

# partnership matters briefing



Susanne Millar, Chief Officer

## July/August 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](mailto:gchscp_communications@glasgow.gov.uk).

### Message from Susanne Millar, Chief Officer

It's been an exciting August for us here in Glasgow. In the first event of its kind – never seen nor cycled before – we were the host to the world's greatest riders in coming together to compete at the highest level in over 13 UCI World Championships. It wasn't only a phenomenal experience to watch the championships but also amazing to see Glasgow shine and be the world class city that it is in hosting international events. And it was especially great to see [our Health and Social Care Partnership \(HSCP\)'s Local Area Coordination Team supporting 15 adults with learning disabilities to volunteer at the Championships](#). What a superb job they did in welcoming residents and visitors to Glasgow, well done!

Whilst the normal delivery of our services were affected by the championships, I want to also take this time to thank our HSCP staff and partners who planned in advance and had arrangements in place to continue to deliver the vital health and social care services that our patients, service users, carers and their families regularly rely on. I continue to be proud of the lengths that staff and partners go to, to make sure that they remain supported. Thank you.

In the July/August issue of Partnership Matters, we feature articles on:

- [our HSCP's new £72 million Parkhead Health and Care Hub](#), whose construction with partners is well under way. The Cabinet Secretary for NHS Recovery, Health

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and Social Care, Michael Matheson MSP recently took part in a ‘topping out’ ceremony at the end of June

- [our ‘Circles of Support’ project](#), which is drawing on our HSCP’s ‘Family Group Decision Making’ approach for children and young people and looking to support adults and older people to remain at home in their communities and avoid unnecessarily going into care
- [the Royal College of Nursing \(RCN\) Scotland Nurse of the Year Awards](#), where our HSCP Glasgow City Alcohol and Drug Recovery Service’s Crisis Outreach Service was winner of the Nursing Team of the Year Award and Linda Doonan, Nurse Team Leader was a finalist for Mental Health Nurse of the Year
- [our day care centres for older people](#), which are helping to relieve loneliness and enable people to live more independently in their communities, by offering those who need a little more support a great way to spend the day.

We also continue to include in this issue links to more [news articles](#) that have been published on our HSCP’s website, as well as links to upcoming meetings and events. You can keep up to date on what’s happening across our HSCP with partners by following us on [X \(formerly known as Twitter\)](#) and [Facebook](#), too. If you have something you’d like to feature in Partnership Matters, feel free to email us at [gchscp\\_communications@glasgow.gov.uk](mailto:gchscp_communications@glasgow.gov.uk).

It’s hard to believe that we’ll soon be coming to the end of summer. I hope that you managed to have an enjoyable break at some point, and if not, have one planned.

Thanks.

Susanne

## **New £72 million Parkhead Health and Care Hub - welcomes Cabinet Secretary Michael Matheson MSP**

Cabinet Secretary for NHS Recovery, Health and Social Care, Michael Matheson MSP, has taken part in the ‘Topping Out’ Ceremony for our Health and Social Care Partnership’s (HSCP) new £72 million Parkhead Health and Care Hub.

Mr Matheson joined Professor John Brown CBE, Chair of NHS Greater Glasgow and Clyde (NHSGGC), at the new Parkhead Hub site on Friday 23 June.

The Hub is being delivered through a partnership between NHSGGC, Glasgow City HSCP, Glasgow City Council and Hub West Scotland, and built by BAM Construction. It will be a true community asset and has been designed to offer a range of services, providing community, clinical, office and training accommodation.

Parkhead Hub will be Scotland’s first working net zero carbon health and social care facility and the site will also offer community space, including a café and Parkhead Library.

Mr Matheson said: “I’m pleased to be able to visit this Hub as an example of the state-of-the-art facilities we are continuing to invest in, with £578 million committed for health infrastructure and assets in 2023 to 2024.



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“Facilities like this are key to supporting people to access the care they need close to home and to our commitment to building an NHS fit for the future with world class amenities, including the network of National Treatment Centres.

“This Hub will also contribute to our mission to be as environmentally sustainable as possible to meet our responsibilities in countering the climate crisis.”

Susanne Millar, our HSCP’s Chief Officer said: “The Hub, which is set to open in 2024, will improve access to services and better integrate health and social care services and the voluntary and third sectors. The facility will host three GP practices, as well as specialist services to support children, adult community care groups, older people, mental health, addictions, criminal justice, homelessness and health improvement activity.”

Professor Brown said: “We’re delighted to have been joined by Michael Matheson MSP, Cabinet Secretary for NHS Recovery, Health and Social Care for the official Topping Out ceremony at the Parkhead Hub.

“This is a hugely exciting project for the north east of Glasgow and is not only the largest primary care development in NHSGGC, but it’s also Scotland’s first net zero carbon health and social care facility, making it a beacon for sustainability while improving public services for those living in the local area.

“By bringing services together in one place, alongside so many community projects, people will be able to access the support they need more efficiently, helping to improve population health and tackle the causes of inequality in healthcare.”

Councillor Chris Cunningham, City Convener for Health, Care and Caring and Older People, said: “Today marks the next step into the delivery of what will be a fantastic community asset for the north east of Glasgow, bringing together key services in one location.

“The end result is an ambitious new centre, a hub that will bring services and facilities together to build an incredible asset for the area. Our ambition is to ensure that everyone in Glasgow can lead healthier and more fulfilled lives, and the new hub and the services it will provide will help us to achieve that.”

“This is a great example of co-locating services and partnership working and will offer a one-stop-shop for a range of services from the City Council, Glasgow Life and Glasgow City HSCP.”

Community representative, John Ferguson MBE said: "I was delighted to attend the ceremony and see how the new Hub is progressing. This facility will greatly enhance services for local people in the north east of Glasgow.”

A recent report on the design and build of the new Hub has revealed the project’s carbon impact rating will come in well under the benchmark target set out in the Net Zero Public Sector Buildings Standard.

Iain Marley, Hub West Scotland’s Chief Executive said: “We’re delighted to see the excellent progress being made on site on this, our tenth project and most ambitious health project so far. Our thanks go to the professional team across our supply chain and to BAM Construction for all their



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commitment to quality and value for money. The building will be completed on schedule in summer 2024, and the project is already bringing significant value and benefits to local communities. So far over £11 million of social value has been delivered through our education, employment, wellbeing, volunteering and SME (small and medium-sized enterprises) development programmes and this will be added to over the future months.”

## ‘Circles of Support’ helps building family support for children and young people in Glasgow

When we need support, the first people we often look to are our friends and family. But what happens for people who may not have that circle around them when they need care?

A successful approach to building circles of family support for children and young people is now being adapted to support adults and older people in a new pilot project.

The ‘Family Group Decision Making’ approach, which strengthens family and community networks to support children remain at home and avoid going into care, will be adapted for the pilot ‘Circles of Support’ project.

Circles of Support aims to create a supportive network of families, friends and carers around someone who needs support to ensure that decisions about their care choices are collaborative, safe and effective. It puts the person we support at the centre of decisions about their care and builds community capacity through a network of service providers, people who use services, families, carers and third sector organisations. Anticipatory care planning and support for carers is central to the approach, so that if a potential crisis situation happens, plans are in place, known about and acted upon by everyone involved.

If someone has no family or close friends, the team will reach out to neighbours, carers or the third sector where appropriate, always ensuring people feel supported and safe when making decisions about their care.

Nonie Calder, who is leading the project explained, “At a practical level, knowing about who’s in someone’s support circle can remove some of the stress around sudden or unexpected events. For example, if a carer gets ill and has to be taken into hospital, that could result in the person they’re caring for having to be taken into care, but with a plan in place, other options are available.

One of the key things is to think about things in advance, so that if an emergency happens, the thinking has been done, the conversations have been had and the contact details are in place.”

The Circles of Support Model is an example of the maximising independence approach, which aims to deliver sustainable health and social care for the city by focussing on prevention and early intervention. It’s also aligned with our asset based, compassionate kindness and trauma informed approaches.

The initial test of change project will focus on three main areas; carers centres, group of people identified through reviews and research and adults and older people, including those with learning disabilities, within locality teams.



A small project team has been set up with resource from planning, social work, project management, self-directed support and third sector partners, as well as a clinical team, with a variety of expertise within learning disabilities. The project team will work in partnership with multi-disciplinary teams at key points of intervention, to ensure care pathways are collaborative and co-produced for everyone involved.

An initial workshop in June looked at how to build on areas of existing good practice across partner organisations and promote thinking about how to develop and promote strength-based practice and community connections at all points where someone would access our organisations.

A broad range of colleagues and partners attended from the Health and Social Care Partnership (HSCP) and third sector, representing a range of roles and practice areas including trauma informed, carers, Self-Directed Support, planning and home care teams. Colleagues from Perth and Kinross who have implemented the model with adults also took part. People who use our services will be central to developing the process throughout the next stages.

“The workshop was a great way to learn from people with a wide range of perspectives,” says Nonie, “The feedback was very positive and there’s a will to form new ways of working, both in terms of cultural shift and practice change.

People recognise the need for change in partnership working and want to challenge themselves to change practice, to benefit those in need of more supportive and collaborative networks. It was also recognised that further discussion is required with key partners to successfully operationalise the model.”

The next steps for the project include working in partnership with pilot groups in two older people’s care centres across the city to understand where the key points of intervention are for each group, and a second workshop is planned for late September to discuss how the model will be operationalised. Work is going on with the Learning Disabilities teams in parallel to understand how the Circles of Support model could be best implemented within their care groups.

Contact for more information [nonie.calder@glasgow.gov.uk](mailto:nonie.calder@glasgow.gov.uk) or [ashleigh.voigt@ggc.scot.nhs.uk](mailto:ashleigh.voigt@ggc.scot.nhs.uk).

### **RCN Scotland honours for our HSCP nursing staff**

Glasgow City Health and Social Care Partnership (HSCP) nursing staff were honoured at the first Royal College of Nursing in Scotland (RCN) Nurse of the Year Awards held on 21 June.

The Awards are designed to recognise, highlight and celebrate the dedication and outstanding professional care of nursing staff across Scotland.

Winner of the Nursing Team of the Year Awards was our HSCP’s Glasgow City Alcohol and Drug Recovery Service (ADRS) Crisis Outreach Service, NHS Greater Glasgow and Clyde.

Established in 2021, the ADRS Crisis Outreach Service in Glasgow aims to reduce the increasing number of nonfatal overdoses and drug-related deaths.



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With 12 nursing staff from across Addiction, Mental Health and Acute Adult nursing, the team delivers a committed and understanding service for its patients. Tackling health inequalities, financial deprivation and stigmatisation, the team has developed a creative approach to engage this vulnerable and high-risk population through a focussed outreach approach across Glasgow city centre and its localities.

In addition to supporting patients the team have provided practical and educational input with families, carers and a wide variety of support service staff to raise awareness and highlight the impact of alcohol and substance use on a person's physical health, mental health and wider social networks.

These interventions include training on recognising and managing a drug overdose, provision of naloxone including training on its use and access to recovery or support services across the city. The team's inclusive approach has opened up opportunities to link in with a range of services to engage persons known and unknown to treatment services who have been identified as high risk or in alcohol or substance use crisis.

Tracy Stafford, our HSCP's ADRS Professional Nurse Lead said: "I'm extremely proud of all my nursing colleagues and so pleased to acknowledge and celebrate both of our nominations for this nursing award. Both nominations clearly demonstrate the diverse role of the addiction nurse, how they support individuals during their own very personal recovery journey and how they address and challenge the stigma associated with alcohol and substance use difficulties across a range of opportunities."

Susanne Millar, our HSCP's Chief Officer said: "I'm thrilled to say that the winner of the RCN Scotland 'Nursing Team of the Year' was awarded to our Crisis Outreach Service, ADRS. The ADRS Crisis Outreach Service aims to reduce rising numbers of nonfatal overdose and drug related deaths. The nursing team are worthy winners of this award, creatively engaging the vulnerable, high risk and often hard to reach population, working with people and their families providing practical input to address health inequalities. The team exemplifies the power of adopting inclusive, caring and compassionate approaches to nursing care in reaching and supporting citizens regarded as high risk. This award is truly deserved.

"Congratulations to all our nursing staff nominees and to all our worthy winners who have done themselves and all of us in Glasgow City HSCP proud showcasing their talents, dedication and commitment."

One of three finalists in the category 'Mental Health Nurse of the Year' was Linda Doonan, previously the Nurse Team Leader, Primary Care Alcohol Nurse Outreach Service (PCANOS), Glasgow City ADRS, NHS Greater Glasgow and Clyde.

Described by colleagues as a shining example of mental health nursing, Linda led the Glasgow-based Primary Care Alcohol Nurse Outreach Service before recently retiring after 40 years of service.

With determination, tenacity and a unique way of engaging with patients and staff, Linda ensured that the team addressed the gap in patients being able to access specialist services. Her team provides a triage service for people referred by GPs and ensured they were enabled to access the



most appropriate services. Linda designed and role modelled an assertive outreach approach to person-centred care in patients' homes.

Her nomination highlighted the challenges met head-on during the COVID-19 pandemic with reduced access to patient homes and clinical areas.

Linda is proud that the results speak for themselves, with a 79% reduction in GP contact and a 32% reduction in admission to hospitals. She's clear that nursing has more to offer patients than traditional roles and that nursing staff can contribute greatly to the reduction in health inequalities of an often stigmatised group. Even after retirement, Linda continues to influence the future of nursing by continuing to train and develop staff.

If anyone is interested in a nursing role within ADRS, please contact [Tracy.Stafford@ggc.scot.nhs.uk](mailto:Tracy.Stafford@ggc.scot.nhs.uk).

### Day care: a great way to spend the day

Our Health and Social Care Partnership's (HSCP) 10 day care centres for older people are helping to relieve loneliness and enable people to live more independently in their communities, by offering those who need a little more care and support a great way to spend the day.

The day care centres run Monday to Friday and provide older people in Glasgow aged 65 and above with practical assistance and a chance to socialise in their community with support from trained staff.

All that attend the day care centres are assessed and given an individualised support plan to ensure that they're well cared for and that their specific needs are met.

Mandy Downs, Meadowburn Day Care Manager said: "It makes me so proud to be able to welcome our service users. Day care services are not just for the person attending, they're also really important for the family to have some respite. Having the knowledge that their loved ones are looked after and happy is really important."

A typical day at a day care centre starts with a wheelchair accessible minibus picking the service user up from their house to take them to the purpose-built centre.

Upon arrival, a lovely spread of tea, coffee and toast is available in the dining room. After some refreshments, the service users are given the opportunity to decide what activity they want to participate in. This could involve making crafts, using a reminiscence box, playing board games, joining an exercise class, bingo, listening to music, watching a film and more.

Marie, a day care service user who has been attending the centre for over a year, said: "I come here three days a week because I stay in a block of flats so you hardly see anybody."

Once the morning activities have concluded, lunch is served in the dining room for all service users. The menu changes daily and caters to all diets and needs.

Alec, a day care service user, said: "I've made new friends. I don't always remember their name, but I enjoy talking to them."



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He added: “Before coming here I used to just sit in my chair all day and snooze, now I’m so happy to come here and do all the activities.”

After lunch, more activities take place the service users make their way back home safely.

Every week at the day care centre is different as activities and events vary from day to day. The centres also organise outings such as a river cruise and museum visits.

Mandy Downs said: “We notice a big difference in the service users who attend the centre. They become more independent, their spirits lift and their mobility improves.”

The day care centres currently have vacancies available across the city. Robin Wallace, our HSCP’s Head of Residential and Day Care Services, is urging people to spread the word for those who might need a little more care and support to maintain their independence in their community.

He said: “Day care centres are a fantastic way to ensure your loved ones are taken care of while maintaining their independence. We have 10 state of the art facilities that are ready to welcome new service users and make a difference in their life.”

To access a day centre, you can be referred by a social worker, a relative, GP, or you can self-refer. For those interested in attending the centre, we may be able to arrange a taster day.

To make your application, or to find out more, visit <https://www.yoursupportglasgow.org/daycare>.



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## 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](mailto:gchscp_communications@glasgow.gov.uk). Some recent news items include:

- [Robotic cat brings joy to one of our service users](#)
- [New outreach service provides easier access to sexual violence support in the north of the city](#)
- [Our HSCP staff support volunteers with additional support needs at UCI World Cycling Championships](#)
- [Meander for Mental Health 2023 is on Saturday 16 September](#)
- [Glasgow offers everyone aged 16 to 24 years free mental health support](#)
- [Our Asylum Health Bridging Team features in Edinburgh Napier University training video](#)
- [Positive Payback – A person-centred approach to justice](#)
- [Equipment donated from Leverndale Hospital helps mental health patients in Malawi](#)
- [Working to support refugee communities and people seeking asylum in Glasgow City](#)
- [Glasgow City HSCP Home Care Newsletter – Summer 2023](#)

## 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

Communities will be empowered to support people to flourish and live healthier, more fulfilled lives, by having access to the right support, in the right place and the right time.



Prevention, early intervention and wellbeing



Supporting greater self-determination and informed choice



Supporting people in their communities



Strengthening communities to reduce harm



A healthy, valued and supported workforce



Building a sustainable future



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