



Welcome

Welcome to the September edition of the Glasgow City Health and Social Care Partnership newsletter. Inside we've got a wide range of stories celebrating integration including recent awards success for staff and two public consultations, firstly on the [Integration Joint Board's Participation and Engagement Strategy](#) and secondly The [Sexual Health Strategic Plan 2016-19](#).

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What Integration Means to Me

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Chief Officer's Message



David Williams
Chief Officer

Welcome to the September edition of the Partnership's newsletter. Despite the disappointing weather I hope everyone has enjoyed their summer and where possible managed to get the chance to take and enjoy a holiday break.

I've been seeing first-hand the work done by staff across the health and social care environment in Glasgow through a series of frontline visits in July, and I thought this month that I would share with you some of my reflections. My huge thanks to all staff and managers, and those representatives from the voluntary sector, who took the time to meet me, talk to me and most of all demonstrate their passion and commitment for the work that they do. Without exception, I was hugely heartened, as I always am when I do such visits, by what I saw and experienced in terms of what we do on a day-to-day basis in health and social care across the city. I also had a number of conversations with some of the people who are supported by our staff either as patients or service users and some of whom are themselves now supporting others as people with lived experience of addictions or homelessness or mental health issues. That is also a testimony to what we've been able to achieve as we progress the integration agenda.

Having visited 23 different locations across the city and spoken to representatives from about double that number of services, there are too many involved for me to mention all of them individually. I do wish to highlight a few though by way of demonstration of the changing environment and approach that integration brings and you will see a bit more detail about these projects or services in the next edition. Specifically and in no particular order, I want to highlight the recently established single point of access for District Nursing based in Yoker, the CAN City Centre Initiative, the Dementia Project in Royston area team, the Continence Service that we host for the whole of the Glasgow and Clyde area, the Women's Project at Adelphi and the new integrated health and care centre in Maryhill.

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Chief Officer's Message

I also visited a number of our registered care centres that have recently been inspected by the Care Inspectorate and without exception, all were scoring 5s (very good) and there was at least one 6 (excellent). Really well done to all and congratulations, some unbelievably positive work going on there with all age groups. Staff also took the opportunity to tell me where things could continue to be improved. To this end I have asked relevant folk here at Commonwealth House and senior management across the city to look at areas such as; the BlackBerry shortfalls; how we can equalise the experience across the city in relation to access to certain services such as PCMHs (Primary Care Mental Health Teams) and some citywide voluntary sector provision; what we might be able to do to enhance our usage of agile technology and how we can maximise the benefits/necessity of EDRMS (Electronic Document Records Management System).

The subject of acknowledging the hard work of Partnership staff is at the forefront of my mind at the moment as we prepare to recognise their achievements through our staff awards scheme. Facing the Future Together gives people the opportunity to nominate individuals or teams who they feel have gone the extra mile in carrying out their duties or participated in a project or programme that has had a positive impact on the vulnerable citizens the Partnership serves.

Throughout July and August our staff have been submitting their nominations to a panel of judges led by Councillor Archie Graham, Chair of the Glasgow City Integration Joint Board and Trisha McAuley, Vice Chair. The panel, which also included a selection of Partnership staff and former award winners, has now completed its deliberations and has chosen the nominees who they think have done outstanding work with and for patients and service users across the city. The winners will be announced at a ceremony later this month and I look forward to taking the opportunity to personally thank all those nominated for their hard work, innovation and commitment to the people of the city. Staff working for the Partnership go above and beyond the call of duty every day in the course of their work but myself and the other members of the Integration Joint Board think it is vitally important to formally acknowledge how much we all appreciate their hard work.

Recognising Success and Progress - Recent Awards Success



The Continence Team with their Award.

The last few months have seen the Partnership involved in a number of innovative and award winning programmes. To keep you updated on this, here's a quick outline of the successful work.

Our Integrated Care for Older People - Intermediate Care picked up the Leader's Award in the Glasgow City Council Flourish Awards. The award acknowledges the [work to support patients who need a short-term step between hospital and home after they've had hospital treatment](#).

Recognising the work done to improve the lives of those living with incontinence in the UK, the NHS Greater Glasgow and Clyde Continence Team won the Continence Care Leader (Continence Care Team) category. The award was presented in London and is judged by an Expert Group on Lower Urinary Tract Symptoms.

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A poster designed to publicise the effectiveness of our Homecare Reablement Service won the transformational change award at the recent NHS Scotland Event 2016. [The poster raises awareness of the Homecare Reablement Service in Glasgow.](#)

Another winning poster design was one titled 'What Makes Me? People Make Possil.' Picking up first prize at the [National Education Scotland Effective Practitioner Event](#), the poster provides details on an effective and simple approach to offering person-centred, safe and effective health care.

Social Work staff also celebrated long service at an award ceremony in the City Chambers in June. Over 100 staff were recognised and those able to attend the ceremony enjoyed an opportunity to meet up with friends, old and new.

Congratulations to all the staff and projects recognised at all these events!



Social Work Services Long Service Awards

Participation and Engagement Strategy - Get Involved



Community groups and activists discuss the Integration Joint Board's draft Participation and Engagement Strategy

The Glasgow City Integration Joint Board is currently consulting on its [draft Participation and Engagement Strategy](#). The Strategy outlines the principles and approach being taken to engage with individuals, groups and communities in service planning and service development.

The consultation, which will run until 16 September, provides an opportunity for those who have an interest in these matters to get involved in how they will be taken forward.

Allison Eccles, Head of Business Development, is taking this work forward and observed that “We are really keen that as many individuals, communities and organisations as possible tell us what they think about how we will work with them. We’ve already spoken and listened to community representatives at a recent event, but we want to hear from everyone interested in this work.”

Ann Souter from Easterhouse, Chair of the North East Public Partnership Forum and a member of the Integration Joint Board, commented that “I strongly believe that the main priority for integration is to develop strong locality planning arrangements that offer a real opportunity for local people to become much more involved in designing and developing services that meet the needs and requirements of their own communities.”

Sandyford Clinic - Public Consultation on Strategic Plan 2016-19

The draft [Sexual Health Strategic Plan](#) for NHS Greater Glasgow and Clyde, which sets out our strategic direction over the next three years, is currently available for consultation.

You can read the full [draft strategic plan](#) or a [summary version](#), and we are keen to hear your views and comments. You can share them by completing our online survey or by emailing us sandyford.feedback@ggc.scot.nhs.uk.

Feedback will help influence the final version of the strategy before it progresses to implementation, in late 2016.

Alternative formats of the consultation material can be requested by emailing sandyford@ggc.scot.nhs.uk or phoning 0141 211 8130.

Project SEARCH -

Well Done to All the Graduates

The work of Project SEARCH and its participants was celebrated during June at graduation ceremonies for those who have successfully completed the one year course.

Assisted by the [Supported Employment Service](#), Project SEARCH provides young people with a learning disability with training and educational opportunities to prepare and support them to secure and sustain employment.

Angie Black, Supported Employment Manager, proudly watched the young people graduate at the ceremonies and observed that "Project SEARCH has made a massive difference in many different ways to the young people involved. Eleven of the graduating group (of 22) now have jobs, everyone has experience of working that they never had before and others now know what career they want to progress. Those who are still looking for work are being supported at daily job clubs and those already working receive job coaching to ensure they learn all the tasks required of them."

We look forward to reporting on the most recent graduates and the continued success of Project SEARCH.

Volunteers Week - 6-10 June 2016

Volunteers with Health Improvement services in the Glasgow City Health and Social Care Partnership took part in a celebration during Volunteers Week to recognise their contribution to services.

After taking part in a team building music workshop with volunteers at Heart of Scotstoun Community Centre on 6 June, Fiona Moss, Head of Health Improvement and Inequalities, presented volunteers with certificates of achievements.

Fiona commented "This week Glasgow City Council launched its Charter on Volunteering which the Glasgow City Integration Joint Board will be signing up to. I would like to give all volunteers a huge thank you for their hard work and especially for giving their time to work with us."

More information on volunteering is available from Sandra Duff, Volunteer Coordinator,
Sandra.duff2@ggc.scot.nhs.uk

Prison Health Staff Get Fit in Aid of MacMillan Cancer Support



Staff take part in the cycling challenge

Glasgow City Health and Social Care Partnership staff based in Prison Healthcare have been leading Healthier Working Lives to prepare themselves for a sponsored bike ride. And in the process they've been raising money for Macmillan Cancer Support.

After using the 'Drop a Dress (Waist) size for Christmas' challenge to motivate staff to get fit while losing some weight, the team decided to try something more adventurous.

Seizing the initiative, Practitioner Nurse Linda Boardman, assisted by Practitioner Nurse Claire Hill, set about getting a group of people who would be interested in participating, planning a suitably challenging route and establishing a support team to assist with the logistics of a cycle challenge.

Eventually deciding on Sunday, 10 June to undertake the route from Spiers Wharf to Balloch, eight staff with very limited experience of cycling took off on the 22 mile adventure. Along the way they were wonderfully supported by Health Care colleagues from HMP Barlinnie and HMP Low Moss who turned out on what was a very rainy Sunday morning.

Completing the course has resulted in over £800 being raised for Macmillan Cancer Support. Additionally it has enthused staff to begin planning something similar for Millport next year!

Football and Sun - Perfect Combination as Local Area Co-ordinators Arrange Successful Tournament



Teams and officials take to the field in advance of the Final

In preparation for the 2016 European Football Championships, early May was chosen by Local Area Co-ordinator staff to host what proved to be a hugely successful 16 team football tournament at Nethercraigs Glasgow Club, Cardonald.

The Local Area Co-ordination Team support young people and adults with learning disabilities to develop positive activity planning, which means they can participate in meaningful and fulfilling activities within their local communities and beyond.

Raymond Traynor, Local Area Co-ordination Manager, was one of the referees on the day and reflected that “while the event took a huge amount of planning for my team, it was worth all the time and effort. We witnessed some excellent footballing talent and it was great exercise for everyone who participated. It also gave people the chance to meet up with old friends and have a brilliant day out.”

The tournament was an opportunity for individuals and groups who work with the Local Area Co-ordinators to meet new friends and establish possible opportunities for taking part in new or different social opportunities.

The competition was won by a team from Partick Thistle who, under the since rarely seen summer sun, lifted the inaugural winner’s trophy to warm cheering and applause.

Recognition for Mental Health Services in Leverndale Hospital



Leverndale Hospital

Wards 4A, 4B and the Rehabilitation Unit at Leverndale Hospital have recently been accredited under the Accreditation for Inpatient Mental Health Services by the Royal College of Psychiatrists' College Centre for Quality Improvement.

Each ward received a detailed report that demonstrates the huge amount of work put into this project – but more importantly the high standards of care provided by each of the teams. This is a massive achievement for all involved and is the first time General Adult Psychiatry In-patient wards, in Scotland, have achieved this status.

Congratulations to all staff, especially the senior staff, within each ward who guided their teams through the process and to the wider multi-disciplinary team who contributed to reviewing and improving the quality of care within the wards. This was a whole site effort and recognition must also go to the operations, facilities/hotel services and estates departments who also contributed and assisted with improvements within the ward environments.

It is important to mention the active involvement of patients, their relatives and carers in this achievement, their input and effort was invaluable and very much appreciated.

The West of Scotland Mother and Baby Unit, also based at the Leverndale Campus, has previously been accredited by the Royal College of Psychiatrists and has maintained this status for several years.

Ward 3A has also completed the accreditation process and the outcome of this will be announced in September 2016.

National Suicide Prevention Week 2016



The Glasgow City Choose Life Strategy Group

The Glasgow City Choose Life Strategy Group has a range of events organised for National Suicide Prevention Week, which will take place between the 3 and 10 September. This will coincide with World Suicide Prevention Day, taking place on 10 September.

The multi-agency group, which is led by the Partnership, brings together a range of partners from NHS Greater Glasgow and Clyde, Education, Social Work, Police, Fire and Rescue and the third sector, to work together to help reduce deaths by suicide in Glasgow City, supporting the Partnership's aim to improve outcomes for the city's most vulnerable residents.

Plans for this year include information stalls in Buchanan Galleries, the Forge and Queen Street Station on 9 September. A 'Candlelight Celebration of Life' event will be held at lunchtime on the same day in the Tranquility Garden at Gartnavel Hospital to support those affected by suicide. All are welcome to attend.

Pauline Toner, the Glasgow City Choose Life Co-ordinator, said "We have made great progress in reducing the number of deaths by suicide in the city, which are now at their lowest since records began. However, we can't forget that last year 68 people took their own life and this is a terrible tragedy for their families, friends and colleagues."

Pauline continued "We know that men are three times more likely to complete suicide and that there is a relationship between deaths by suicide and levels of deprivation. Through our partnership efforts we hope to continue to reduce the numbers of deaths by suicide. We have regular training programmes in place to support staff and communities to recognise when someone is considering suicide so that they can be put in touch with sources of support."

For further information or if you are worried about someone please see www.glasgow.gov.uk/chooselife

Residential Homeless Units

Staff within the Partnership's Residential Homelessness units across the city are transforming services to establish the best outcomes possible for service users. As well as helping service users to find new accommodation and move on, staff also look at other issues that can include confidence building exercises and referral to a number of specialist health services – all with the aim of helping the service user being able to sustain a tenancy long-term.

Some examples of the work undertaken include:

- James McLean Project working with Scottish Muslim Police Association to provide a series of workshops to discuss the culture and faith of Islam. These workshops help dispel the myths around the faith and helps service users to start accepting all cultures and faiths
- Clyde Place regularly organising for staff and service users to go on a variety of outings including visiting places of cultural and historical significance. They are even planning to visit Scotland's Secret Bunker – if they can find it, given it is a secret! These outings allow the staff to develop a rapport with the service user which means that they get to know them better and can help them deal with any issues going forward and
- Chara Centre and Elder Street, working alongside The Citizens Theatre, have delivered art workshops aimed at women only. The workshops address a number of issues including trauma, gender-based violence, addiction and mental health issues etc. The women who participate in these workshops will benefit from increased self-esteem, confidence and have stated that they feel less 'invisible' and more able to deal with issues in their life.

The service users who participated in these events all agreed that it was a positive experience and that it helped them to gain confidence and an understanding of problems that they may encounter. Comments include:

"I have never been in this type of accommodation and I was very anxious about it. However, I have been made to feel very welcome and I wouldn't like to think where I would be just now if I wasn't in here. I like the fact that I am not judged and treated like any other individual" and "I just want to say a special thank you for steering me in the right direction."

Staff also found that participating in the events helped them when working with service users and one staff member said "Working in emergency accommodation means no day is ever the same when working with a very diverse group of people. It can be very demanding, complicated, interesting and challenging. But working with people to help enable them to achieve their goals and improve outcomes can be very satisfying and fulfilling. I work with a very supportive staff team who are always willing to provide their help and experience to accomplish our goals."

Opening Soon - New Maryhill Health and Care Centre



Views of the new Maryhill and Care Centre

Monday, 19 September will see the doors of the new £12.4 million [Maryhill Health and Care Centre](#) open for the first time. The centre will be at the heart of the community providing residents with a wide variety of health and social care services on their doorstep.

Maryhill Health and Care Centre provides accommodation for three GP Practices, Pharmacy, Physiotherapy, Podiatry, Public Dental Services and Shawpark Resource Centre. There are also a large number of visiting services and clinics delivering services in the Centre's community floor plus a large physiotherapy gym for local patients and the youth health service.

Jackie Kerr, Head of Operations, North West Locality said "The new Health and Care Centre is a state of the art building, giving increased capacity and more services to local residents of Maryhill in a welcoming modern environment."

The new Maryhill Health and Care Centre is located at 51 Garbraid Avenue, Glasgow, G20 8FB.

Building Relationships - Connecting Community Organisations and Sandyford Services



Event speakers, left to right: Nicky Coia, Grant Sugden and Rhoda MacLeod

Engaging with voluntary and community sector organisations around sexual health and relationships was the aim of the Building Relationships event held at Hampden Park in June.

Giving community organisations the opportunity to get an update on the major sexual health priorities in NHS Greater Glasgow and Clyde, workshops encouraged participants to share ideas about working together to best meet client needs.

During her opening address, Rhoda MacLeod, Head of Sexual Health Services, recognised that building meaningful relationships and alliances with third sector organisations was the key to addressing sexual health issues faced by people, especially vulnerable groups.

Grant Sugden, Chief Executive of Waverly Care Scotland, then spoke about partnership working and tackling health inequalities.

Following the facilitation of group discussions and workshops to take forward and plot out how all those present could move this work forward, Nicky Coia, Health Improvement Manager, Sexual Health summarised the opportunities moving forward by providing an overview of current sexual health and the Scottish Government's Policy to improve sexual health. Nicky concluded by noting that "We need to develop a culture where it is okay to ask about sexuality and sexual health and find ways to ensure that people achieve their full potential to enjoy their sexuality, relationships and good sexual health."

If you would like more information on sexual health services provided then please visit www.sandyford.org

Launch of Film “Poverty Our Hidden Shame”



Create Crew members receive certificates recognising their involvement

Investigative film [Poverty Our Hidden Shame](#), which explores the impact of poverty and austerity measures on young people and their health, was launched on 17 June in South Glasgow.

The film followed a year-long partnership between the South Locality's Health Improvement Team and a range of partners to support a group of young people from the Greater Govan area to research and produce a film that highlighted the challenges and difficulties they face.

Ann Duffy, Health Improvement Senior, South Locality of the Partnership said “We set out to use a youth-led model to explore the impact of poverty and the young people from Create worked extremely hard to produce an excellent film which really brings home the impact of poverty in the area.”

Partners in the work included Oxfam, Plantation Productions, the GalGael Trust and the Create Crew who are a group of young people from the Greater Govan area.

Recognising Hard Work and Initiative - Reece Young



Reece Young

Moving straight from school into a work placement based at a unit providing day care opportunities for people with a range of learning and physical disabilities isn't for everyone. But for Reece Young, a Modern Apprentice based in the Riddrie Centre, it has been something that he has enjoyed every minute of.

Reece arrived at the Riddrie Centre straight from school in October 2014. At that time the centre was going through a period of transition as service users were being given the opportunity to develop more personalised care pathways. However, Reece was able to adapt to the work quickly while developing excellent working relationships with clients, instinctively grasping the need to treat all as individuals when carrying out group work.

Within a very short period of time, Reece has become a valued member of staff, working well with colleagues, management and a range of workers from other agencies to deliver excellent services in the centre and at community venues.

Reece also has a part-time job, but he has never allowed demands on his time to affect his studying for SVQ2, in which he has consistently produced excellent work.

Reece is keen to make a career in social services and his placement has enabled him to gain a grounding in the values, philosophy and principles of the caring professions. It has also given him the confidence to get involved and managers at the centre have no hesitation allocating tasks to Reece.

Given the positive impact Reece has made during his time working within the Riddrie Centre, our hope is that he continues to stand out as a star employee in this area of work!

Eat Healthy in Govan



Participants get involved in preparing food

Health Improvement colleagues in the Partnership's South Locality have been supporting mums and dads from local Govan toddler groups to increase their knowledge of cooking and how to produce healthy, nutritious and affordable meals.

In addition to providing 'Get Cooking Get Shopping Courses' to improve skills and confidence in the kitchen, the team has developed food-related programmes such as cookery demonstrations and preparation of family meals.

Some parents who attended the programme were interested in furthering their skills and courses in food hygiene, and cookery skills will be made available.

Working with local families has also highlighted the need to link this work with first aid and welfare opportunities. We are currently working with the Red Cross and Money Matters to provide additional sessions for families.

Programmes have been available since March this year and are expected to continue until the end of the year.

For further information contact Jacalyn.McIlwham@ggc.scot.nhs.uk.

What Integration Means to Me

by Jackie Kerr, Head of Operations, North West Locality



Jackie Kerr

“Health and Social Care Integration gives the Partnership the opportunity to provide more joined up services to the most vulnerable in our city. It provides staff with the opportunity to deliver the right services to the right people at the right time. It allows us to make a difference in people’s lives and it will ensure that our services are truly co-ordinated.

“Health and Social Care Integration will help people benefit from care that is person-centred and co-ordinated. We have significant challenges in Glasgow and our focus on delivering services that will make a difference in the lives of our service users and patients has to be at the heart of our new organisation.

“The importance for me is not just to develop integrated structures but to ensure that our services at the point of delivery to our service users and our patients are co-ordinated and that pathways for them are efficient, safe and effective.

“We have a real opportunity in Glasgow to make a significant difference in the lives of people and integration at both service and practice level will help us to achieve this goal.”

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

Keep up to date...

Health staff – visit [Staffnet](#)

Council staff – visit [Connect](#)