



Welcome

Our April newsletter continues to focus on sharing with you some of the important work that is going on across the Glasgow City Health and Social Care Partnership.

This newsletter is packed full of information you need to know including an update on the Partnership's Strategic Plan, latest news on Locality Plans, the official opening of Orchard Grove Care Home and Day Care Centre (pictured above), information on the success of the work of the Carers Partnership and work to improve health and inequalities among many more articles.

Chief Officer's Message

The Strategic Plan

Official Opening of
Orchard Grove Care Home
and Day Care Centre

Chief Officer's Message



David Williams
Chief Officer

After all the months of essential planning, discussing, consulting, reviewing and decision-making, I'm delighted to say that our Strategic Action Plan has now been approved and published. It will be formally signed off in June when we receive final confirmation of the Health Board's budget.

Of course, the work we've been doing to put all the structures and governance in place for our new Partnership has been absolutely vital; but it's the 2016/17 Implementation Actions that really demonstrates to everyone how and where we're going to begin to make a transformational change to improve the health and well-being of Glasgow citizens, and reduce health and social inequalities. I would encourage you to read the plan and discuss it with your colleagues and partners, and as ever, I'd be very happy to [hear your thoughts on it](#).

As you can't fail to notice if you follow the news, funding is extremely challenging for public services at the moment. However, we have £32 million of new investment from the Scottish Government's Social Care Fund and £13.9 million continuing funding in the Integrated Care Fund to invest in working with our partners to turn our plan into a reality. Finance is still very tight, but we can make a difference if we maximise the opportunities of integrated working.

One of the simplest ways in which we can all make a difference in the city is by starting with our own health and wellbeing. Through our Healthy Working Lives activity we encourage all staff across the Partnership to look at how they can improve their health at home and at work. As part of this we will be asking staff to take part in a Healthy Working Lives Staff Health Needs Assessment later in the year. There are tens of thousands of people in Glasgow City either working for or with the Partnership, or living with someone who does, so this is a great opportunity to look into how we can improve the population's health, starting right on our own doorstep. Watch this space for more news of the health survey as it progresses.

If you're taking some time off over the spring holidays, enjoy your well-earned break, and if you're on duty over the holiday period – thank you!

Glasgow City Integration Joint Board Strategic Plan

Our Strategic Plan and Implementation Actions were approved by the Integration Joint Board on 21 March 2016. The Strategic Plan outlines the Integration Joint Board's vision, and our priorities for the next three years.

We consulted widely on our draft Strategic Plan between October and December 2015. There were many responses to the consultation, covering a range of themes, however the messages which came through most consistently from respondents were:

- there was a consistent message throughout consultation responses that early intervention and prevention has to be the top priority for the Partnership
- respondents frequently noted that health and social care services should be designed by and for the people who use them
- there is a need to work with the third and independent sectors to innovate and redesign services
- it was noted throughout the consultation process that the Partnership's 9,000 staff presents a significant opportunity to do things differently and
- the Partnership needs to find better ways to use existing resources.

We have now developed a list of Implementation Actions to underline our commitment to delivering the Strategic Plan, which outlines how we will transform our services in line with the views expressed by those who responded to the consultation. The Implementation Actions acknowledges the financial savings required of the Council and Health Board in 2016-17, but also describes how we will invest Glasgow's share of the £250m funding allocated to Health and Social Care Partnerships in the Scottish Government's 2016-17 Budget, the Integrated Care Fund and other sources of funding, in order to deliver the transformational change needed to support effective integration of health and social care in Glasgow.

A summary of all feedback received during the consultation process is published online alongside the Strategic Plan and Implementation Actions, at the dedicated Integration Joint Board page currently hosted on [Glasgow City Council's website](#).

On the Road to Recovery and into Jobs



A special event to celebrate the achievements of people in recovery from substance misuse who have attained health and social care qualifications was held at Glasgow City Chambers recently.

The programme, which provides a 38-week paid placement for trainee support workers with SAMH (Scottish Association for Mental Health), supports people who are in recovery and who have been long-term unemployed with multiple barriers to employment.

The Minister for Community Safety and Legal Affairs, Paul Wheelhouse, presented the trainees with their qualifications.

Chairman of NHS Greater Glasgow and Clyde, John Brown, said, “Supporting people who have recovered from addiction to move into employment is an important issue for the Scottish Government, Glasgow City Council and NHS Greater Glasgow and Clyde.

“This project has successfully brought together the core elements to deliver recovery orientated training and employment taking into account people’s previous life experiences as an asset rather than an insurmountable barrier.

“NHS Greater Glasgow and Clyde is delighted to be involved in this innovative project to increase employability opportunities for individuals in recovery.”

Building on the success of this project, a Public Social Partnership was launched that will provide broader opportunities for individuals in recovery to get qualifications and jobs.

Elevate-Glasgow, Public Social Partnership has brought together over 30 key organisations who are working collaboratively to offer placements and volunteering opportunities, personal development and mentoring, training and education and social enterprise opportunities.

Gary Meek, Chief Executive Officer, Glasgow Council on Alcohol, said: "Glasgow Council on Alcohol is delighted to have been elected as the lead organisation."

Carole Meakin, NHSGGC Business Analyst, Addictions, said: "Firstly, our congratulations to this year's trainees who have been doing some fantastic work and deserve recognition for this."

John Goldie, Head of Addiction, South Locality, Glasgow City Health and Social Care Partnership and Chair of Glasgow City Alcohol and Drug Partnership Recovery Subgroup, said: "The last three years of the Recovery Employability programme has been as much a test of change - seeing a small but massively influential number of people take part in the programme that's delivered personal success; success that has laid the foundations to be able to develop the wider aspirations of the Glasgow PSP - Elevate. We want to build on that and offer opportunities to more people than in previous years who are not only in recovery but are long-term unemployed and come up against multiple barriers to employment."

Carole continued: "We have worked to bring together a strategic partnership arrangement with third sector organisations to share responsibility for designing a service that is based on the user's needs."

"We have had sign up from over 30 organisations which is a massive achievement and working collaboratively we can increase future employment opportunities."

Billy Watson, Chief Executive at SAMH said, "SAMH is delighted to be involved in such an exciting and pioneering project. The feedback from both the trainees and our managers who are involved has been extremely positive and the success of the project clearly demonstrates how life-changing opportunities like this can be."

Pictured Left to Right

John Goldie, Head of Addictions (South), Recovery Lead for Glasgow
John Brown, CBE, Chairman, NHSGG&C
Pauline Graham, Ready for Business
Carole Meakin, NHSGGC Business Analyst and PSP Programme Manager
Paul Rimmer, PSP Programme Lead
Paul Wheelhouse, Minister for Community Safety and Legal Affairs
David Williams, Chief Officer, Glasgow City HSCP
Eamon Doherty, PSP Project Coordinator



The Contribution of Housing to Health and Social Care Integration



One of the main aims of integration is supporting people to live for as long as possible in their own homes and communities, and to live longer, healthier lives. The role of the housing sector is vital in achieving these aims. With this in mind, we recently held an event at Glasgow Royal Concert Hall bringing together colleagues from the Glasgow City Health and Social Care Partnership and our partners in the housing sector.

The event provided housing, health, social care and other stakeholders with an opportunity to:

- hear about and to discuss housing's role in health and social care integration
- understand the nature and potential impacts of integration
- begin to set out the role and potential contribution that the housing sector can make for integration to be successful for people and communities and, importantly,
- inform the preparation of the Housing Contribution Statement.

The Housing Contribution Statement is a document that the Integration Joint Board must produce that outlines how the housing sector supports delivery of our Strategic Plan.

The event featured a welcome from David Williams, Chief Officer of the Glasgow City Health and Social Care Partnership, and presentations from Susanne Millar, Chief Officer Planning, Strategy and Commissioning; Shona Stephen, Chief Executive of Queens Cross Housing Association and a member of the Glasgow City Integration Joint Board; and Alex MacKenzie, Chief Officer Operations. There were also breakout sessions focusing on how the Partnership and housing sector can work together to deliver positive outcomes, and on how we can work better at a locality level.

Susanne Millar said: "In Glasgow we have a good record of working well between health, social care and housing, and it was great to have an opportunity to reflect on the successes we have already had and to think about how we can build on them in the future."

Communication Survey Findings

More than eight hundred 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 web-based survey, which was carried out towards the end of 2015, was sent to people who currently receive the Partnership's newsletter, including Council and Health staff; Integration Joint Board members; service user, patient and carer representatives and the third and independent sectors. It asked people about their views on the effectiveness of current communications on Health and Social Care Integration within Glasgow and their preferred methods of communication for future communications. The survey was a follow-up to a similar survey of staff in early 2014.

A report on the survey findings was recently presented to the Partnership's Senior Management Team, and some of the key points included:

- 825 people participated in the survey, the majority of them staff (90%)
- almost everyone who responded had a degree of understanding of Integration within Glasgow (95%), and over two fifths (43%) found that the current information was very useful/useful
- the most common ways in which people heard about Integration was by email (52%), the Partnership's newsletter (46%) and their immediate line manager (31%)
- people's preferred methods of communicating were electronic and face-to-face: email (77%), team meetings (65%), immediate line manager (62%), the Partnership's newsletter (52%), staff Intranet sites (47%) and senior management (43%) and
- about a sixth of people identified barriers to how information had been communicated about Integration, and they made suggestions on how the barriers could be removed. This included clear and jargon-free information, communicating timeously, more face-to-face communications and raising awareness of the different sources for communicating.

Jason Mokrovich, Business Development Manager, commented on the survey findings: "Effective communications make a vital contribution to the success of the Partnership ensuring that the people who work for it and it works with and supports are aware of, understand and are engaged in its work."

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“While we have increased and improved the range of communications within the Partnership over the past couple of years, and the survey findings confirm that we are moving in the right direction, the valuable feedback has highlighted where we can make further improvements. An action plan has been developed to have a more co-ordinated approach to communications across the Partnership and to further develop the ways in which we communicate with people.”

Some of the actions that will be taken forward include:

- development and implementation of a communications strategy for the Partnership
- development and implementation of engagement opportunities for staff with senior managers
- development of an Internet website for the Partnership and
- further work on using social media to communicate

The full report on the survey findings, including the cover report that went to the Partnership’s Senior Management Team, can be found on [the website](#).

Update on Information and Communications Technology

A range of Information and Communications Technology projects are underway to help deliver the key outcomes of the Glasgow City Health and Social Care Partnership. These include joining the NHS and Council networks so that staff can use their devices in partnership locations, and print where necessary.

Arrangements are being made to allow access to a joint desktop from which both Council and NHS applications can be accessed. A new website is also being developed.

A group of staff in Adult Services will shortly be piloting access to NHS information through the Clinical Portal, using the CHI (Community Health Index) number, which has now been added to careFirst, (a client record system) and this will be followed by an agreed set of careFirst data about adults being made available to relevant NHS staff.

Glasgow City Carers Partnership, Parent Carers : Training, Information and Support Pathway

“Childhood disability is ‘high tariff’ work - we don't cure children with disability, and if we don't proactively support them appropriately across health, education and social care, they are likely to develop complications - not meet their potential, have poorer quality of life, and require more reactive care from all our services. Provided they survive (which happily they usually do), their needs continue into adulthood. The better we manage their care early on, the better their whole life-course trajectory. All children are dependent on parents/carers, and through appropriate support of parents/carers we can improve the life-course trajectory of the child,” Dr Lucy Reynolds, Consultant Paediatrician.

Glasgow City Carers Partnership recognise this and in 2012 brought together NHS Diagnostic Services for Children (Child Centres), the Autism Resource Centre, Education Services, Social Work Services including the Partnership's Carers Teams, and the Voluntary Sector Carer Centres. We developed a Parent Carers Pathway delivering services within a whole systems approach with each partner having their own key area of delivery, thereby avoiding duplication. We aim to support carers on an equal basis across the city ensuring all have the same opportunity.

The Carers Partnership has established a universal offer of assessment to carers via the Carers Booklet, which includes the Self-Assessment/Referral form that Child Centre Teams are now routinely using, promoting the pathway with parents at the point of diagnosis. This approach has proved to be a great success.

Pre-partnership in 2009/10, there were 162 parent carers' referrals made to Carers Services; this has increased year on year as the Partnership reached a total of 690 referrals in 2014/15. This represents a 326% increase, totaling 2,064 parent carers having access to information and support.

By December 2015, we have had a further 600 new parents identified and supported and expect around 750 to 800 for 2015/16. The Pathway offers every parent carer an outcome based 'Support Plan,' which can include information and advice, income maximisation through benefits and grants, short breaks from caring, health reviews, emotional support, peer support and a plethora of training opportunities. Training opportunities range from Coping with Caring, Moving with Assistance to specialist training in, for example, Autism – Introduction to Autism, Managing Challenging Behaviors or Sensory Issues.

**“What I learned in one week has changed my life already...”
“The information is invaluable ...’ ‘I feel a sense of relief in that I am now equipped to deal with situations better...” “Techniques on managing difficult behaviour were especially helpful...”.- Parent Carers**

We can evidence a significant improvement in the carer's ability to manage their caring role. This can be largely attributed to:

- having a Carer Information Strategy that allowed the parents to be identified early in their caring role

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- having a carer support plan that enabled the carer to have a conversation around the outcomes that were important to them and the people they care for and
- having direct access to support, training, short breaks from caring and grants and funds etc. through a partnership approach.

There are a number of areas we need to progress going forward, such as continuity across the city and training and information initiatives. If you want to contribute to the development of this work or simply want a copy of the training opportunities for Parent Carers, then please contact Viv Paterson, North West Carers Team, Glasgow Carers Partnership on 0141 276 1066.

Team Foster Care Service



Team Foster Care is a unique and exciting fostering service delivered in partnership with Glasgow City Council and NHS Greater Glasgow and Clyde.

The service provides highly supported placements to both children (Team Foster Care – Children) and adolescents (Team Foster Care – Adolescents) who require additional support and intervention to live successfully within a family environment. Team Foster Care provides single, short-term intensive placements, lasting approximately nine months. During this time, children and young people are placed within specialist foster placements with highly trained professional foster carers.

Foster carers work closely with a multi-disciplinary team to provide structured, consistent placements using a daily behavioural model. Foster carers benefit from extensive consultation and support from the Programme Lead of the team and a dedicated Supervising Social Worker, as well as 24/7 on-call support. The valued position of foster carers within this programme is highlighted by their access to ongoing training as well as the outstanding terms and conditions, which includes a competitive salary, regular respite and annual leave entitlement.

The aim of the programme is to support children to develop a range of skills to improve all aspects of their lives, including interactions within their birth families, at school and with peers. Ultimately the overall goal is to enable them to move on successfully to a permanent family setting.

If you would like to find out more about this programme please contact Gwen Keenan (Programme Lead for Team Foster Care – Children) or Irene Cronin (Programme Lead for Team Foster Care – Adolescents) on 0141 277 7408 or call Families for Children on 0345 276 5555.

You can also watch the Going On To Happy video and visit www.fosterglasgow.org.

Success of Carers Partnership with Older People's Services



Left to right : Fred Beckett, Salma Iqbal, Gary Dover and Adele McGowan

“Over 1,000 dementia carers have been referred citywide onto the dementia carer pathway since 2012 and 90-95% of carers reported feeling better supported in their caring role”.

Fred Beckett,
Carers Support
Project Lead

A recent event held in the North East Locality looked at further developing team working in North East Older People's Mental Health services with a range of health and social care staff and partners. Workstreams featured included Acute (hospital care) Liaison, Care Home Liaison, Psychological Therapies, Dementia, Nurse led clinics and administration.

After a presentation by Gary Dover, Head of Planning and Strategy, North East Locality, Glasgow City Health and Social Care Partnership, Salma Iqbal, Consultant Clinical Psychologist and Adele McGowan, Community Psychiatric Nurse, then spoke about the Psychological Therapies workstream for Older People in North East Glasgow.

Adele described the success in the delivery of Cognitive Stimulation Therapy for people with mild to moderate dementia. Cognitive Stimulation Therapy has been established at Parkview Resource Centre since 2007, with over 550 patients having completed the programme. It is an evidence-based psychological therapy based on 14 sessions of themed activities. Sessions aim to actively stimulate and engage people with dementia, whilst providing an optimal learning environment and the social benefits of a group. The Psychological Therapies workstream is committed to supporting the delivery of evidence-based psychological approaches for older people in an accessible and timely manner.

Fred Beckett, Carers Support Project Lead, gave an update on how the Glasgow City Carers Partnership is working effectively with NHS Older People's Mental Health services to deliver better outcomes to carers and patients in North East Glasgow.

Launched in December 2011, the Partnership represents a £2.7 million citywide investment in Carer Support and is both NHS and Social Works Services funded. During the presentation, Fred focussed on support for the carer of a person with dementia using the North East Locality as an example.

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Fred commented, “The success of the Partnership citywide is evidenced in the fact that over 1,000 dementia carers have been referred citywide onto the dementia carer pathway since 2012 and 90-95% of carers reported feeling better supported in their caring role.

“In the North East, Carer Services operates a traffic light system for prioritising referrals. Priority 1 - Red being critical, Priority 2 - Amber being moderate or Priority 3 - Green being preventative. Of the 203 carers of people with dementia referred to the service in 2014-2015, P1 were 31, P2 were 105 and P3 were 67, meaning 172 were support pre-crisis.

“This demonstrates the benefits of joint working in identifying people earlier in their caring role and being able to provide preventative supports to carers as they are key partners in the delivery of health and social care.

“We are aiming to distribute 9,000 Carers Information Service booklets in 2016-2017. These will go to Memory Clinics, the Rehabilitation and Reablement Service, Social Work Service, and General Practitioners, as these are the places where patients are diagnosed with long-term conditions and carers take on a caring role. The booklet represents a universal offer of support and information and when completed all carers are offered a carers assessment. This is the gateway to the Carers pathway and a range of supports.”

Helping Older People to Live Independently at Home

The number of vulnerable older people in Glasgow City will increase in future so we need to find ways of supporting them to live independently within their local community for as long as possible. Our Accommodation Based Strategy is part of our Joint Commissioning Strategy for Older People, and it will help us to shift the balance of care away from hospital or residential care towards caring for people in their own home or a homely setting with appropriate support.

We can only make the change by working together with a wide range of organisations and people across the city. Project Manager for the Strategy, Iris Dorrian, has been working with partners in a range of organisations including care providers approved to supply care and support for older people on the social care framework, community and voluntary groups and housing associations to help turn the strategy into action.

Iris explained, “The main purpose of the Accommodation Based Strategy is to enable more older people to carry on living independently at home for as long as possible with appropriate supports from their local community, wherever that’s their choice. This will reduce the number of older people who go into residential or nursing care if they don’t need to be there. All of us have a major part to play in this – because the success of the strategy will come from having good close working partnerships with housing, third sector groups, families and carers, all working together to support older people in the community.”

Orchard Grove Residents and Staff Celebrate Official Opening



Pictured from left: Angela MacDonald, Irene Imrie and David Williams, Chief Officer of the Partnership

Orchard Grove, the second integrated care home and day care centre built by the Council as part of Tomorrow's Residential and Day Care Programme was officially opened on 21 March 2016.

Orchard Grove Care Home, named by the residents, offers 120 en suite, dementia friendly bedrooms and provides a high quality living environment centred around the individual needs of residents. The care home and day care centre were created in consultation with the people who will live, visit and work there to ensure that the older people feel comfortable, relaxed and safe and enjoy a sense of community.

The home has eight units which are named after a fruit to reflect the name of the home. Each unit has 15 en suite bedrooms which are bright and spacious and equipped with an individual flat screen TV, fridge, telephone, personal safe, specialist bed and a staff call system. Each unit also has a dining room, sitting room and activity room.

Orchard Grove has a number of communal areas including a cinema room, hairdressing salon, treatment rooms, a reception area, enclosed dementia friendly landscaped gardens and a balcony area.

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Three care homes, Merrylee Lodge, Windlaw House and Carmichael House, were de-commissioned between October and November 2015 and service users were successfully relocated to Orchard Grove.

The Day Care Centre can provide support 6 days per week to 30 vulnerable older people who live in the community and would benefit from extra support to enable them to continue to live independent lives. The dementia friendly centre provides a variety of activities designed to be fun but which aim to provide people with the support and skills needed to maintain independent living.

The centre offers activity rooms, 2 sitting rooms, treatment room hairdressing salon and an enclosed dementia friendly garden.

Service users from Battlefield Court and Muslim Day Care were successfully relocated to Orchard Grove Day Care.

Speaking at the opening ceremony, David Williams, Chief Officer of the Glasgow City Health and Social Care Partnership, praised the hard work from all the agencies involved in making Orchard Grove a reality.

Guests also heard from one of the residents, Irene Imrie, who said, "I am proud to speak on behalf of all the residents who reside here. I am happy to say I have settled in very well.

Irene also advised, "We have our own activity co-ordinator called Rose who supports us with arts and crafts, games etc. We also have an exercise class hosted by Barbara to keep us fit and mobile, that is why they call me Super Gran.

"May I, on behalf of all the residents in Orchard Grove, thank all the staff and management for the care and attention we receive."

Also speaking at the event was Angela MacDonald whose mum Betty resides in Orchard Grove. Angela explained that she had many fears about her mum moving into Orchard Grove: "My mum has Dementia and they were talking palliative care for her in the long term. I was concerned that moving into Orchard Grove would affect her health. On the day of the move, staff at Windlaw were fantastic and offered us three modes of transport. We decided to drive her ourselves and were met at the front door by Jo Donnelly, Orchard Grove Service Manager, and we helped my mum settle in and personalised her room the way she would have liked it. When I left my mum that day I had a huge smile on my face as I could tell right away that my mum was happy.

"Since coming to live at Orchard Grove my mum has never looked healthier. The staff are happy, confident and relaxed and the environment / layout of the building all has a positive impact on the wellbeing of my mum. I never realised how much the environment could impact on someone's wellbeing until my mum came here.

"In creating Orchard Grove, Glasgow City Council listened to what the public wanted for their older people and they got it right.

"We have gone from talking about palliative care for my mum to us now feeling like we now have a little bit of our mum back and are making more memories."

To read more about how we are transforming residential and day care services for older people in Glasgow go to www.glasgow.gov.uk/tomorrowsresidential.

Stop Smoking Celebration at Possilpark Health and Care Centre

For help to quit smoking contact:

**North East
Smokefree Services
on 0141 201 9832**

**South Smokefree
Services on 0800
028 5208 or 0141 232
4581**

**email: SouthSector.
Smokefree@ggc.
scot.nhs.uk**

**North West
Smokefree Services
on 0141 232 2110 or
text: Quit to 60002**

**email: NWSector.
Smokefree@ggc.
scot.nhs.uk**

**You can also text:
'QUIT' to 60002.**

A special event celebrating the success of Possilpark residents who have stopped smoking took place at Possilpark Health and Social Care Centre on 26 January 2016.

Jackie Kerr, Head of Locality, North West, Glasgow City Health and Social Care Partnership, welcomed local residents. Jackie said, "This is a celebration of your efforts over the last year. We acknowledge how difficult it is to stop smoking but what you have collectively done in Possilpark is remarkable."

Around January 2014, the Tobacco Team noticed an interesting trend in Possilpark, which showed that a large number of local people were going to the pharmacy for support to stop smoking but the level of success was limited. A major push took place to encourage the four local pharmacies, GPs and local health staff to send people who wanted to stop smoking directly to the Community Smoke-free Team in the Centre, and from April 2014 there was a steady increase in the number of local people using the service, making a quit attempt and remaining smoke free.

Jackie continued, "Between January to December 2015 in Possilpark, we had 123 people make a quit attempt – this is the highest number in the NHS Greater Glasgow and Clyde area. Since this new programme started, over 200 people in Possilpark have made a quit attempt – well done to all of you. We have been so impressed with the results in Possilpark that we have told other teams across the city and they are adopting a similar model."

Some of the benefits of stopping smoking include:

- the money saved, if you smoke 20 cigarettes a day you can save yourself £56 a week; this increases to £234 a month and £2,912 a year and
- that means for the 200 people who stopped for a month they collectively saved £48,600 from stopping smoking.

Local resident Cathy Gilmour, who is now more than seven months smokefree, then told her story about quitting and she found the Smokefree service "very supportive and non-judgmental."



Above: Cathy Gilmour

The North West Glasgow Community Smokefree Services Team also celebrated No Smoking Day 2016 on 9 March by getting out and about in their area and meeting potential new non-smokers. Stalls were held at all the local health centre Health Information Points in Drumchapel, Possilpark and Maryhill, as well as other venues such as Partick Community Centre for Health, Tesco in Maryhill and Asda in Summerston.



New Research shows Money Advice Services Help Smokers



left to right: Tracey Rodgers, ASH Scotland, Karen Gray, Health Improvement Senior, North East Locality and Fiona Moss, Head of Health Improvement and Inequalities

A study carried out with money advice services in the Greater Glasgow area has found that clients seeking financial help responded positively when service staff sought to discuss tobacco and the high costs of smoking.

NHS Greater Glasgow and Clyde and ASH Scotland provided training for money advice staff across the region to help them in engaging clients on smoking costs. Interviews were later carried out with staff, managers and clients involved in the programme, to identify the impact on the services and on client-staff engagement. Each of the groups welcomed the move and agreed that discussing smoking should be an ongoing focus for money advice services.

Money advice services provide impartial advice, support and self-help resources to individuals and families experiencing financial hardship.

Smoking is expensive and an average smoker in Scotland spends £1,500 a year on tobacco. Most smokers say that they want to stop but cigarettes are highly addictive. Analysis of smoking behaviours in Scotland indicates that smoking is rarely a simple lifestyle choice. Smoking rates are four times higher in the poorest communities than in the richest, and reach nearly 50% amongst those with a disability or who are unemployed and seeking work. Smoking status is largely determined by social and economic circumstances rather than by free choice.

Fiona Moss, Head of Health Improvement and Inequalities, Glasgow City Health and Social Care Partnership, spoke at the launch of the report in Easterhouse on No Smoking Day, 9 March 2016.

Fiona said, “Our Smokefree Services provide free professional support to those wishing to stop smoking and we know very well the pressures which push people to smoke and make it more difficult to stop. But those using our services are four times more likely to succeed and we look forward to working with money advice services to help people boost their health and their wealth by successfully quitting smoking.”

The full evaluation can be found at </what-we-do/tackle-inequalities/money-advice-services/>.

First Partnership Equalities Scheme to be Published



Left to right: Cormac Quinn, Jackie Erdman, Sofi Taylor and Fiona Moss.

Glasgow is a city of diversity in its people, places, culture and well-being, and the Glasgow City Health and Social Care Partnership has a critical role to play in fostering a fairer and inclusive Glasgow. To help us do this, we have begun work on the development of our first Equality Scheme and Outcomes, which we are seeking to publish by the end of April 2016.

A few facts you may not know about the people of Glasgow are:

- across health and social care services, interpreting services are regularly used for over 80 languages. The top for most asked for languages are Polish, Mandarin, Arabic and Urdu
- our black and ethnic minority population has more than doubled in the last decade with growth across most ethnic groups, but significantly in Polish and Roma communities
- almost one in every four residents live with a disability and many more live with limiting illnesses
- around one in every fourteen residents are lesbian, gay, bisexual or transgender and
- over 20,000 adults in Glasgow have a learning disability.

As part of our conversations with communities, networks, partners and staff on our equalities approach and ambitions as a new public sector body, the Partnership held an Equalities Learning Event on 28 January 2016 at the Glasgow Women's Library in Bridgeton.

The event was attended by a range of individuals who listened to presentations from Jackie Erdman, Head of Inequalities, NHS Greater Glasgow and Clyde and Cormac Quinn, Corporate Planning Officer, Glasgow City Council who gave perspectives from each organisation.

Fiona Moss, Head of Health Improvement and Inequalities, Glasgow City Health and Social Care Partnership, then outlined what we know about the population make-up of Glasgow and the work

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in the Partnership to make sure our services are accessible to all.

She said, “We are working with staff and planning structures to assess the equality impacts of our strategies on services, to make sure we can deliver equality, eliminate discrimination and foster good relations with the people of Glasgow.”

A series of workshops then took place and results will be collated and used to inform the Glasgow City Health and Social Care Partnership Equality Scheme. More information is available from Sofi Taylor, Health Improvement Lead, Mental Health and Equalities at sofi.taylor@ggc.scot.nhs.uk.

Community Justice Centre Gives Positive Outcomes



Tomorrow’s Women Glasgow (TWG) is a unique, multi-agency Community Justice Centre that engages with women who are at high risk of reoffending and whose needs are particularly complex and substantially varied.

The service commenced in 2014, initially with funding from the Scottish Government and now through joint resourcing from public sector partners. It is based in the Gorbals and supports women across the city.

Tomorrow’s Women Glasgow addresses drivers of crime by focusing on the complex needs of female offenders. It has a remit to reduce reoffending and improve community safety, and does so through supporting behavioural change for vulnerable individuals through the delivery of an integrated, tailored approach.

Tomorrow’s Women Glasgow also makes efficient use of public resources by co-ordinating interventions, reducing duplication and sharing of information.



Anne Gallacher, Team Leader, Tomorrow’s Women Glasgow, said, “Women present to us with layers of complex traumatic experiences, including historical child sexual abuse, neglect, domestic abuse, drug and alcohol addictions, losing care of children and serious physical and mental health conditions; experiences very much interwoven with their crimes.

“Tomorrow’s Women Glasgow addresses trauma, establishing safety, trust, control, compassion and strength. We provide a ‘one-stop’ shop where Health, Social Care and Housing services and the Scottish Prison Service are all based within one facility.

“The staff come from Criminal Justice Social Work, Addiction and Mental Health Services, Housing, Psychology and the Scottish Prison Service. All operating as a single team, they bring a collective, professional experience that meets women as

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individuals but provides a wide focus of response. Additionally the team are supported by Police Scotland, Procurator Fiscal Services and Third Sector partners.

Co-location of this multi-disciplinary team ensures shared information systems building a co-ordinated and concentrated response. Given the complexity of need, this approach allows the team to access all relevant information to plan appropriate care and build networks to the array of community supports.”

Tomorrow’s Women Glasgow works beyond the centre’s walls, reaching out to women across the city. The team meets women in their communities as well as at the gate when they leave prison. By immersing itself in communities, Tomorrow’s Women Glasgow is better able to engage women and to understand their needs and plan responses.

Tomorrow’s Women Glasgow has been subject to a Scottish Government evaluation, local stakeholder scrutiny and a review by Strathclyde University. The evidence overwhelming supports the project’s intentions. Women are engaging, remaining, making changes in their lives and reducing offending.

To date, the service has engaged with over 270 women. The evidence demonstrates a clear pattern of positive outcomes with significantly reduced reoffending, reduced court appearances, reduced prison time, reduced accident and emergency attendance, reduced drug and alcohol use, improved physical and mental wellbeing, improved access to accommodation, reengaging with families and access to learning and employment.

These changes leave a lasting benefit for women but also a legacy of safer communities for Glasgow. The lessons from this project have been captured to shape wider service planning in health and social care by understanding how best resources are deployed, pathways are developed, cost benefits are defined and an ability to highlight multiple positive outcomes.

Getting It Right for Every Child Newsletter



The Getting It Right For Every Child (GIRFEC) newsletter has been developed to inform people about the work that has already been undertaken and/or is in the process of being taken forward to further implement Getting it Right for Every Child in the City.

Much of this work is around the implementation of the various parts of the Children and Young Person (Scotland) Act 2014, including the Named Person.

Future issues of the newsletter will be developed to keep you informed. You can access the [newsletter on the website](#).

Locality Planning Events Across the Partnership



Pictured left to right: Tressa Burke, CEO Glasgow Disability Alliance, Janet Hayes, Planning Manager NE Locality, Gary Dover, Head of Planning, North East Locality.

March has been a busy month across the Localities. A wide range of events have been taking place with staff, partner organisations and service users to help develop Locality Plans and service priorities for each area to support the City's Strategic Plan and improve outcomes for patients, service users and carers.

In February in the North East Locality, Glasgow Disability Alliances facilitated an event 'Are You Being Served', with local people with disabilities, to look at the North East Sector Locality Plan. Over 100 attendees came to St. Luke's Church, in the Calton/Bridgeton area, to take part in a day event to get their views on services. Using dance, drama and music, Glasgow Disability Alliance staff through the 'Purple Ponchos Players' Project illustrated the real life experiences of disabled people. Gary Dover, Head of Planning and Strategy, North East Locality and Janet Hayes, Planning Manager gave presentations on the North East Locality plan followed by discussion groups with attendees. Other events included Locality Planning meetings on 8 and 16 March with staff, service users and partners.

A recent event in the South Locality took place in February with around 25 Registered Social Landlords in South Glasgow; managers from each care group within the Partnership; and other partners such as the local Money and Law Advice services and Job and Business Glasgow. The aim of the event was to take stock of existing joint work and gather views on what needs to be included in the South Locality Plan around housing to improve outcomes for local people. This includes social and private rented tenants and those with mortgages or in bought homes.

North West Locality has been actively engaging with key stakeholders to identify the top priorities that people think are important for the year ahead. Engagement events have taken place in March with community planning partners and housing providers; our Public Partnership Forum and Voices for Change members, including community group and service user and carer representatives; primary care independent contractors; and with our staff. These events build on the consultation work undertaken for Glasgow City Health and Social Care Partnership's Strategic Plan, with a view to further informing the development of a North West Locality Plan for 2016/17. Over 150 people have attended these engagement events and have contributed to a rich discussion on our priorities and how we can work better together to address these.

New Community Homeless Service: Homeless Social Care Workers Induction Event



Left to right: David Walker, Eric Steel and Alex MacKenzie.

Alex MacKenzie, Chief Officer Operations, Glasgow City Health and Social Care Partnership, with operational responsibility for homelessness services in the city, welcomed Homeless Social Care Workers to their induction event in February 2016. Warmly congratulating them on securing their new posts, he introduced the event as an important milestone in working towards our vision for the Community Homeless Service. Alex outlined our ambition to deliver the best service we can for homeless people in our city.

Alex said, “We want to reduce the number who become homeless and at the same time make sure that when people do become homeless they are able to access the support that they need to move on from homelessness as soon as they can. Frontline Homeless social care workers are at the heart of our determination and dedication to ensuring better outcomes for homeless service users through helping them access the services, support and assistance they need.”

The induction event gave staff an opportunity to explore the transition into their new role with its focus on strong, effective relationships with colleagues in Health and Social Work, Housing and voluntary sector agencies.

As we build and develop these links and partnerships, Eric Steel, Head of Homelessness, highlighted how critical staff’s new role will be in ensuring that service users are truly connected into the range of services they require. A programme of further sessions at locality level in North East, North West, South and the Asylum and Refugee Support Team will take place over the coming months.

David Walker, Head of Locality, South, with a city-wide lead for adult services, closed the event thanking everyone for contributing to the event, noting in particular the energy and enthusiasm staff had generated in workshops and the very high quality of feedback.

For further information, please contact Gary Quinn, Policy Officer, Homeless Services on 0141 276 4884.

Success of Glasgow's Unique Approach to the use of Secure Accommodation for Children

The Integration Joint Board agreed to continue to support Glasgow's approach to meeting the needs of children who may require Secure Accommodation at their meeting on 21 March 2016.

Glasgow has developed a largely unique approach to its decision making surrounding young people who may require Secure Care. This has led to a 45% over-all reduction in the use of Secure Care over the last seven years and a reduction of expenditure on Secure Care from £3.5 million to £1.7 million in the last five years.

Secure Accommodation is a form of residential care for the very small number of children whose needs and risks, for a particular period in their lives, can only be managed in the controlled settings of secure care. Such children have been deemed to be a significant risk to themselves or others in the community. Although they could be involved in offending, the vast majority are also extremely vulnerable and engaged in behaviour that is likely to lead to significant harm to themselves. For example, significant drug/alcohol Use, absconding, physical or sexual exploitation, mental health concerns including self-harm and involvement activity by organised crime groups.

All young people who may require Secure Accommodation are presented at the Multi-Agency Secure Screening Group which advises Social Work Services whether a child requires secure accommodation, the Intensive Support and Monitoring Service, Young Women's Centre Services or other relevant services.

Intensive Support and Monitoring Service

This service was established in April 2005 to provide a direct alternative to secure care for high risk, vulnerable and chaotic young people. An intensive, multi-agency service package is coordinated around each young person according to their individual needs and risks.

The service has demonstrated high levels of effectiveness and efficiency, and has improved outcomes for a hard to reach and vulnerable client group while also ensuring community safety.

Trends demonstrate that 83% of new cases discussed (excluding reviews) at the Secure Screening Group, that met the criteria for secure care, were diverted to the Intensive Support and Monitoring Service for community Intensive Support.

A further 4% were diverted to another form of community support and the remaining 13% were secured.

Evaluation of the service has demonstrated a reduction in the use of secure care, improved Educational engagement and achievement for the young people and 18-24 months after leaving the service, offending was 58% lower than before service intervention.

Alternative to Remand Service

The success of the Intensive Support and Monitoring has led to the Alternative to Remand Service for all young people aged under-18. Launched in September 2009 trends show a 75% reduction in the use of Secure Care by Courts for remand. The service works with young people aged under 18 for whom the Procurator Fiscal is opposing bail and is based on the Standard Intensive Support and Monitoring Service model of service.

An evaluation of the service revealed offending was reduced by 46% when young people were receiving the support available whilst on the order. [A full copy of the report is on the website.](#)

Sharing Information with the Community



Left to right : Nicola Brown, Ceri Cadogan, Karen Gray, Linda Harley all North East Health Improvement with Ann-Marie Rafferty, Head of Locality, North East.

Highlighting services and supports for local people was the focus of a Networking Event on 23 February at The Bridge, Easterhouse.

Organised by the North East Health Improvement Team, the event brought together a range of organisations and staff which included Glasgow Council on Alcohol, Social Work Services, GEMAP MoneyAdvice Services, Lifelink and Smokefree Services.

Linda Harley, Health Improvement Senior, said: “The aim of the event was to showcase some, but by no means all, of the excellent work that is going on in North East Glasgow to support and improve social prescribing by working as part of a multi-agency team at a local level. In order to achieve this, the first hour was given over to networking with the stall holders present from a range of local and city-wide organisations. Following this an hour and a half was dedicated to ‘Lightning Presentations’ from a range of the service providers”.

Ann-Marie Rafferty, Head of Locality, North East closed the event thanking everyone. She said, “It’s so encouraging to see the range of agencies and services here and for everyone to share their good practice with the aim of working together to improve the health of the community”.

Health and Well-being of Young People

The results of the third Glasgow City Schools Health and Well-being survey will be launched at the Schools Health Summit at Hampden Conference Centre on 23 May 2016. 11,215 pupils across S1-S6 from 30 secondary schools in Glasgow took part in the 45 minute survey which looked at a range of health behaviours. The Survey will feature in the June Newsletter and a full report will be available after the Summit. More information from Linda Morris, Health Improvement Lead, Linda.Morris@ggc.scot.nhs.uk.

Dancing for Cancer Research by Carol McCaig and Steven Blair



Above: Steven and Carol

Carol McCaig, Principal Officer (Practice Audit), and Steven Blair Senior Officer, (Business Development), both based at the Partnership's headquarters at Commonwealth House, recently took part in the Peter Kay Dance for Life - raising over £600 for Cancer Research UK. This is their story on their participation in the Dance for Life.

"When Nietzsche once said 'those who were seen dancing were thought to be insane by those who could not hear the music,' we can't help but wonder if he was having some kind of premonition of us doing the Peter Kay Dance For Life at the Aberdeen Exhibition Centre on Saturday, 5 March 2016.

We headed to a freezing cold Aberdeen up the East Coast to raise money for Cancer Research UK. As we stopped halfway to dine on what can only be described as a macaroni cheese mountain, we ruminated on the generosity of our friends and colleagues in the Glasgow City Health and Social Care Partnership. Despite our modest aspirations of hoping to raise about £100, the total by that point had reached a jaw-dropping £632. As we unbuckled our straining belts after eating enough macaroni cheese to feed a small nation, we realised with increasing horror that we were in fact actually going to have to do this.

And do it we did, very vigorously and for three hours to the fabulous sounds of 80s and 90s pop as DJ'd by Peter Kay. Each time we flagged though the thought of Partnership, Chief Officer David Williams filled us with a renewed sense of vigour and vitality. We refer of course to his 5km a day challenge last year, which marked the start of our own journey down the dark path of fitness, healthy eating and glittery spandex.

Particular highlights of the evening included the dazzling laser light show and fireworks and the costumes amongst the 2000+ crowd, which allowed us to see what the Village People would have looked like if they'd been middle aged men from Auchtermuchty, and how six 50+ women dressed as the Pink Ladies could have given Olivia Newton John a proper run for her money.

The trusty pedometers that we used to measure our 5K a day last year, by the end of the amazing night, were reading a whopping 19km of dance-tastic steps each! Tired and emotional, we drifted off into the snowy Aberdeen night still smiling ear-to-ear as we remembered the fantastic £632 donated from our Partnership colleagues to a most worthwhile cause.

P.S. A word of warning! If the Dance For Life returns in 2017, we won't be looking for donations. We'll be dragging as many of you along to it as we possibly can. So as our Chief Officer says, maybe get started with 5km a day?



Above: Peter Kay.

What Integration Means to Me by David Walker, Head of Locality, South



“For me integration through the Health and Social Care Partnership will be what we make of it. There is no prescription. We have history here in Glasgow and have sought to learn constructively from that experience as well as that of others.

The circumstances facing us this time are markedly different than when we last embarked on Community Health and Care Partnerships. This time we have a different integration model but we face a tough financial challenge and fast changing agenda. We will have to do things differently and integration will help us to redesign more efficient and effective forms of service delivery, tackle variation and duplication and address inequalities. Measuring progress against the national outcomes will be useful to us as a continuous reference point.

For me at this stage while structures and processes are important integration is more about our values and behaviours, our sharing of intelligence and updating ourselves of our capabilities and capacities across health and social care and in turn learning more about what we have to offer and how it can be combined to best effect. From what I can see we already have many strong examples in the city which point the way forward.

To my mind we are already moving in the right direction with staff increasingly working together to find solutions to improve people’s lives whether children and families, older people or people with dementia, addictions or mental health. In this a key task will be to continue to encourage and support staff and to acknowledge, share and celebrate progress.

Our sustainability means that we will have to be stronger in pushing prevention and early intervention, in appreciating what others such as housing and the third sector can do working closely with us, tapping into community assets and enabling and harnessing the inputs of people themselves so that the principles extend far beyond the Partnership.

I think we have made a decent start but I recognise that there is a long way to go. What lies ahead may at times seem daunting but I take great confidence from the people around me both on the locality and across the Partnership.”

For more information on integration...

Our people

[Health Website](#)
[Council Website](#)

Our places

[Glasgow City Health and Social Care Partnership \(GCHSCP\)](#)
headquarters at Commonwealth House, 32 Albion St, Glasgow G1 1LH
(phone 0141 287 0499).

Our papers

[You can read our Integration Joint Board papers at Glasgow City Council website](#)

Keep up to date...

[Health staff – visit Staffnet](#)

[Council staff – visit Connect](#)