



Locals celebrate the first anniversary of the Shields Health and Care Centre.

Welcome

Welcome to the June edition of the Glasgow City Health and Social Care Partnership newsletter. Inside we've got a wide range of stories celebrating integration including the results of this year's School Health Summit, Anticipatory Care, an event to mark successes in Children and Young People's Mental Health, a feature on Cafe Gro, the latest from the Poverty Leadership Panel and much more!

Chief Officer's Message

Shields Centre Event

Govan SHIP



twitter.com/GCHSCP

Chief Officer's Message



David Williams
Chief Officer

With the Integration Joint Board (IJB) now formally constituted and giving direction to partner agencies delivering services, I'm delighted to report a shift from planning for health and social care integration to the implementation of the Partnership's approved actions for 2016/17. In recent months, whilst attention has been on the Scottish Parliamentary elections and the upcoming referendum on European Union membership, the IJB has had work to do, irrespective of external political events and the ongoing economic climate within which we are operating. The Partnership is committed to a culture of openness and transparency so you can read the IJB papers and see for yourself the range of transformational change projects that will help us meet our objective of improving the lives of people in the city.

The IJB recently considered the Partnership's commissioning and procurement strategy for 2016/2017. We want to put in place innovative commissioning and procurement arrangements to help ensure people of Glasgow get access to the health and social care services they need at the right time, in the right place and from the right person. An example of the need for transformational change in how we deliver services can be seen in the Proof of Concept exercise that is now underway and is designed to fundamentally change the way we engage with providers of services with a move to outcomes based commissioning and ensure provider organisations are able to deliver their employer responsibilities regarding fair and proper remuneration to their staff.

At the heart of all our work is a focus on and commitment to our key Partnership priorities; early intervention, prevention and harm reduction; providing greater self-determination and choice; shifting the balance of care; enabling independent living for longer; and public protection.

As a Partnership we have a lot of work to do but this is of course nothing new and we'll continue to use this newsletter to highlight the work you do and the positive impact partnership working is having on service users and patients across the city, so keep up the good work. But we want to go further in keeping you in touch and enabling you to get engaged also, and to this end, we're now also on social media and just this month I had the pleasure of sending out the Partnership's first ever 'Tweet.' You can read more about the recent launch of our brand new Twitter profile later in the newsletter. I do hope those of you on Twitter will follow us and get real time updates on what's happening across the Partnership.

Glasgow Aims to Be Scotland's First Dementia Friendly City



Chair of the Glasgow City Integration Joint Board, Councillor Archie Graham (third from left), with staff from the Partnership, Alzheimer Scotland and Silverburn.

Glasgow is aiming to become a dementia friendly city as part of a new strategy to support people with dementia to live well in the community.

Created through a collaboration between Glasgow City Health and Social Care Partnership and Alzheimer Scotland, the new, three-year strategy outlines a range of commitments designed to improve health and social care services for people with dementia in Glasgow.

The new strategy was launched in May at the city's Silverburn Shopping Centre, which itself is aiming to become Scotland's first ever dementia-friendly shopping centre.

With the number of people with dementia predicted to double in the next 25 years, the strategy intends to ensure this can be met with improved access to information, support, care and treatment.

One of the main themes of the strategy is to encourage awareness of the impact of dementia wherever it is felt, whether that's a large organisation, a local service, a shop, a business, a neighbour or a friend.

The intention is to create the kind of community that will enable people with dementia to enjoy the best quality of life possible and to ensure they are treated with dignity and respect.

Councillor Archie Graham, Chair of the Glasgow City Integration Joint Board, said: "Dementia is a growing issue that we can ill-afford to ignore. By putting in place longer-term strategies now, we can begin to build the kind of wide-ranging response we need to address the issue of dementia in future.

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“Health and social care services have a vital role to play in making sure families have access to the best treatment and support available. If we are to avoid people with dementia being disadvantaged even further as they go about their daily lives, then all sectors of society must play a part also.

“This is why I am so encouraged by Silverburn taking on board the need for us all to be more responsive to those affected by dementia. Silverburn management’s aspiration for their staff and the centre environment, is to be dementia friendly and this is something I hope will be replicated across the city in the years ahead. Our hope is that all Glaswegians recognise they can do their bit to help our city become dementia friendly.”

Alzheimer Scotland will be working closely with Silverburn over the next three years as the centre seeks to become a dementia friendly community. This will involve training staff to raise awareness of the needs of those with dementia and address environmental issues such as lighting, signage and the use of colour.

Businesses within the Silverburn complex have already started to get involved in the dementia friendly scheme and it is hoped that this process will be repeated with organisations, businesses and communities across Glasgow.

Jim Pearson, Director of Policy and Research, Alzheimer Scotland, said: “I am delighted to welcome this new dementia strategy for Glasgow which has been developed by Glasgow City Health and Social Care Partnership in collaboration with ourselves and co-produced with people with dementia, their families, carers and a wide range of stakeholders.

“The strategy provides a framework for action for the whole community and I look forward to seeing positive advances across the city over the next three years.

“There are 90,000 people living with dementia in Scotland and the number is on the rise. If you have any questions about dementia or the services available in Scotland call Alzheimer Scotland’s 24 Helpline on 0808 808 3000.”

David Pierotti, General Manager at Silverburn added: “Silverburn is committed to becoming a dementia friendly shopping centre to ensure that we’re equipped to welcome all of our shoppers.

“We are proud to be a part of the local community and look forward to enhancing our customer care services to keep Silverburn the region’s leading shopping, dining and leisure destination.”

The strategy is available at <http://www.alzscot.org>.

Sun Shines for Shields Centre Celebration



The Shields Centre 'Celebrating Success Event' was officially opened by First Minister, Nicola Sturgeon in her capacity as local MSP.

More than 150 local people enjoyed an afternoon of fun filled activities as well as lots of opportunities to talk to staff from Glasgow City Health and Social Care Partnership services and local community organisations. Warm sunshine, live music and plentiful food supplied by the Glendale Women's Café added to an already buzzing atmosphere, with activities such as face painting, arts and crafts, dance, baby massage, free bike maintenance and gardening sessions keeping the large crowd busy throughout the afternoon.

The event was organised by staff in partnership with Urban Roots, who manage the Shields Centre Community Garden, and it marks an incredibly successful first year that has included awards for building design and innovation as well as an increase in the number and variety of health and social care services being delivered to people in East Pollokshields.

Ms Sturgeon was joined at the event by NHS Greater Glasgow & Clyde Board Chairman John Brown and Glasgow City Health and Social Care Partnership Chief Officer David Williams. David highlighted the positive example being set at the Centre in Pollokshields,

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Locals and staff packed the Shields Health and Care Centre to celebrate the building's first birthday. NHSGGC Board Chairman, John Brown (bottom right) also welcomed locals and staff to the event.

where staff from the Partnership work closely with the resident GP practices and local community organisations to identify and address the health, social care and wellbeing needs of patients, service users and the local community.

Shields Centre architects Anderson Bell and Christie sponsored a brand new display area in the Centre to showcase the six awards and one commendation won in the first year.

One local resident summed up the day by commenting on the feedback wall: "Brilliant day and great to see the Shields Centre open to everyone in the community."

Anticipatory Care Plan Gives Patients Peace of Mind

Things have changed a lot over the past few years and none more so than in the care of older people and service users with long term conditions.

The Anticipatory Care Project was set up in 2015 as a way of supporting health and social care staff to help service users plan ahead for any change to their future health or social care needs.

With the help of a member of staff, service users document their preferences so that if their health or social care circumstances change, staff members have that information already available.

Apart from personal information such as the patient's CHI number, emergency contacts and people providing care (for instance a District Nurse or Social Worker), the plan also details important information such as:

- 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 or their home.

With the staff member, they would then detail what they would like to see happening to achieve this and how it could be done. For instance, they might need to have medication available to commence early for an exacerbation of a health condition. They might put down the name of a neighbour or friend who can help if their care arrangements break down or someone to look after their pet if an emergency occurs.

For care in the home, the Anticipatory Care Plan will be shared with relevant individuals (such as the person's GP) and they might discuss arranging Power of Attorney with relatives in preparation for future need.

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Elizabeth Ferguson, Project Manager, Anticipatory Care Project based at Gorbals Health Centre, said: “The benefits of creating an Anticipatory Care Plan are many. Not only does it promote person-centred care, but it provides the patient with the opportunity to discuss what is important for them and to have their wishes documented in the event that they are unable to make those decisions for themselves in the future. It empowers them to make difficult decisions to ensure their needs and desires are met.

“The Plan also enables the person to clearly set out their wants for future care to enable them to live in their preferred place of care. It also prepares the patient and their family to manage ongoing health issues and have a plan for managing crises.”

She continued: “Creating a plan is voluntary and is offered to any patient who may benefit. This includes people with long term conditions and people aged 65+. We put the person at the centre of the plan and it can be developed and changed over time.”

The project launched in August last year and will run until August this year. It was developed by a Glasgow City steering group consisting of representatives from Health, Social Work and the third sector.

Elizabeth added: “There’s no doubt that there are things being discussed as part of this plan that may be uncomfortable to think about, but are a fact of life. People age, they become more frail. This plan helps them to live healthier lives in their own homes and ensure they’ve put in place their wishes for future. It takes away worries and gives them peace of mind. We also encourage them to discuss their wishes with their family.”

An evaluation was carried out on the Plan and feedback from patients was positive. One who did not wish to be named, said of creating her plan: “I found it very helpful, enjoyed being able to speak about health conditions and made me feel supported, very grateful to be given the opportunity to chat with someone about things.”

Promoting Children and Young People's Mental Health



In February a range of partners from across the South and wider city attended a special event to recognise the progress and developments made in Children and Young People's mental health in the South Sector.

The South Children and Young Mental Health Group* co-ordinated the event which provided an opportunity to share and showcase the work carried out to date and highlight future mental health priorities for children and young people.

Three presentations were given, looking at children and young people's mental health from a Board, City-wide and South level. It was opened by Barry Syme, Principal Educational Psychologist (South); followed by Dr Trevor Lakey, Health Improvement Inequalities Manager; Mental Health, Alcohol and Drugs GGCNHS and finally Ann Duffy, Health Improvement Lead (South) who presented how the South Children and Young People's Mental Health Group have taken forward the Mental Health Framework.

A group of pupils from Battlefield Primary (pictured) then took centre stage and performed two Fischy music songs they use to support the Seasons for Growth programme, an educational programme to support children and young people experiencing loss, change and/or bereavement in their lives. Teacher Roz Wilson and her pupils shared with the audience how the Seasons for Growth programme has helped and developed them

Delegates were then invited to participate in three 30-minute workshops to provide more insight into some of the work in the South and across the Board area.

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These included:

- The Resilience Toolkit: a resource developed in the South to support staff to develop resilience in young people and increase young people's awareness of what resilience is
- Mental health in schools and communities: Lifelink shared details of their work within schools and communities across the South
- Aye Mind: provided an opportunity to find out more about the development and progress of Aye Mind, a digital approach to young people's mental health.

All delegates were provided with the newly developed Request for Assistance resource: a resource for staff working with or who come in contact with young people. It provides information on organisations that offer support to young people with mild mental health and emotional wellbeing issues and aims to support staff to refer and signpost young people to appropriate services and resources.

If you would like further information on the children and young people's mental health work in the South, please contact Michelle Guthrie michelle.guthrie@ggc.scot.nhs.uk

*The South Children and Young Mental Health Group is a multi-disciplinary group with partners from Health, the Psychological Service, Specialist Children's Services, School Nursing and Third Sector Partners established in 2012 which is responsible for implementing the Children and Young People's Mental Health Framework at a South level.

The Partnership is now Available on Twitter

Glasgow City Health and Social Care Partnership is determined to make finding out what we do as easy as possible. This means we are always looking to provide information and updates on our work in as many different ways as we can.

To continue making our news and updates as accessible as possible, you can now follow us on twitter at [@GCHSCP](https://twitter.com/GCHSCP) from your own personal or organisation's Twitter account.



Recognising the benefit of using twitter, David Williams, Chief Officer of the Partnership, noted that: "By getting news and information out quickly, we will be able to keep those interested and involved in our work as up to date as possible. It also means we can communicate with people in a way which they have told us is a format they like to use."

So why not begin following us today to start finding out more about Scotland's largest Health and Social Care Partnership?

Alcohol Campaign Aims to Reduce Underage Drinkers



Campaign partners display some of the marketing posters for the campaign.

A new campaign that aims to reduce the number of underage drinkers in Glasgow was launched in March.

Specifically targeting people who buy alcohol for young people, the Community Alcohol Campaign involves local agencies, off-licences and the community in a joint effort to tackle underage drinking across the city.

The campaign aims to:

- support local off-sales businesses to comply with the law and feel confident to refuse inappropriate sales
- reduce the accessibility of alcohol to under 18s through the promotion of responsible sales
- target 'agents' who purchase alcohol on behalf of under 18s
- decrease alcohol related anti-social behaviour
- increase awareness and use of local activities for young people and
- improve community perception of alcohol-related issues.

At a special event at the Pearce Institute in Govan, off-licences and representatives of community groups joined members of the Community Alcohol Campaign's Steering Group to launch the Southside leg of the campaign.

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It is being rolled out to the North East of the city in June and the North West in July and lasts for six months in each area.

Speakers at the event included John Goldie (Head of Addictions, South), Nikki Boyle (NHS Alcohol & Drug Team), Jim Sharp (Licensing Standards Officer, Glasgow City Council), Chief Inspector Hilary Sloan (Police Scotland/Community Safety), Gary McGuire (Glasgow Life), Amanda McCrae (Glasgow Council on Alcohol) and Andrew Brown (NHS Licensing).

Community Alcohol Campaign Steering Group member, Lee Craig, a Health Improvement Officer for Glasgow City Health and Social Care Partnership, which is a key member of the group, said: "With this campaign, we hope to raise awareness of the consequences for anyone caught buying alcohol for underage people. We've been working closely with licencees to address this by training them to recognise when alcohol is being bought for underage people and what to do about it.

"Many people are not aware that they could be fined up to £5,000 and receive a three months jail sentence for buying alcohol for under 18s."

The campaign is a partnership between Glasgow City Health and Social Care Partnership, Glasgow Life, Police Scotland, Licensing Standards, Glasgow Council on Alcohol, Community Safety Glasgow and Clearer Choices Glasgow (part of AddAction).

The campaign follows on from previous similar campaigns in 2009, 2010 and 2012 respectively.

Then it was shown that by preventing access to alcohol, the number of people reported for anti-social behaviour drops. For instance, when the campaign came to Greater Govan in 2009, the community saw anti-social incidences drop from 94 at the beginning of the campaign to 36 at the end.

And the number of people (adults and young people) reported by the Police for drinking in public in the Greater Govan area also dropped from 74 in 2008-2009 to 42 in 2009-2010, a drop of 62%.

Lee added: "As well as the drop in anti-social behaviour, the campaign has also had a positive effect on off-licence staff. After each campaign, they report increased confidence in refusing to sell to underage people or those acting on their behalf."

Health Improvement and Criminal Justice Working Together



Integration is providing an exciting new opportunity for Criminal Justice Services and Health Improvement in the South to work collaboratively to look at new and innovative ways to support and improve the mental health and wellbeing of adults who are involved in the criminal justice system.

Change, loss and grief are universal human experiences. However for many of those involved in the criminal justice system they are more likely to have experienced higher rates of loss than the general population. More often than not many of these adults have never had the opportunity to process and manage their grief experience(s), which can have a detrimental effect on their lives.

To help adults within the criminal justice system understand and manage their grief experiences, a Seasons for Growth programme is being piloted in the South.

Seasons for Growth is an educational programme for adults that aims to build resilience and bring hope and confidence to adults who have experienced significant change or loss. Grief may be due to any number of experiences such as bereavement, relationship breakdown or coming to a new country. It may be a recent loss or something that happened a long time ago.

The programme imparts knowledge, skills and attitudes to enable participants to understand and manage their grief experience. Crucially the process of participating in a Seasons for Growth group provides adults with the opportunity to practice new skills, learn new ways of thinking and acquire more effective ways of coping. It provides a safe place to discuss personal responses to change, loss and bereavement, the meaning that these experiences have for them and then to make positive choices as to how they can respond to these events in the future.

Yvonne Johnstone, Service Manager, said: "The Criminal Justice Team in the South is very excited about this new opportunity to work with the Health Improvement Team. This season's project will offer women and men involved in the criminal justice system a perspective on managing change and building in resilience which can improve their opportunities for desisting from offending behaviour."

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Planning meetings between Health Improvement and Criminal Justice services have been taking place over the last few months. This has resulted in three Social Workers being trained in the adult Seasons for Growth programme. Planning is now underway to engage with service users to encourage participation in the programme.

For more information on this work please contact:

Yvonne Johnstone, Service Manager, Criminal Justice Team South Yvonne.Johnstone@glasgow.gov.uk

Michelle Guthrie, Health Improvement Senior (South), michelle.guthrie@ggc.scot.nhs.uk

Carving Out Better Mental Health

A group of young people who are receiving care from our Mental Health Services got the opportunity to carve their own creations in stone.

The group went along to the Glasgow Sculpture Studio to make stone sculptures to be displayed in the waiting area of the new Children's Health Centre (part of the Child and Adolescent Mental Health Service) which will be located within the new Woodside Health and Care Centre in the north of Glasgow.

The aim of the activity was to boost their confidence and self esteem, and enhance their imaginative capacity.

A display of the sculptures is currently taking place at the Glenfarg Health Centre and the sculptures will move to their new home when the new centre opens later this year.



Govan SHIP - Integrated Care



The Govan SHIP (Social and Health Integration Partnership) Project was set up to test new ways of working together.

At its heart is integrated working, principally between General Practice and Social Work. However, it is integrated care in the widest sense involving joint working with hospitals, the third sector, voluntary agencies and other community-based agencies as well.

The project covers the patients who are registered with the four GP practices within Govan Health Centre.

Patients who might benefit from the project approach are identified through their individual vulnerability rather than being in a predefined target group or meeting a set of criteria. For example, those with mental health or addictions issues, frequent users of services and/or older people and adults with complex needs might be supported.

The project aims to help people manage their own conditions and to avoid or delay the use of emergency services or hospital admission through anticipatory care, early intervention and developing effective alternatives. For vulnerable children and families, the project is aiming to establish a model for early intervention using contacts, in good times and bad, to address their needs. It also aims to identify opportunities and support people in finding support from other people/other organisations instead of Health or Social Work, if that is appropriate.

In terms of integration and collaborative working the project wants to combine social care with health care and challenge existing and embedded silo working roles by individuals into shared / integrated working as part of the care team.

What does the project have? There are two attached Social Workers, one for adults and one for children and families. There are two salaried GPs shared between the four practices to allow the practice doctors to be released and dedicate time to those requiring more input as part of the project. There is also dedicated project management and administrative support.

Monthly multi-disciplinary team meetings have been set up in each of the practices. In addition to the GPs and Social Workers, there are Health Visitors, District Nurses and

Rehabilitation Team members. Two of the practices also have link workers. Cases are identified in advance by any of the team members and these are then discussed at the team meetings and shared management plans are arrived at.

One of the principal aims is the sharing of information between all relevant agencies and a simple practical solution to this was to have the separate GP and Social Work systems accessible on a live basis which greatly enhances the ability to devise appropriate anticipatory care plans for patients of all ages in all settings.



The GPs can use the additional time to attend case conferences they previously would not have had time to, attend additional and longer home visits, plan for the treatment and management of complex patients through co-ordinating with other colleagues and offer extended consultations beyond the routine ten-minute appointments.

One of the benefits of this additional time was described by one of the GPs where he said: “There have been occasions where the additional time has provided enough cognitive space to ‘realise’ where a problem might lie and I get those, for want of a better term, ‘Eureka!’ moments. Without this ability to hold longer consultations, one is under immense time pressure and has to ‘shut down’ consultations rather than expanding.”

The project formally started in April 2015 and funding has recently been awarded for a full second year, up to the end of March 2017. They hope to secure at least a third year’s funding with the successful parts of the project being rolled out and becoming mainstream beyond that.

The project is also underpinned through the collection of relevant data and academic support is being provided by Glasgow University to ensure rigorous evaluation.

More information on the project is available from: Vince McGarry, Project Manager, vince.mcgarry@ggc.scot.nhs.uk

School Health Summit - Smoking Rates Halved in Three Years



Pupils and teachers outside Hampden Park with Linda Morris, Health Improvement Lead from the Partnership.

A recent event to officially publish the results of the latest Health and Wellbeing Survey for children in S1 to S6 has revealed that smoking rates in school pupils has halved over the last three years.

This positive figure was one of number of encouraging statistics to emerge from this latest survey.

The event, which brought together 150 secondary school pupils from across Glasgow, at Hampden Stadium was hosted by young people from schools across Glasgow and showcased ideas and activities developed by the pupils in response to the survey carried out by the Glasgow City Health and Social Care Partnership.

Data was gathered from secondary schools across Glasgow and this, the third survey report, included pupils from S1 to S6 with more than 11,200 teenagers taking part. Previous surveys were only completed by S1 to S4 pupils.

Fraser McFarlane, aged 14, an S3 pupil at Holyrood Secondary welcomed attendees to the event and said: "The Health Summit has been a great experience because all of our local schools have been able to work together for the purpose of raising awareness on all the aspects of health, particularly the aspects affecting our local area/schools.

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“It has introduced a fun way of presenting health and allowed us (young people) to be the ones leading on this. I also hope this changes our views on aspects of health to improve our local areas, minds and our attitudes”.

Fiona Moss, Head of Health Improvement and Inequalities, Glasgow City Health and Social Care Partnership, said: “This is the most extensive survey of young people anywhere in Scotland and gives us a better insight into issues they face and their well-being. We have asked young people for their ideas to address the issues that have emerged and these are being presented at the Summit.

“The survey has highlighted areas where young people’s health experiences are improving and also new areas for concern. For instance the numbers reporting that they regularly drink water has increased considerably. However, there are still almost a third of pupils consuming full sugar fizzy drinks at lunchtime.

“Another significant change is that fewer young people have reported that they ever drink alcohol. The reduction in smoking and drinking will protect the future well-being of today’s young people.

“More worryingly, amongst the one in five pupils in S3-S6 reporting they have engaged in sexual activity, a quarter were under the influence of alcohol and/or drugs at the time and almost a third used no contraception. This raises issues on how all agencies and faiths work with young people on sexual health matters.

“Young people are a priority for Glasgow City, and these findings will be used to inform our planning to improve health and wellbeing outcomes for all our young people.”

Social Enterprise at Cafe Gro - Helping People in Recovery

Glasgow Recovery Organisation (GRO) is a social enterprise that aims to expand volunteering, training and employment opportunities for people in recovery from addiction.

Part of this includes the GRO Cafe, their first alcohol-free Café in Glasgow, which opened in January this year at St Margaret's Place, just off the Saltmarket, opposite the High Court.

Launched by Donna Campbell (pictured with Charlie Farrally), the founding director of GRO, the cafe is already proving to be a hit with clients.

Donna has now been in recovery for six years and set up GRO to fulfill her ambition of opening up an alcohol-free café.

Donna said: "I was in recovery and needed something to work on, a challenge. I decided to find out how to set up an organisation to help people like me who are in recovery. I searched the internet to find out where to access funding for training and to develop a business plan.



"I was fortunate enough to get some funding from the Scottish Recovery Consortium, Firstport and the Big Lottery to start testing the idea of a café. The café finally opened in January with funding from the Glasgow City Alcohol & Drug Partnership to refurbish our premises, and funding from the Clothworkers Foundation and Foundation Scotland to buy equipment for the café."

Additional funding from the Robertson Trust and Tudor Trust has allowed Donna to employ a manager/chef, Charlie Farrally for three years. The café is supporting the wage of a further two part-time employees in recovery and she will soon be taking on a third person.

Donna continued: "We are concentrating on getting the café right by currently opening Monday to Friday from 9am-3pm. We are getting busier with people dropping in for breakfast and lunch or just to take away a sandwich. In the future, as the café develops, we aim to open in the evenings and weekends for music and comedy events and create a space for peer mentoring and recovery groups. We held an Under 18s comedy night in January which was recorded by BBC Radio 2. We hope to repeat this in the future.

"I knew I could make it happen because I had a story. I have been in recovery for six years and decided to develop GRO after three years. I think my story shows just how much you can achieve in recovery. My hope is that the café can help to create aspirations for other people, so they know that there is a life after addiction".

Café GRO is an ordinary café open to the general public, but alcohol-free so it is a safe area for people in recovery to come and relax with friends and family. Everything is homemade from their delicious soup, smoothies and baked potatoes to their tasty filled rolls and toasties. The café also does outside catering for events. Why not nip down to Saltmarket and give it a try?

City Welcomes Japanese Visitors to Share Dementia Information



Twenty-three visitors (pictured above) from Japan visited Glasgow and met with staff from Glasgow City Health and Social Care Partnership in March to attend a three day Dementia Post Diagnosis Support (PDS) workshop.

The visitors included service managers, academics, doctors, social workers, occupational therapists and nursing staff from across Japan and a journalist from Tokyo daily newspaper *The Asahi Shimbun* - all keen to learn about Glasgow's experiences of Post Diagnosis Support.

Japan is updating its own Dementia Strategy called the *Orange Plan* and this is an area they wish to learn more about. Glasgow was the first area to provide Post Diagnosis Support in Scotland.

Presentations were organised by Stephen Lithgow (Dementia Support and Development Lead) and included key aspects such as policy, PDS models, young onset dementia, 'meet the link workers' session, *Promoting Excellence*, data collection and evaluation, using technology in PDS and person centred practice. Colleagues from the Scottish Government, 'Focus on Dementia' and Alzheimer Scotland in Edinburgh contributed including Dementia Friendly Edinburgh .

Sessions were held at Glasgow University supported by psychology lecturer Dr Jon Evans. Field visits to the Glenkirk, Croftspar and Loretto Housing also proved popular. Glasgow City Health and Social Care Partnership support was provided by Jill Carson, Service Manager, North West Locality, Glenkirk Older Adult Community Mental Health Team staff and Anne McLinton from the Person Centred Health and Care Collaborative.

Stephen Lithgow said: "Our guests were very positive about the visit and felt they learned a lot in three very busy days."

Poverty Leadership Panel Discusses Response to Social Security Changes



The City Chambers played host recently to a special event organised to shape the Poverty Leadership Panel's response to huge changes to the social security system. The Poverty Leadership Panel was established to reduce poverty in Glasgow and involves public, private and third sector organisations and leaders from communities with experience of poverty.

Glasgow City Health and Social Care Partnership leads on the welfare reform workstream that aims to promote awareness of the changes and ways they can be mitigated. Experts have described the reforms as the biggest transformation of the welfare state for many years saying they are likely to cause a great deal of hardship to many Glasgow citizens and lead to an increase in poverty.

Part of the approach so far has involved identifying key messages to promote across the city. Postcards and pocket guides with information about poverty have been widely distributed including in the Partnership's offices, libraries, community centres, pharmacies and GP surgeries. The right to challenge Department for Work and Pensions decisions has also been supported by the production and distribution of a benefits appeals pack.

The event was attended by over 90 people who discussed their experience of the welfare changes and the stigma sometimes associated with claiming benefit. A report will now be submitted to the Poverty Leadership Panel and further key messages and actions will be identified aimed at assisting those affected by the changes.

Allison Eccles, Head of Business Development for the Partnership, said: "This was a worthwhile event and the wealth of knowledge from those who attended will play a big part in how we go forward. We want to ensure that people are getting the information and assistance they need so it made sense to involve those who have direct experience of the impact of the welfare changes."

Occupational Therapy Review Listens to Staff Ideas



Staff take the opportunity to provide ideas and suggestions.

The importance of listening to staff and partners during the current review of Occupational Therapy was the central message at a recent staff event, focusing on services for Older People and Adults with Disabilities, which included colleagues from the Partnership, Acute Health Services and partner organisations.

Introducing the session, Stephen Fitzpatrick, Head of Strategy (Older People's Services) for the Partnership, outlined the aspiration that an integrated model for Occupational Therapy is developed for Glasgow City. The benefits of this, Stephen continued, would be that "in the context of wider partnership working, services would be effective, responsive and promote key outcomes for service user and carers."

Attendees then split into smaller groups to consider a variety of case studies which helped identify ways that joint practice could be fostered while providing more intelligent ways to meet. This work was followed by an opportunity to feed back suggestions and ideas on how the Occupational Therapy Service can move forward.

Reflecting on the session, Stephen noted that "the Occupational Therapy staff we speak and work with are keen to tell us where partnership working can better deliver for Older People and Adults with Disabilities. Our session today has demonstrated this again and we will listen to the ideas and suggestions that have been made and use them to develop an Action Plan that delivers more integrated Occupational Therapy services."

Work will continue on taking this review forward.

Aye Mind – An Innovative Scottish Digital Health Initiative



A new website has been launched specifically to promote mental health and wellbeing in young people.

Created by NHS Greater Glasgow & Clyde with partners Snook, Young Scot, the Mental Health Foundation and young people, the Aye Mind website was launched at a special event at the Jubilee Conference Centre, Clydebank this month.

The project, which also involved a wide range of local, health, social care, education and voluntary sector organisations, was developed from an earlier programme, Project 99, which also involved young people and produced a wide-ranging set of learning, recommendations and prototype ideas.

Project lead, Dr Trevor Lakey, Health Improvement and Inequalities Manager within the Glasgow City Health and Social Care Partnership, explained: “While the web and social media often generates negative coverage, our work via **Project 99** and Aye Mind shows there is significant positive potential in using digital resources to support young people’s wellbeing, and a real thirst for support and knowledge from workers.



“Crucially, young people have been actively involved throughout this development, which is producing new digital resources in the form of an interactive web-portal and allied resources for wellbeing. This includes finding better ways to support young people in looking out for the wellbeing of their peers. We have called this strand ‘Support Squared’ – a phrase coined by young people in our first phase (support the supporters!) and a very successful hands-on workshop was held at the end of August to create a suite of resources.



“Designed by young people themselves, the outputs of this session can now be seen online and includes a highly imaginative range of ideas being turned into shareable animated gifs and memes on a range of mental health and wellbeing themes.”



Trevor revealed that a second aspect of the site is a resource toolkit for youth-related workers. This includes information on how they can better help young people with their mental health and wellbeing, signposting them to appropriate information ayemind.com/toolkit/

He added: “This resource will be shared across Europe through a series of specialist mental health and eHealth networks.”

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The Children and Young People's Commissioner for Scotland, Tam Baillie tweeted: "We're big fans of [#AyeMind](#), which uses online tech to improve young people's wellbeing."

Eddy Adams, Moderator of the European Commission's Urban Development Network and Manager with EU's URBACT programme, tweeted: "Really impressed by Aye Mind – great positive resource for young people."

Project 99 was set up in 2014 using an EU grant of €150,000 to develop a digital platform (website) and online tools to offer positive mental health support for young people aged 13-21.

It was one of five successful applicants (from 106 applicants) from all over Europe to receive this money from the CHEST (Collective enHanced Environment for Social Tasks) project.

As the work has got underway, Project 99 morphed into Aye Mind.

For more information on Aye Mind, go to: www.ayemind.com



Parkview Nurses Celebrate Royal College of Nursing Centenary



Nurses at Parkview Day Centre celebrated the centenary of the Royal College of Nursing with a special lunch recently.

Victoria Beattie (pictured centre with staff), Nurse Team Lead, North East Older Adults Mental Health Service said: "Staff from a range of services got together for lunch to recognise how we all work together to provide services for older adults in the locality."

Healthcare Support Workers Recognised for Long Service



Healthcare Support Workers within Glasgow City were recognised and celebrated for their commitment to their long service at a special ceremony at the Victory Christian Centre, Govan recently.

The staff (some of whom are pictured above) each worked for a minimum of 21 years in the job and were presented with a certificate of recognition for their contribution to 21 or more years working in the Community Nursing Service.

Myra Haggarty, Practice Development Nurse (pictured far right), said: “I’d like to congratulate our Healthcare Support Workers on their long service and thank them for all their hard work and dedication over the years. This event was created specifically to let them know how much we appreciate their efforts.”

City Chambers Staff Raise Cash for Cancer Charity in Heel Appeal

Staff in the Finance Team in City Chambers East raised £260 during March by wearing Easter-themed wacky footwear in support of the [Heel Appeal](#).

Reflecting on the saying ‘to walk in someone else’s shoes’, the money raised will assist the Cancer Support Scotland to provide one-to-one emotional and practical support to anyone affected by cancer in the West of Scotland.

The Team said, “The whole office got really involved. It was great that we could wear something different to work while raising money to help people who are given the devastating news that they or someone they love or care for has cancer.”

Easter egg prizes for sporting the most smashing and eye catching shoes were awarded to delighted participants Julie Kinloch and Gillian Howie.

What Integration Means to Me

by Gary Dover, Head of Planning, North East Locality



"I work across the city in helping to plan improvements in children's health and social work services. I am based also in the North East Locality with a responsibility to work with all care groups on planning service changes. I am finding this a really challenging but exciting time in my career. I enjoy working with so many committed health and social care staff, who are passionate about providing positive experiences for the people who use their services.

"As a planner I appreciate, though, that changes to services can be a worrying time. However, my experience over the past year (since we started working towards integration) is that we are making every effort to plan future services in a spirit of collaboration, by involving staff, our service users, carers and partner agencies right at the beginning of the change process. We won't always get this right and I am sure that sometimes people will be unhappy with the outcomes from the changes. My personal approach, though, is to make sure that we are always open and honest when planning changes to services and that everyone who is involved in a re-design programme has lots of opportunities to input their views and ideas. Indeed, it is hearing these many different perspectives (and helping people to achieve their aspirations) which makes my job so satisfying."

For more information on integration...

Our people

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](#) or [NHSGGC](#).

Keep up to date...

Health staff – visit [Staffnet](#)

Council staff – visit [Connect](#)