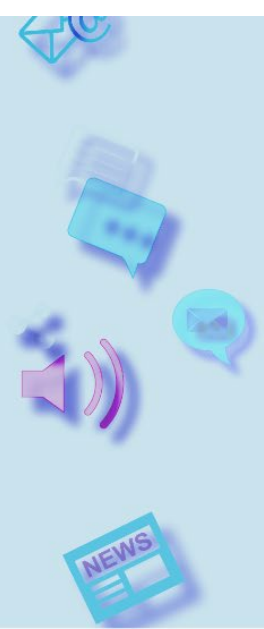


partnership matters briefing



Susanne Millar, Chief Officer

January/February 2023

Welcome to Glasgow City HSCP's 'Partnership Matters' briefing, to keep you more up to date with some of what's happening across our HSCP with partners. [Current and past briefings](#) continue to be available on our HSCP's website, and they can be accessed from work and personal devices. We hope that you find our briefing useful. Any comments or suggestions for future topics are welcome, and they can be shared by contacting us at GCHSCP_Communications@glasgow.gov.uk.

Message from Susanne Millar, Chief Officer

Welcome to the first issue of Partnership Matters for the year ahead. It's hard to believe that January is already behind us, and we're well into February. I hope you managed to have an enjoyable holiday season with family and friends, and that our health and social care staff and partners had a well-earned break at some point.

I'd also like to express my gratitude to staff and partners who were working over the holidays to deliver essential services to our city's most vulnerable patients and service users. Your efforts to maintain care and support and be that familiar face during the holiday period will have meant a lot to them, and I appreciate that this was at a time when we were facing increasing pressures impacting our health and social care system – such as winter flu, COVID-19, staffing pressures and delayed discharge among others. Thank you.

Challenges remain as we're finalising our next Strategic Plan (2023 – 26) for health and social care in the city and getting confirmation of what our budget contributions will be from our partner organisations (Glasgow City Council and NHS Greater Glasgow and Clyde) for the planning and delivery of services over the next financial year, 2023 -24. Both will be discussed at our Integration Joint Board's (IJB) meeting on 22 March. Our main challenge is financial, largely due to the significant increase in inflation and budget pressures.

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Whilst we're still to get confirmation of our exact budget for 2023 – 24, and as is the case this year and has been for several years, we'll be required to meet funding gaps and therefore agree on areas where savings can be made. Myself and the Senior Management Team have been considering a range of possibilities for savings for our IJB to discuss and agree at their March meeting. I want to reassure you that we're working really hard to make sure that we can continue to deliver services that our patients, service users, carers and their families rely on. As I've said before, it's been the continued commitment, dedication and resilience of our staff and partners over the past years, especially during the COVID-19 pandemic, that has kept our city supported and helped strengthen our position.

Reports on our budget for the next financial year, including the medium-term financial outlook, will be available on our HSCP's website as part of the [March meeting papers](#) when they are published in advance of the IJB's meeting.

In this issue, we continue to feature work where the health and social care needs of those we support are at the very centre of what we do, with the aim of helping people to get the right care and support, in the right place and at the right time. Features include:

- an [update on our approach to Maximising Independence](#), which aims to deliver the largest change in health and social care in Glasgow in a generation. We're keen to understand how to best communicate these changes, and over the next few months we'll be hosting a People's Panel to hear from people who use our services as well as our staff and partners
- a [training programme helping prisoners to tackle drug issues](#), which has won several awards including Volunteer of the Year at our HSCP Staff Awards for Excellence 2022
- an [update on Glasgow's Promise](#), which is our pledge to do things better and differently to ensure our most vulnerable children experience a better childhood. We give a recap of the Promise and catch up with our Promise Participation Workers who recently started in their jobs to help capture the views of children, young people and their families in decisions that affect them and how we shape our services and
- an [article on two of our nurses](#) – Elizabeth Briody and Lorraine Daly – who recently completed a nine-month development programme and were awarded the prestigious title of 'Queen's Nurse' by the Queen's Nursing Institute of Scotland (QNIS). The QNIS aims to equip nurses with the education, skills and confidence they need to help people achieve better health and wellbeing. Congratulations to Elizabeth and Lorraine, job well done!

We also include in this issue web links to more news articles that have been published on our HSCP's website since our last issue, as well as links to upcoming meetings and events.

I hope you continue to find Partnership Matters useful in keeping you up to date with some of the work that's happening across our HSCP with partners. If you have something you'd like to feature, feel free to email us at GCHSCP_Communications@glasgow.gov.uk.

Susanne



Maximising Independence Update – How we Communicate

It's good to talk, but sometimes it's even better to listen.

Over the next few months, we'll be listening to people across the city to hear their views on how we can best communicate with them about our HSCP's approach to Maximising Independence (MI).

Maximising Independence will change the way we all work within health and social care to support people, who can and want 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. It's one of the most far-reaching changes we'll make in a generation.

To make that change happen, we need to know how to communicate effectively, so that people get to know about and understand why MI matters, why it's relevant to them in their day-to-day lives and ultimately so that they get the benefits of the MI approach.

We want to remove barriers to communication ensuring people can make the most of health and social care in its widest sense – building on their own strengths and resources at home and in the community, as well as what's available in the statutory services. The newly launched [Health and Social Care Connect](#) will help our workforce and the people we support people to do this.

You might remember that we carried out initial research that flagged up some issues around language, because it was a barrier to understanding and engagement. We're now following up and digging a bit deeper to see how the language we use can help us reach as many people as possible, especially those who can often feel excluded. We also want to hear about how the language we use can be a barrier to change, maybe because it's jargon or shorthand that only a small group of people use, or because it carries a tone or a meaning that can be misunderstood or can unintentionally make people feel a certain way.

There are so many pressures in our day-to-day lives at the moment, that thinking about language can seem like it's not a priority, but we've heard loud and clear from the people we support, our workforce and our partners that language matters. Research in other fields such as changing the way we talk about young people in care called '[Language that Cares](#)' has also shown how language can impact on people, affecting how they feel about themselves and how they interact with the health and social care system.

We already know from our initial research that some words and phrases we sometimes use routinely can be problematic. For example, the term 'assessment' can feel negative and worrying even though that's not the intention, and we heard that people we say are 'hard to reach' feel that a better description is 'easy to ignore'. Even the title of 'Maximising Independence' is up for change. If it's a barrier to understanding and engagement, we need to consider changing it to something more meaningful.

In early 2023, we'll be hosting a People's Panel to hear from people who use services as well as our workforce and partners, and we're particularly keen to hear from people we don't always manage to reach. We'll use what we hear to help shape and design the way we communicate about Maximising Independence in the future.



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The format will be a mix of face-to-face and online discussions and surveys, and we want to hear from you if you're interested in taking part, or if you think the people you work with and/or support would be interested. To do so, please contact marion.ballantyne@glasgow.gov.uk.

Travel and accessibility needs will be looked after wherever needed. We'll also use our learning from this first People's Panel to shape future panels on a whole range of other topics that matter to people.

Stephen Fitzpatrick, our HSCP's Assistant Chief Officer for Older People's Services and South Locality Operations, said: "When we began to develop our MI approach, it was before the twin traumatic events of the pandemic and cost of living crisis emerged. These have challenged us all and shown that it's even more important than ever that we adapt and communicate effectively and in a joined-up way no matter where in the system we are, to reach the people who need our support most."

Prisoner Training Programme Helping to Tackle Drug Issues in Scotland

A training programme helping prisoners to tackle drug issues has won several awards.

The programme picked up Volunteer of the Year at our Glasgow City Health and Social Care Partnership (HSCP) Staff Awards for Excellence in October 2022. It also received two awards at the NHS Greater Glasgow and Clyde (NHSGGC) Public Health Directorate Excellence Awards 2022, for Volunteer of the Year and Innovation of the Year.

The Peer Naloxone training programme, which operates within HMP Barlinnie and HMP Low Moss, provides the opportunity for prisoners to volunteer and undertake training on how to administer naloxone.

Naloxone temporarily reverses the effects of an opioid overdose until medical assistance arrives and can be vital in saving lives.

Peer Champions participate in a number of training sessions delivered by both Health Improvement staff and external trainers, with the programme providing an opportunity for those who live in prison to participate and complete training to then deliver high quality training to other prisoners.

Rhoda Macleod, Head of Adult Services, Sexual health, Police Custody and Prison Health Care for Glasgow City HSCP, said: "The programme was developed to help make our communities safer places. Peer Naloxone Champions attempt to meet with everybody with a planned liberation date leaving prison and offer the opportunity to participate in overdose prevention, intervention and naloxone training.

"This service is unique and our mentors have had the opportunity to influence the number of deaths recorded in Scotland that are attributed to substance misuse. Within the first quarter of this year, 412 take-home Naxolene kits were issued from Scottish Prisons and 176 or 43% of those kits were supplied by Peer Champions.

"We currently have 11 active mainstream mentors in HMP Barlinnie and HMP Low Moss and the training sessions help equip the mentors with the knowledge and skills to carry forward their peer



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mentor role. Peer Champions provide evidence-based overdose prevention messages and encourage safer drug using practices that minimises the harms and risks to their peers.

“People living within prison receive no payment or benefits to participate in this programme and this highlights the commitment to reducing drug related harm within our communities.”

A Scottish Prison Service spokesperson said: “It’s great to see people in our care rewarded with these Volunteer of the Year Awards for this important work.

“The Scottish Prison Service is determined to play our part in saving lives across Scotland.

“Thanks to our NHS partners, the efforts of staff and our mentors, people leaving our care will have the knowledge and tools to do exactly that.

“This is an invaluable piece of volunteering, which will make a real difference in our communities.”

Kirsten Horsburgh, Director of Operations at Scottish Drug Forum, said: “Scottish Drugs Forum is delighted and proud to have supported this work through funding from the Drug Deaths Taskforce and Scottish Government.

“Staff and peer volunteers leading this project have worked in partnership to ensure that Naloxone is available to those at elevated risk of a drug-related death on release from prison, by creating an innovative model of practice which is truly ground-breaking.

“The number of first supplies of Naloxone being made by people in both these prison settings is testament to the increased reach and immediate credibility that peer volunteers have.

“There is no doubt that this project will be saving lives and supporting wider efforts across the country to prevent drug deaths.”

Update on Glasgow’s Promise

We’re keeping Glasgow’s Promise.

In October 2016, the First Minister made a commitment that Scotland would “come together and love its most vulnerable children to give them the childhood they deserve.” She announced an Independent Care Review that would gather the views of those involved to find out what needs to change. The review would listen to those with experience of living and working in and around the ‘care system’.

By the time the review had finished, they’d listened to over 5,500 experiences. Over half of the voices were children and young people with experience of the ‘care system’, adults who had lived in care, and lots of different families.

In February 2020, the Promise was launched – Scotland’s response to the Independent Care Review. The Promise is a pledge to do things better and differently. Glasgow is committed to keeping our Promise to our children, young people and families. You can [read Glasgow’s Promise in full](#).

There are five key foundations to the Promise – Voice, Family, People, Care and Scaffolding.



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The 'Voice' foundation states that 'Children must be listened to and meaningfully and appropriately involved in decision-making about their care, with all those involved properly listening and responding to what children want and need. There must be a compassionate, caring, decision-making culture focussed on children and those they trust'.

Our Health and Social Care Partnership (HSCP) needed to ensure we took account of the views of children, young people and their families in decisions that affect them and how we shape our services. To capture their voices, we recently appointed four Promise Participation Workers: Chizy, Kieran, Sam and Susanne who will help us with this. The Promise Participation Workers will also be involved in the redesign of our services for young people in our care who are ready to move on to more independent living, and will lead on our Corporate Parenting and Champions Board responsibilities.

Young people from our Children's Houses were involved in interviewing the applicants as part of the recruitment process and were paid for their expertise and insight.

Chizy, Kieran, Sam and Susanne have spent the last few weeks getting to know lots of people and services in Glasgow and are keen to get going, and help us get things right for Glasgow's children, young people and their families. We caught up with some of the Promise Participation Workers after their hectic first weeks and were keen to hear their thoughts on what we're doing.

Chizy, Promise Participation Worker, said: "It has been overwhelming and eye-opening, but an immensely positive experience. During my induction I have gained a better understanding of Glasgow, its services and third sector organisations. I also have a deepened understanding of the range of services for care experienced children and young people, and how I will play a part through a participation lens. Working with and for care experienced children, young people and their families is what brought me to this role. I believe in The Promise, the change that it will bring about for those who are care experienced and how it will reform the care system."

Kieran, Promise Participation Worker, added "My ambition as a promise participation worker is to make sure every looked after child feels listened to, included & supported by all those close to them. Also providing the right help and support for as long as that young person needs & wants it. My personal experience since joining the team has been really positive and informative. Over the last few weeks, I've met loads of genuinely kind, caring and passionate workers all across Glasgow who've all been zealous supporters of working towards the same goal: improving the experience and lives of Scotland's care experienced children and young people. There is a lot of work required to change our care system but together united, we are more than capable of creating the change our children & young people need. I am excited to see what the future looks like for The Promise Scotland!"

Samantha, Promise Participation Worker, also stated: "I have thoroughly enjoyed going round all the services and meeting the teams, this has provided us with an opportunity to network and build relationships with the staff and gain a sound understanding of what services they provide in line with the Promise. A highlight for me so far has been meeting with the Family Group Decision Making service, they stressed the importance of keeping families together and reuniting families. They can also arrange to sit down with young people that have lived away from home for several



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years and who maybe don't have a relationship with or know who their family are." – Samantha, Promise Participation Worker.

Susanne, Promise Participation Worker, also added: "I am passionate about children and young people and am hugely motivated to impose change in the care system in Scotland. My experience in Glasgow so far has been overwhelmingly positive as there is a clear drive for change and everyone is keen to get on board with the Promise. In my role I hope to achieve fair outcomes for care experienced young people to ensure no one is at a disadvantage due to their experience in care."

Susan Orr, our Head of Families for Children and Children's Residential Services, believes the Promise Participation Workers will play an invaluable role in how we keep Glasgow's Promise. Susan advised, "their recruitment is just the start of how we work alongside the families we support in shaping our services. The Promise Participation Workers bring with them a passion and commitment to seeking and listening to the voices of lived experience – particularly the quieter voices. We need to be open to hearing from them what about we're doing well in children's services, and where we need to do better. I am confident that they will hold us to account in ensuring that we keep Glasgow's Promise and look forward to seeing the difference that they will help us all make".

If you would like to know more about Glasgow's Promise, please contact us at thepromise@glasgow.gov.uk. You can also find more information on our [Glasgow's Promise website](#).

We'll continue to keep you updated on the work we're doing for Glasgow's Promise.

Glasgow City HSCP Nurses Awarded Prestigious Title of Queen's Nurse

Two Glasgow City Health and Social Care Partnership (HSCP) nurses are among a group of 20 extraordinary clinical nurse leaders to have been awarded the prestigious title of 'Queen's Nurse'.

The [Queen's Nursing Institute Scotland](#) (QNIS) is a charitable organisation that has been promoting excellence in community nursing to improve the health and wellbeing of the people of Scotland since 1889. Their aim is to equip nurses with the education, skills and confidence they need to help people achieve better health and wellbeing, as well as championing nurses as advocates for quality health and care needs.

Elizabeth Briody and Lorraine Daly were selected earlier last year to take part in the QNIS nine-month development programme.

Elizabeth, a Clinical Nurse Specialist in our Health for All Team was nominated for her wealth of knowledge, both operationally and academically, that she harnesses to inspire health improvements for unaccompanied minors and looked after young people.

Lorraine, a Mental Health Nurse Team Leader within our Complex Needs Service was nominated for always working in a highly professional manner, continually demonstrating a high level of commitment to patient-centered care within, what can be, a highly challenging community setting.



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After completing the programme successfully, they were awarded the historic 'Queen's Nurse' title along with 18 other community nurses and midwives at a ceremony at the Sheraton Grand Hotel back in December.

The programme requires them to choose an issue for development that will have a significant impact on those they care for, so that the learning during the nine months is applied in practice.

Elizabeth, who works with care experienced young people, chose to focus on keeping '[The Promise](#)'. The Promise is Scotland's commitment made to care experienced infants, children, young people, adults and their families that every child grows up loved, safe and respected and able to realise their full potential. She said: "I'm really focusing on how I can help our team ensure that we keep our Promise as we continue to develop and implement the review of our nursing processes to the benefit of our young people in Glasgow."

Lorraine works as our HSCP's Homelessness Services Mental Health Nurse Team Leader and her development project will focus on developing the mental health aspect of the [Complex Needs Service](#). She said: "I'm trying to develop a more streamlined mental health response within the service for people with multiple health and social care needs and I'm hoping to use all this new knowledge and bring it back to my team."

At the award ceremony, each nurse received a Queen's Nurse badge, a certificate and a specially commissioned Harris Tweed sash or tie, presented by Chief Nursing Officer Professor Alex McMahon.

Clare Cable, QNIS Chief Executive and Nurse Director, said: "These 20 exceptional individuals can be deservedly proud of being awarded this prestigious title. From the late 1880s, Queen's Nurses were social reformers who were taking public health into people's homes to help families take better care of themselves. The modern Queen's Nurses are building on this proud heritage – sharing this pioneering spirit to improve the health and wellbeing of the communities of Scotland."

Dr Julia Egan, Chief Nurse, Glasgow City HSCP said: "It's been an incredible privilege to have two of our own become Queen's Nurses. I look forward to hearing what Lorraine and Elizabeth have learned in their respective journeys and how we can apply that knowledge to our community nursing services in Glasgow."

News

We also regularly publish [news articles](#) and [briefings / bulletins](#) on our website about specific topics or work happening across our HSCP with partners – whether it be about current services, service developments or achievements to celebrate. If you would like to have something featured, please email GCHSCP_Communications@glasgow.gov.uk. Some recent news items include:



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- [New Video Launched Explaining How Technology Enabled Care and Support Can Help People Live More Independently](#)
- [Glasgow Intensive Family Support Service Celebrates its One-year Anniversary](#)
- [Helping Mothers in Glasgow to Breastfeed with Confidence](#)
- [Update on the New Parkhead Hub](#)
- [Partnership Outreach Programme Helps Break Cycle of Offending](#)
- [Family Group Decision Making Teams Help Keep Families Together](#)
- [Perinatal and Infant Mental Health Network Offers Mental Health Support for New and Expectant Parents](#)
- [Learning about the Positives and Challenges of Implementing Housing First in Glasgow](#)
- [Helping Adults with Learning Disabilities with Relationships and Sexual Health](#)
- [Glasgow City HSCP Home Care Newsletter – Winter 2022/23](#)

Meetings & Events

We have regular meetings and events to discuss and / or make decisions about health and social care in Glasgow. More information about them with upcoming dates is available below:

- [Glasgow City Integration Joint Board \(IJB\)](#)
- [IJB Finance and Audit Scrutiny Committee](#)
- [IJB Public Engagement Committee](#)
- [North East Locality Engagement Forum](#)
- [North West Locality Engagement Forum](#)
- [South Locality Engagement Forum](#)

Our Vision & Priorities

The City's people can flourish, with access to health and social care support when they need it. This will be done by transforming health and social care services for better lives. We believe that stronger communities make healthier lives.



Prevention, early intervention & harm reduction



Providing greater self-determination & choice



Shifting the balance of care



Enabling independent living for longer



Public protection



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