "I was delighted to be invited to participate in this year's afternoon tea and had a lovely day with my family who joined me for the occasion."

Helen's daughter also Helen said "On behalf of the family I would like to say a big thank you to the service for organising this for my mum. My sister, brother and our partners also attended the event and we all thoroughly enjoyed it. The food was incredible, it was such a lovely afternoon."

# Home Carer Gifted a New Bike

Home Carer, Lynn was taken by surprise when she was gifted a new bike by her colleagues.

Out of Hours Coordinator Tracey said "Lynn is currently battling an illness and we wanted to show her how much she means to us. We considered sending her on a holiday, but thought she'd appreciate a bike more. She is a very active person; the gym is her second home and she's even been known to cycle to her hospital appointments! We knew she had been looking at a new bike, but at over £1000 she wasn't sure if she could justify it."

"We decided we wanted to get Lynn the new bike, so asked our manager to send an email to colleagues, asking if they would like to contribute to help raise money for the bike. We were overwhelmed by the response; it is testament to how well thought of Lynn is, by so many people!"

"Once we had raised enough money, our colleague, Margaret who works alongside Lynn, ordered the exact bike that she had previously had her eye on and roped her husband in on the act, by picking the bike up from the shop. The whole team came together to gift it to her, and it was a very special moment."

Home Carer, Jacqueline said "Lynn is an inspiration to us all. She is such a lovely person, and we are so proud of her. Although she is dealing with her own health issues, she has never once moaned. The whole team just love her to bits."

Lynn said "I was blown away when my colleagues presented me with a new bike, as it was a complete surprise. I am not usually stuck for words, but I was so overwhelmed. I would like to express how truly grateful I am to each and every one of them; the thought of them all coming together and doing this for me is extraordinary. I am so lucky to work with such a special bunch of people."





# Office Staff Host Charity Fundraiser

Pictured is the Operational Support Team who work in Blair Court, our support office. They are the team that always answer your calls. They help with any issues or problems you might have and available to talk to you from 8am until 10pm.

The team along with others who work in Blair Court, recently took part in charity fundraiser to help support mental health charities.

They raised £610 for 'MindtheMen' and 'Chris's House'. MindtheMen is a suicide prevention peer support group who provide men with a safe place to talk, and Chris's House is a non-medical centre for help and intervention surrounding suicide.

Janice Ritchie, Home Care Service Manager said "We hosted a coffee morning in the office and sold raffle tickets and home baking with the proceeds split between the two charities.

"The charities were chosen to support a colleague who has been affected by loss to suicide. She wanted to raise awareness and help these



organisations who offer a safe place for those having a tough time with their mental health and wellbeing.

"Our colleague had already raised £1400 for the charities by completing the West Highland Way along with a couple of her colleagues. The charity coffee morning was an opportunity to raise additional funds and let her know that her colleagues care.

"It also provided a chance for staff who have been working from home over the past couple of years to reconnect in person. We have also had a lot of staff and teams in the building, so it was good chance to meet some new colleagues too."

For more information see [mindthemen.co.uk](http://mindthemen.co.uk) and [chrisshouse.org](http://chrisshouse.org)

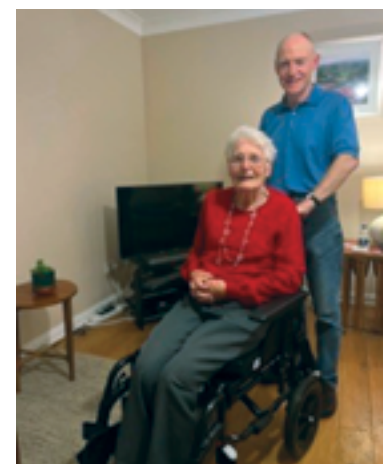
# Netta Pays her Respects to the Late Queen

Service user Netta was interviewed by Sky News in September when she travelled from Cathcart through to Edinburgh to pay her respects to the late monarch, Queen Elizabeth.

Netta aged 89, made the journey to St Giles' Cathedral along with her son Charles to see the Queen's coffin. As the last people to be given a wristband and join the queue they were interviewed by a host of broadcasting channels including Sky News, Japanese Television and Brazilian Television. BBC online even featured a quote from them stating that they were very 'honoured' to be in the city for the 'sombre occasion'.

Netta said "I had a great deal of respect and admiration for the Queen, there will never be another like her. It was important to get the opportunity to attend her vigil."

Netta's son Charles explained "My mum married in 1952 and the first television set she bought was to watch the Queen's coronation the following year, so it meant a lot to her to be here.



"We were both overwhelmed by the help and assistance from the stewards, police officers and other staff who looked after us on the day. They helped push mum's wheelchair over the cobbles and gave us sandwiches and water while we waited, the support from everyone that enabled us to be there was excellent."

# Welcome Places

A number of 'Welcome Places' are operating across the city this winter to help Glaswegians stay safe and warm amidst the cost of living and energy crisis. Glasgow City Council in partnership with Glasgow Life and voluntary sector organisations are operating the Welcome Places and opening the doors to anyone who needs additional help. The Welcome Places offer a welcoming sanctuary and heated spot for residents to spend some time in and save money.

The venues include libraries and community venues across the city, as close as possible to direct transport links. In libraries there is the use of Wi-Fis and PCs and in some venues there is the opportunity to engage in services and take part in activities.

To find out more and see the locations visit

<https://www.glasgow.gov.uk/index.aspx?articleid=29855>

# Winter Wordsearch

A	E	G	N	J	Y	W	I	P	B	Y	C
K	K	Z	Y	F	K	H	C	X	S	R	G
P	A	Q	G	H	O	T	C	O	C	O	A
N	L	I	P	L	R	E	C	V	Z	B	H
S	F	Q	L	H	Q	C	C	E	X	I	I
D	W	Y	T	N	S	S	T	I	L	N	O
N	O	B	E	T	L	C	L	T	I	I	T
L	N	A	O	E	D	U	A	G	A	O	O
E	S	O	D	N	T	S	O	R	F	H	H
U	B	G	S	E	V	O	L	G	F	P	J
N	E	I	L	R	L	U	S	I	G	D	M
E	O	H	M	O	X	D	U	H	W	E	N

SNOWFLAKE  
ICE  
COSY  
SLEDGE  
ROBIN  
HOLLY

HAT  
BOOTS  
GLOVES  
SCARF  
FROST  
HOTCOCOA

# We are 'Carer Aware'

**Our Glasgow Health and Social Care Partnership (GHSCP) home care team has been supporting Glasgow City Carer Partnership (GCCP) to help make Glasgow a carer friendly community.**

GCCP consists of Carer centres, health and social care services and condition specific organisations working together to support unpaid carers.

They work as a partnership to make sure carers receive the information, advice and support that is appropriate for their personal situation.

Nicola Roberts, GHSCP Service Manager Care Services said "Our care services team have been working alongside GCCP to develop and deliver

briefing sessions to staff in order to support unpaid carers to access GCCP at an early stage. Quite often unpaid carers don't identify themselves as a carer until there is a crisis, this joint working will assist with early access to carers support."

"Our Moving and Handling Advisor also provides bespoke 'moving with assistance' demonstrations to support those identified as carers in their caring role. It is important that we treat unpaid carers as equal partners in providing care."

**To find out more about the Glasgow City Care Partnership visit [www.yoursupportglasgow.org/Carers](http://www.yoursupportglasgow.org/Carers)**