Glasgow City HSCP
Health and Social Care Partnership



Maximising Independence

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Issue 2

Welcome

Welcome to the second edition of our Maximising Independence (MI) Newsletter. We aim to bring you a regular update on the main news and developments, and keep you up to date with how you can get involved with initiatives in your own area. If you have any questions or suggestions about what you'd like to see in the newsletter, we'd love to hear from you. Please email :

marion.ballantyne@glasgow.gov.uk





What is MI?

Maximising independence means supporting people, who can and want to, to remain living at home safely for as long as possible with the right support in place for them, and for their carers if they have them.

This doesn't mean living without any support at all – it's about living as independent a life as you can, making choices about the things that matter to you, to live as full a life as possible, with support when you need it.

We want Glasgow citizens to have strong and reliable health and social care not just now, but for future generations too. So we will talk, listen and collaborate to build a sustainable way of supporting people, so that everyone can achieve their full potential for health, wellbeing and independence.

What maximising independence means to me

Alison Noonan – Head of Maximising Independence & Transformation



Maximising Independence is our commitment to improving health and wellbeing for our citizens today and for future generations.

I've had the privilege of working on this programme for a while now and am inspired every day when we talk about maximising independence with staff, the people we support, communities and partners across the system.

The truth is it means different things to different people. My aim is to improve health and wellbeing for people by listening to what they feel would make a meaningful difference and to try our best to find new ways of making that happen. If we find new and innovative ways to meet people's needs through prevention and early intervention within local communities, we can avoid people reaching crisis point and needing additional care further down the line.

That means we need to keep striving to improve the way we deliver services to help people to remain in their own homes, or their place of care, and supporting them to live the best lives they can. To achieve this, we need to take time to think differently about our processes and our practice and to work together to develop different ways of doing things that are shaped by the people who need and use our services.

We need to recognise that people are experts in their own lives, and our role is to ensure that wherever possible they are encouraged to make decisions about what matters to them and that they retain control. We will use our wide range of combined experience, research and knowledge to identify where to prioritise our efforts and engage with partners across the City.



Maximising independence in practice

Walking aids clinic takes the next steps

A pilot project to prevent falls among care home residents has been such a success that it's being expanded across the city.

The Walking Aids Clinic at Riverside Care Home in the North East has supported more than 80 people to use their mobility aids effectively since it began just over a year ago. The clinic has reduced the need for referrals to the Rehabilitation Team significantly, and built up confidence, skills and relationships among residents, staff and carers.

The clinic was initially set up by two physios. Alan Craig, physiotherapist, has been the lead for the clinic with Support Worker, Mags McMahon, now running the clinic with input from Alan as required. Mags explained how valuable teamwork and relationship building have been in the clinic's success, "We run our clinics at Riverside every two months, but we've built up such a good relationship with the team there, that they can call us out at any time for advice and support. They always know how to get in touch.

We offer education around:

- how best to use walking aids
- footwear
- which aids and exercises are appropriate to each person
- balance, and
- how to manoeuvre safely around spaces.

We work really closely with the team at the care home, and have now issued care home staff with a walking aid checklist which can be used at any time."

The pilot was instigated by Service Manager Lee Moody and expanded city wide by Team Lead Lynn Haughey, after seeing how supporting people with their walking aids could reduce the devastating effect of falls among care home residents.

"We get referrals to the clinic from a range of sources – including hospitals, GPs, and the Ambulance Service – but the greatest number of referrals by far come from the staff at the care home. That's testament to the strong relationships among the team, embracing the opportunity to support residents to maximise their independence and build their strength. We were warmly welcomed into Riverside when we started out, and having the regular clinic there highlights the issue of preventing falls."

Assessments are carried out in the privacy of the residents' own rooms so that they learn how to get the most out of their aids in their own environment, learning how to get around their own room safely, and then walking to the communal and dining areas. The team has supported a resident who is blind to the extent that they now take part in the home's regular exercise classes.



The pilot's outcomes are impressive. As well as the reduction in the need for rehabilitation, 80% of care home staff have said they'd now be more confident in making a referral to the team, and 100% said they'd be likely to make a referral in future.

With one in three over 65-year-olds and half of over 80's having a fall every year, falls contribute to injuries, hospitalisation and trauma for patients and their families across with city. "We saw the impact of falls," says Lynn "and thought we needed to do something to address it. I'm really happy to see how it's become a great example of joint teamwork, and made an impact on people's ability to maintain their independence."

Lynsey Williams, Senior Social Care Worker at Riverside said, "We have been very happy with the service provided and have enjoyed having the ability to speak to professional staff about potential falls risks. The team have also helped us to remain confident that the walking aids our residents use are correct for them and are well maintained."

Service Manager for Older People Residential and Day Care, Janice Young added, "The introduction of the walking aid clinic has been a fantastic initiative within Riverside. We've been very focussed on falls prevention recently, so making sure that everyone has an appropriate walking aid which is in good working order has helped to improve residents' health, wellbeing and personal outcomes.

This has helped our residents to remain mobile, and to access other opportunities within the care home as well as in their local communities."

The Walking Aids Clinics will be extended to cover our five HSCP residential care homes in Glasgow this winter.

For more information, contact **Lynn.Haughey@ggc.scot.nhs.uk**.

Volunteers keep the wheels turning at international cycling event

The benefits of volunteering for our health, wellbeing and reducing feelings of social isolation are well known. And one team of Glasgow volunteers hit the headlines recently.

Our HSCP's Local Area Coordination Team (LAC) supported adults with learning disabilities to volunteer at the recent UCI World Cycling Championships held in Glasgow.

The volunteers, who were based in George Square, played a vital role offering a warm and friendly welcome to the many visitors from all over the world who came to the city for the cultural experience of the championships. And they weren't disappointed!

From helping with directions to taking selfies and assisting with photos, the team of 15 adults were answering questions and giving advice to the hundreds of people in George Square.

This is the third large scale sporting event in Glasgow that the LAC Team have carried out this role with. The Commonwealth Games and European Championships proving a huge success.

Raymond Traynor, LAC Team Manager, said: "From the moment they stepped on George Square until the moment they finished, our volunteers worked incredibly hard to make sure the visitors to the city were assisted.



"Everyone thoroughly enjoyed their roles and were proud to play their part in making these events so successful for our city. We all had great fun and made lots of new friends. We didn't want it to end.

"It's not just about being part of a major city event - it's about making a positive difference to the volunteers' lives. It improves their self-esteem, confidence and physical and mental well-being. They gain invaluable work experience which may lead to future volunteering roles or paid employment and helps them maintain and develop new skills. It really makes them feel part of something special."

Raymond, and seven members of his team, supported 15 adults with learning disabilities to volunteer throughout the championships. For more information, email **raymond.traynor@sw.glasgow.gov.uk**.



Local Area Coordination Team and the volunteers in George Square during the event

Project news

A number of MI projects and activities are underway. Some are being delivered directly by the MI team, and others are being delivered elsewhere across the health and social care network in Glasgow, with advice and support on building on the MI approach. You can find out more about the range of **MI projects**, and read more about some current projects below.

Community Hubs Pilot will boost community health and wellbeing resources services

Plans are underway to test the concept of developing 'community hubs' where people could get access to a range of health and wellbeing resources locally, in line with the Maximising Independence focus on prevention and early intervention.

The resources will be designed as a 'hub and spoke' model delivered across the city, through a combination of HSCP, third sector and partner organisations. The partnership approach recognises that experience of providing services within communities, and by those owned and delivered by community resources, can often be more effective in meeting the needs of the population and can be less costly than that of traditional health and social care services.



The Hubs will benefit people by bringing services that can improve their wellbeing closer to home and easier to access. By preventing more serious and costly conditions developing, we can enable people to seek local advice and assistance and make decisions about their own needs without the need for mainstream services.

The Community Hubs project is currently at an early stage. Detailed information has been pulled together to identify potential hub or spoke venues across Glasgow who we will seek to engage with on the initial pilot phase of the project. Key factors in addition to the facilities and services already in place include considering local access to :

- health and care services
- foodbanks and/or community food provision
- Glasgow Life facilities and services
- welfare advice provision.

Venues are also being assessed against key MI indicators including how they will support people to overcome social isolation and loneliness and build community capacity to provide support for people to mitigate against frailty. We are considering potential venues for the pilot phase and these will be discussed at the relevant governance meetings as the project progresses.

For more information email **chris.furse@glasgow.gov.uk**.

TEC clinics – helping to close the digital divide

Technical devices, such as alarms, sensors and health monitors can give great extra support for people, helping them to maximise their independence. However, barriers to digital inclusion such as the cost of purchasing equipment readily available on the high street, awareness of the benefits, availability and the skills to use them, can prevent people from getting the most out of commercially available technology that could help them.

The Technology Enabled Care (TEC) Clinics Project is working with partner agencies with the aim of providing digital support not only to the people who already use our services, and their families and staff who support them, but to the general public of all ages in Glasgow. Importantly there are readily available tools that can help people who have been diagnosed with a long term condition such as diabetes, COPD and heart disease to improve their understanding and maintain their wellbeing.



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The clinics will be delivered through libraries and third sector organisations, offering advice and training on devices, including smart phones and tablets, as well as information on how they access equipment and apps that can support health and care such as medication prompts and how to stay connected to their friends, families and carers. The team at the clinics will also help to identify and source appropriate tech solutions and support that's readily available on the consumer market.

As well as helping people maintain their independence at home, the tech care can flag up health and wellbeing issues earlier, so that support can be given at the earliest stage if needed and people can stay out of hospital wherever possible.

So far, six libraries across Glasgow have been identified as being potentially suitable to host TEC Clinics. Locations will be confirmed shortly. The next steps will be to train the staff who will be running the clinics, agree the input from locally based partner organisations, and develop publicity material so that people know the service is available to them.

For more information, email **chris.furse@glasgow.gov.uk,** or **michael.gillespie@glasgow.gov.uk**.

Strengths Based Practice

One of the most important features of the Maximising Independence approach is focussing on people's strengths, as well as the areas where they need support, to promote empowerment and positive outcomes that enable people to set and achieve their personal goals.

This model of 'strengths based practice' where someone's capacities, resources and assets are considered when working out how best to support them, is being implemented across our HSCP.

The aim is to enhance the quality of care, improve satisfaction, and foster a culture of collaboration and resilience among our workforce and the people we support. The strengths based model will be aligned with the national trauma informed model, and the teams will work in close collaboration to ensure the workforce are fully supported with this practice and culture change.

Alongside the change in practice, new training will be created to equip staff with the necessary skills and knowledge to apply strengths based approaches in their daily practice. The core assessment tools that are routinely used will be adapted to reflect the strengths based approach and the training will cover this as well as the behavioural elements of the model.

A project team has been set up to lead the change to a strengths based approach, working together with subject matter experts.

The team is currently working on the training strategy - scoping options for how the training will be delivered, and which staff groups need to be prioritised for training in a phased roll out. The aim is for the training strategy to be complete by the end of the year.



Once the training strategy has been developed, the project team will identify and train a group of internal trainers who will be champions of strengths based practice. The champions will be trained by Spring 2024, and will be responsible for delivering training sessions, supporting colleagues, and providing ongoing coaching and guidance.

Our ambition is to work towards this training being available to key external partners and stakeholders so that there's a consistent approach across the city, irrespective of where a person seeks advice and support.

Timelines for the training roll out will be confirmed by the end of the year as part of the training strategy.

For more information, email **ashleigh.voigt@ggc.scot.nhs.uk**.

MI video – coming soon!

Look out for the Maximising Independence video, showing examples of people putting the MI approach into practice across the city. The video will be used to raise awareness and understanding about the MI approach for staff, citizens, partners and stakeholders.

We hope it will be a useful resource for anyone presenting or sharing information about Maximising Independence. Full details will be in the next newsletter, and in the meantime, if you would like more information, please email **marion.ballantyne@glasgow.gov.uk**.

Communications survey

The Maximising Independence approach is at the heart of what we do across our HSCP and with our partners, so we want to communicate about it clearly, covering the topics that you want to know about.

We ran a short survey to find out what the current levels of awareness, understanding and engagement about MI are, so that we can find out where the gaps are, and keep you informed about the things that matter to you.

The results of the survey will be available in November, and an action plan developed to address any gaps and issues, and put suggestions and ideas into practice.

For more information, email **marion.ballantyne@glasgow.gov.uk**.

Diary Dates

Free Multiply Course - Dates Open

GCVS's fully-funded Numeracy course, supported by the Multiply Grant Scheme, allows learners to improve their practical numeracy skills and widen their job opportunities while gaining a recognised qualification. It can be completed online in one half-day session or in person at GCVS's Albany Centre in Glasgow, with dates and more information now added to the **GCVS website**.



Glasgow Life wellbeing events

One of a series of free public events to discover local activities, information and support that could help you and the people you support to live well. Open to all, particularly the 50+ age group, and those with disabilities. Activities include:

health walks • boccia • table top cricket • easy exercise • table tennis • health checks and information • gym and venue tours • free refreshments • prizes

- Friday, 27 October 2023, 10am to 1pm - Glasgow Club Bellahouston

See for yourself what's on offer. Visit Tollcross event video to see more about a previous event and how it went.

For further details please phone 0808 175 1956 or email **livewell@glasgowlife.org.uk**

Family Ceilidh Concerts

- Wednesday, 1 November 2023, 2pm - Knightswood Community Centre
- Thursday, 2 November 2023, 2pm - Barrowfield Community Centre

Part of Glasgow Life's Community Touring Network Programme, feel free to come along to this free live music concert from fabulous Scottish folk musician Celine Donoghue with Ruairidh Gray, Mod Gold Medallist and Gaelic Singer of the Year 2022. Open to all ages, and refreshments will be provided. Clap your hands, tap your toes and maybe even have a wee turn on the dancefloor!

Tickets are limited, phone venues for tickets 0140 550 0036

Find out more about Maximising Independence and get involved

You can **find out more about Maximising Independence**. If you want to speak to us about how you can implement a MI approach in your area, or arrange an awareness session for your team, please contact **MaximisingIPT@glasgow.gov.uk**.