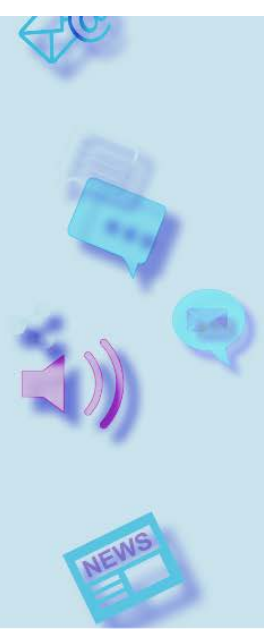


# partnership matters briefing



Susanne Millar, Chief Officer

## October 2021

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 ICT 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

Our Health and Social Care Partnership (HSCP) is undertaking the biggest change in a generation to build a health and social care system in Glasgow now that's fit for the future. We're working with our partners to transform the way we do things, prioritising early intervention and community support where they will help to prevent more serious and critical situations happening further down the line. Whilst this has been happening across a range of work within our HSCP, this approach is the focus of, and being driven through, our Maximising Independence Programme. We're having ongoing conversations with a wide range of people to understand more about what matters to them, and how we can all work together to support people to maintain their independence and wellbeing safely in their communities for as long as possible. We kick off this October's Partnership Matters Briefing featuring an update on the programme.

'What matters' to our care experienced people is also a central tenant within Scotland's 'The Promise'. In October 2016, Scotland's First Minister announced an independent root and branch review of care to be shaped by the voices of children, young people, adults and professionals with experience of care. Around 5,500 of these people informed the lessons, outcomes and recommendations of The Independent Care Review, which concluded in February 2020 with the publication of The Promise.

### Inside this Edition

- Message from Susanne Millar, Chief Officer
- Maximising Independence Update
- We're Keeping #ThePromise to Glasgow's Children
- Glasgow Supported Employment Service Launches Improving Modern Apprenticeship Programme
- Deaf Mental Health Support Worker Service Launched
- COVID-19 Update
- Senior Management Team Video Message
- News, Meetings & Events

### Keep Up to Date

Visit our website [glasgowcity.hscp.scot](http://glasgowcity.hscp.scot) or follow us on Twitter [@GCHSCP](https://twitter.com/GCHSCP) to find out more about what we're doing for health and social care in Glasgow City.



The Promise is Scotland's pledge to do what people told us that we needed to do and to make things better for our children, young people and their families who need our help and support, so that every child grows up loved, safe, respected and able to realise their full potential. This month we feature work we're doing in Glasgow with partners to #KeepThePromise.

This month we also feature how our HSCP's Supported Employment Service is working with other Glasgow City Council services to deliver a new supported work experience programme for young people with autistic spectrum conditions, helping them to live more independently and achieve 'what matters' to them in the world of work. The programme is being funded by the Scottish Government's Young Person's Guarantee, and it supports young people with autism to improve the transition into Modern Apprenticeships.

We wrap up our features with more information on how we're helping to support the mental health of people from the Deaf community whose first language is British Sign Language (BSL). The prevalence of mental health issues is four times higher for people in the Deaf community than the hearing community because of issues like isolation, social exclusion, discrimination and stigma caused by deafness and communication barriers. Evidence has also shown that accessing Mental Health services is difficult for individuals within the Deaf community, with people often presenting to the service during a mental health crisis. Our HSCP has recently joined in delivering a new 'test of change' service to support people in the Deaf community with their mental health recovery through a dedicated Deaf Mental Health Peer Support Worker.

As in previous briefings, we continue to include recent news articles available on our HSCP's website and upcoming events and meetings. You can read them by selecting their relevant link.

An update on how we continue to respond to and manage the impact of the COVID-19 pandemic on our health and social care services is also provided, and Mike Burns, our Assistant Chief Officer for Children's Services and North East Operations, talks more in our Senior Management Team (SMT) video about how we've been continuing to support children, young people and their families during the pandemic.

Although there were spikes last month in COVID-19 cases and they remain high, I'm sure you'll agree that it's welcome news that we've been seeing the number of cases in our local communities decrease. While it's taking time for this to have a positive impact on the pressures we face across our health and social care system, we're moving in the right direction of starting to feel that benefit, and hopefully our pressures will subside.

But we must remember that COVID-19 is still very much with us and pressures continue, and whilst we continue to make gains, we can't become complacent and let down our guard. We must continue to do all that each and every one of us can do to suppress the virus, especially as we're moving into the winter months and all the additional challenges they bring. It's so important that we take opportunities to get vaccinated, participate in testing, self-isolate when required, continue to wear face coverings as appropriate and follow other Government and Public Health measures.

As you may be aware, we're in full swing of offering the COVID-19 vaccine booster to eligible people who received their COVID-19 vaccination earlier in the year. It's being delivered by Health Boards across the country alongside the flu vaccination, and eligibility is based on what the Joint Committee on Vaccination and Immunisation (JCVI) recommended. The vaccine booster dose will



#### Keep Up to Date

Visit our website [glasgowcity.hscp.scot](https://glasgowcity.hscp.scot) or follow us on Twitter [@GCHSCP](https://twitter.com/GCHSCP) to find out more about what we're doing for health and social care in Glasgow City.

help extend the protection gained from the first two doses and give longer-term protection. More information about the booster and how it's being administered is available on the [NHS Inform website](#).

As ever, and I can't say it enough, I remain grateful and thankful to our staff and partners, who continue to support the health and social care needs of our city at a time when they've needed us the most. We couldn't do it without them, and they're what makes Glasgow uniquely Glasgow. Thank you.

Susanne

## Maximising Independence Update - October 2021

What makes you happy? Looking forward to travelling and seeing new places, spending time with family and friends, taking up a favourite sport or relaxing at home with a box set?

When we think about what makes us happy, we often think about the big things because we can take for granted that the essentials are in place – like living somewhere you can call home, where you feel safe, doing things you enjoy and spending time with the people and things you care about.

We probably don't spend a lot of time consciously thinking about these, but they're probably the very things that matter most to all of us in our day-to-day lives.

So, these questions and many more like them are what we want to talk about with the people we (Glasgow City Health and Social Care Partnership [HSCP] and our partners) support. Through our 'Maximising Independence' approach, we aim to support people who can and want to live safely and independently at home for as long as possible. Maximising Independence involves absolutely everyone who cares and is cared for in Glasgow, no matter where in the health and social care system you are.

It's the biggest change in our health and social care system in a generation, and it can only happen if the right support is in place for carers and communities, too.

Maximising Independence isn't a standalone programme – it's a way of doing things that threads through how we all work with each other every day. It's putting people at the centre of processes rather than the other way around. It's also how we listen, behave and speak with each other – showing kindness and respect and recognising our differences and strengths – as we work together as partners to build a strong, sustainable and reliable health and social care system for Glasgow that will stand the test of time. And crucially, Maximising Independence means taking early action to promote wellbeing and prevent more serious problems happening later on.

Of course, this isn't completely new – the people we support have been at the centre of their care plans for a number of years now, through initiatives like personalisation, reablement, anticipatory care planning and realistic medicine.

We also already work with a wide range of partners in community and voluntary sectors to provide support and build thriving communities, and we're improving how we manage unscheduled and out of hours care by tackling potential health issues earlier before they become crises.



### Keep Up to Date

Visit our website [glasgowcity.hscp.scot](https://glasgowcity.hscp.scot) or follow us on Twitter [@GCHSCP](#) to find out more about what we're doing for health and social care in Glasgow City.

But Maximising Independence means going much further now, being driven by people's individual choices and human rights, creating solutions with and not for people and ensuring the right support is available, and easy to find, in the right place at the right time.

Our Maximising Independence approach means that we recognise that it won't always be traditional or statutory organisations or services who are best placed to support someone – a local community group or network may be better equipped and suited to their needs.

The health and social care landscape across Glasgow is brimming with talented people and communities whose expertise, local knowledge, relationships, compassion, dedication and sheer hard work are invaluable. We've seen throughout the Coronavirus (COVID-19) pandemic how local communities support each other in ways that matter to them.

So, we're identifying where there are barriers and gaps that get in the way of people living their lives as independently as they can, and working out together who can best remove the barriers and fill these gaps.

So why are we talking about Maximising Independence now? Well, a number of factors have come together making this a good time to act.

Firstly, as we outlined in [the June edition of our Partnership Matters Briefing](#), our population is getting older so we need to plan now to make sure people can live independently, safely and in good health for as long as possible, within the inevitable financial challenges we face.

Secondly, this isn't just happening in Glasgow. Creating the best model of social care for our families and communities is a national issue, because how we care with and for our ageing population matters to everyone across the country. It's complex and it's complicated, and it matters so much that [a national government report](#) and [a commitment to legislation to change how we invest in social care](#) are in place. We in Glasgow can be at the leading edge of this change, influencing by example.

Thirdly, and crucially, we've been listening and learning from organisations and groups who support and represent people across our city with lived experience, so that we can understand more about what matters to them and what good support means to them.

Again, this isn't new because we continually consult and engage with the people who use and are supported by our services. But we want the type of conversation to be different in future – focussing on all the assets and strengths that people and communities already have instead of focussing on a set list of services that the statutory sector has traditionally provided.

For example, where we've previously asked 'what's the matter with you and how can our services fix it?' we'll be asking 'what matters to you, and how can we best support you to achieve your goals', recognising that a statutory social work service or intervention isn't always the answer.

An everyday example of this would be linking someone who loves the outdoors into a local walking group with the support that they need, where they can build relationships and confidence and reduce isolation, instead of a more traditional approach such as collecting them in a bus to go to a day centre each week.



#### Keep Up to Date

Visit our website [glasgowcity.hscp.scot](https://glasgowcity.hscp.scot) or follow us on Twitter [@GCHSCP](#) to find out more about what we're doing for health and social care in Glasgow City.

Another example is how landlords are supporting their tenants through regular contact and practical help so that people can live independently at home in their community. Queen's Cross Housing Association has an older people's wellbeing service that helps people manage their tenancy if age-related health and mobility concerns reduce their confidence. This can include helping arrange repairs or adaptations, accessing money and benefits advice, providing updates about events and activities or getting help from other services.

Their Intervention Service provides tailored support when someone is unwell, providing assistance until they recover or longer-term arrangements can be made. So, if someone is very ill and has no-one to help, they can support them after a fall, dealing with a hospital stay and when they're discharged. They can also collect people to help them home from hospital, settle them in, get shopping and prepare food.

We can also use digital technology in people's homes to help keep them safe, reduce social isolation and support their independence. Being connected also helps to develop a shared, neighbourhood response among local care providers – potentially sharing responsibilities to respond quickly to someone at home when the need arises. Digital sensors can help monitor things like movements around the home and building conditions, and raise alerts if needed.

So, what's next? Our conversations with people who we support are ongoing. We know we've got a lot more to talk and hear about so that we truly build what we do around what matters to people.

We've already heard about some fantastic care, and we've also heard where we can do more. For example, we heard that even the language we use matters more than we may always be aware of. It can feel as though it's labelling or describing people by medical conditions or circumstances, especially focussing on where there are deficits rather than assets, and our choice of language can create barriers when we use jargon that excludes people. Even the title 'Maximising Independence' could change if it doesn't effectively communicate our messages with the people who we want to hear them.

So, we'll continue to have more and deeper conversations to listen and work through how we implement what we hear in our day-to-day ways of working.

Our HSCP's Chief Officer Susanne Millar commented: "Each and every one of us will have personal experience of how care and support can transform lives for the better, whether personally or through the work that we do. Our experiences will all be different, but they will all share some common factors – kindness, compassion, listening closely and working together with others at an early stage to reach a positive outcome and prevent a crisis further down the line.

"Maximising Independence won't happen overnight – it's a generational change - but the change has already begun. And, in the same way that we made The Promise to care for Glasgow's children and young people, I'm confident that Maximising Independence will help us to create a health and social care system that cares with and for the people of Glasgow now and in the future."

### **For More Information**

We'll be sharing information about progress regularly, and in the meantime, if you have any comments or questions, please contact us at [MaximisingIPT@glasgow.gov.uk](mailto:MaximisingIPT@glasgow.gov.uk).



### **Keep Up to Date**

Visit our website [glasgowcity.hscp.scot](http://glasgowcity.hscp.scot) or follow us on Twitter [@GCHSCP](https://twitter.com/GCHSCP) to find out more about what we're doing for health and social care in Glasgow City.

## We're Keeping #ThePromise to Glasgow's Children

Glasgow City Health and Social Care Partnership (HSCP) is committed to keeping our promise to Glasgow's children. The Promise, or Pinky Promise for young children, is Scotland's plan for changing and revamping the care system to ensure our children and young people grow up loved, safe and respected.

In 2016, the Scottish Government announced a review of the care system in Scotland. Over the next three years, the Independent Care Review Team heard from over 5,500 care experienced children and young people, adults and professionals working in the care system to get their views on the care system. In February 2020, the team produced a report called 'The Promise,' which set out what needs to change in the care system to ensure children and young people grow up loved, safe and respected. All of Scotland's political parties pledged to #KeepThePromise to Scotland's Children.

The Promise, written in a plain child-friendly language, has five key foundations:

- Voice – children must be listened to and involved in decision-making about their care, with all those involved properly listening and respond to what they want and need
- Family – where children are safe in their families and feel loved, they must stay together and families given support to nurture that love and overcome difficulties which get in the way
- Care – where living with the family isn't possible, children must stay with their brothers and sisters where safe to do so and belong to a loving home staying there for as long as needed
- People – the children that Scotland cares for must be actively supported to develop relationships with people in the workforce and wider community, who in turn must be supported to listen and be compassion in their decision-making and care and
- Scaffolding – children, families and the workforce must be supported by a system that's there when it's needed. The scaffolding of help, support and accountability must be ready and response when it's required.

Our HSCP welcomed The Promise as this aligned with the transformational work that we've already been doing as part of Glasgow's Family Support Strategy to improve how we look after Glasgow's children and young people. It gave us the chance to evaluate what we'd been doing, to figure out what we're doing well, what wasn't working and what we needed to change. Using the principles of The Promise and the results of our self-evaluation, we pulled together 'Glasgow's Promise', which is our plan for how we, in Glasgow, will implement The Promise. We've identified 100 actions that will help us meet it. But we aren't just doing this ourselves, we have a multi-agency approach and everyone involved (Police, Scottish Children's Reporter Administration, third sector organisations etc) have committed to implement Glasgow's Promise.

We've set up a Care Experienced Board who will meet regularly to oversee how we're implementing Glasgow's Promise. The Board has identified a number of 'Promise Keepers' and they have a number of allocated 'actions' to take forward as part of Glasgow's Promise. This follows feedback from the children and young people who wanted names of individuals so that we can hold people to account and track progress. The Promise Keepers will work to ensure that the 100 actions we identified are implemented.

We have identified three key actions, in addition to those in Glasgow's Promise, that will help us with the engagement, development and participation of children, young people and their families to contribute to our vision:

### Keep Up to Date

Visit our website [glasgowcity.hscp.scot](https://glasgowcity.hscp.scot) or follow us on Twitter [@GCHSCP](https://twitter.com/GCHSCP) to find out more about what we're doing for health and social care in Glasgow City.



- we're going to recruit three Participation Workers and they'll work with the young people to consult with them on our progress and what we need to do. We'll encourage anyone with care experience in their family to apply for these posts
- we're creating a website, [glasgowpromise.org.uk](http://glasgowpromise.org.uk), where anyone can go to find out more about our promises. We've involved children and young people to help create this website and
- develop a child / young person friendly version of Glasgow's Promise.

We're also looking at how we can use social media to get our message across but also communication with those who are care experienced (both current and previously).

Mike Burns, our HSCP's Assistant Chief Officer for Children's Services, said: "our collective integrated Children's workforce is fully committed and determined to #KeepThePromise. This is completely aligned to our learning and our experience around meeting the needs for our children and young people in Glasgow. It not only gives us the permissions to change the way we support families, but more importantly challenges us to secure better outcomes and positive destinations for all. The aspirations in the Promise around early help and prevention are fundamental to our Family Support Strategy and our desire to ensure that the city cares for all our families. The Promise must act as a radical lever for change".

We'll keep you updated on how we progress with Glasgow's Promise.

## Glasgow Supported Employment Service Launches Improving Modern Apprenticeship Programme

Glasgow City Health and Social Care Partnership's (HSCP) [Glasgow Supported Employment Service](#) has been supporting people with autism and / or learning disabilities into paid work for the past 12 years. Recently, the team secured additional funding from the Scottish Government's [Young Person's Guarantee](#) to develop and deliver in partnership with other Glasgow City Council services a new supported work experience programme called 'Improving Modern Apprenticeships Programme' (IMAP). The programme is designed to improve the transition into Modern Apprenticeships for young people with autistic spectrum conditions.

IMAP will work directly with young people with autism and participating Council services will be directly supported by a specialist job coach throughout their period of work experience. The job coach and young person will work together to identify skills, abilities and aspirations through a process known as 'vocational profiling'. The young person will then be matched to a work experience placement that matches aspirations where they can be supported to build their skills and experience before applying for a Modern Apprenticeship. Participating services will be fully involved from the start, and all staff will be eligible to receive autism awareness training prior to the young person starting. The job coach will agree a work plan with participating services covering key tasks required to be undertaken.

Angie Black, Service Manager for our HSCP's Glasgow Supported Employment Service said: "I'm delighted that the additional funding offers us the opportunity to develop a service in partnership with Council colleagues using the best practice we've already learned from delivering Project Search in the city. This funding allows us to support even more people in Glasgow and make a real difference to those on the autism spectrum".



### Keep Up to Date

Visit our website [glasgowcity.hscp.scot](http://glasgowcity.hscp.scot) or follow us on Twitter [@GCHSCP](#) to find out more about what we're doing for health and social care in Glasgow City.

A great example of partnership working is the support provided to Martin Byrnes. Martin applied for and secured a Modern Apprenticeship within our HSCP's Business Development Admin Team at Commonwealth House in 2019. The job coach and Martin's managers established a brilliant relationship from the outset, and it was very clear that the team wanted to support Martin in whatever way they could. The job coach supported Martin to settle in and delivered Autism Awareness training to his team. The managers and job coach communicated frequently about Martin's progress and his support needs, which enabled a positive working environment where Martin thrived.

Martin said: "Since starting my Modern Apprenticeship everything in my life has changed. When I reflect upon my life, it's incredible to see what I've become".

Martin worked hard and was successful in securing a permanent post within the Business Development Admin Team in September 2021.

People with autism or learning disabilities have the same aspirations in life as anyone else, such as to live independently, have supportive friends and family and have a rewarding job. However, as the employment rate statistics show, the aspiration of real sustained employment is unfulfilled for many. They remain among the most excluded groups of people in the current labour market.

### **Get in touch**

Would you like to support this programme by giving a young person with autism the opportunity to gain valuable supported work experience in your team? Do you know a young person who would benefit from this programme? If you're a manager and are interested, please get in touch and find out how a job coach could support you through the process:

Glasgow Supported Employment Service

Phone 0141 287 6713

Email [supportedemployment@glasgow.gov.uk](mailto:supportedemployment@glasgow.gov.uk)

## **Deaf Mental Health Peer Support Worker Service Launched**

Glasgow City Health and Social Care Partnership (HSCP) has recently joined in delivering a new 'test of change' service to support people from the Deaf community whose first language is British Sign Language (BSL) and their mental health recovery.

The prevalence of mental health issues is four times higher for people in the Deaf community than the hearing community because of issues like isolation, social exclusion, discrimination and stigma caused by deafness and communication barriers. In addition, evidence has also shown that accessing Mental Health services is difficult for individuals within the Deaf community, with people often presenting to the service during a mental health crisis.

To help support people from the Deaf BSL community with their mental health, Paul McCusker has been employed in the role of Deaf Mental Health Peer Support Worker. This role involves using Paul's lived experience to support people accessing Community Mental Health Teams (CMHTs) in their recovery journey.



### **Keep Up to Date**

Visit our website [glasgowcity.hscp.scot](http://glasgowcity.hscp.scot) or follow us on Twitter [@GCHSCP](https://twitter.com/GCHSCP) to find out more about what we're doing for health and social care in Glasgow City.



Mental Health Peer Support is based on the principle that having lived and coped with significant challenges in their own lives, Peer Support Workers may be able to help others manage their own mental health recovery.

Paul McCusker, Deaf Mental Health Peer Support Worker said: “This post is unique as it’s important to share lived experience from Deaf-to-Deaf people in a non-clinical way but supported via clinical settings to support Deaf patients’ and service users’ own recovery journey. With this role, I’m hoping more Deaf Peer Support Workers can be trained and employed to promote improved mental wellbeing for Deaf patients and service users in Greater Glasgow and Clyde and in Scotland”.

Paul will communicate with patients and service users using BSL and will help by sharing ideas, offering hope and inspiration and making a plan of recovery that may help patients and service users maintain their health and wellbeing.

Fiona Moss, Head of Health Improvement and Equalities within our HSCP, said: “I’m really pleased that we have Paul working with us. We’ll be working with patients and service users to understand the changes this role supports and the wider impact on improving accessibility across our services more generally”.

Paul will work across five CMHTs in a test of change initiative. These are:

- Brand Street, Riverside and Auchinlea CMHTs - Glasgow City HSCP
- Mile End and Charleston CMHTs - Renfrewshire HSCP and
- Crown House CMHT - Inverclyde HSCP.

Paul will work as part of the multi-disciplinary team in the above CMHTs and offer to link in with their corresponding in-patient units.

People referred for Deaf Mental Health Peer Support require to communicate using BSL, be receiving a service from one of the above NHSGGC Adult CMHTs and have an identified key worker.

If you have a patient or service user who may benefit from this service please discuss any potential referrals with Michael Gribben, CPN / Peer Support Worker Supervisor, Riverside CMHT at [Michael.Gribben@ggc.scot.nhs.uk](mailto:Michael.Gribben@ggc.scot.nhs.uk), or with Paul McCusker at [Paul.Mccusker2@ggc.scot.nhs.uk](mailto:Paul.Mccusker2@ggc.scot.nhs.uk).

Patient and service user information on Peer Support is available in [BSL with subtitles and voice over](#) and in [written format](#).

## COVID-19 Update

Keep up to date on how we’re managing and responding to the impact of COVID-19 across our health and social care services in Glasgow with our most recent COVID-19 briefing available on our [HSCP’s COVID-19 webpage](#). Past briefings are available, as is a briefing on our main open and closed buildings. Our webpage also has useful links to national and local information relating to COVID-19.



### Keep Up to Date

Visit our website [glasgowcity.hscp.scot](http://glasgowcity.hscp.scot) or follow us on Twitter [@GCHSCP](https://twitter.com/GCHSCP) to find out more about what we’re doing for health and social care in Glasgow City.

## Senior Management Team (SMT) Video Message

Mike Burns, our HSCP's Assistant Chief Officer for Children's Services and North East Operations, catches up with us in an [SMT video message](#). In his video, Mike talks about some of the ways in which children, young people and families have been supported during the COVID-19 pandemic, and thanks staff for all their incredible efforts. He also talks about Care Leavers Day (29 October), celebrating the achievements of the young people who we look after and care for on a day-to-day basis and recognising the work that we've been doing to support them.

## News

We also regularly publish [news articles and briefings / bulletins](#) on our HSCP's website about specific topics or work happening across our HSCP with partners – whether it be about current services, projects, service developments or achievements. 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:

- [Glasgow City HSCP 'Gets Ready' for COP26](#)
- [National Award for Pharmacy Led Pain Clinic](#)
- [Thanks to Staff Testing Team at Barr Street Clinic](#)
- [Glasgow City Youth Health Service Launched Across Glasgow](#)
- [Looking After Our Mental Health](#)
- [Summer in the Garden at Gartnavel Royal Hospital](#)
- [New Homes to Transform Lives of Long Term Hospital Residents](#)
- [GCHSCP Primary Care Improvement Plan \(PCIP\) Bulletin - September 2021](#)

## 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 \(IJB\)](#) – 1 December
- [IJB Finance and Audit Scrutiny Committee](#) – 8 December
- [IJB Public Engagement Committee](#) – 24 November
- [North East Locality Engagement Forum](#) – 4 November
- [North West Locality Engagement Forum](#) – 4 November
- [South Locality Engagement Forum](#) – 4 November



### Keep Up to Date

Visit our website [glasgowcity.hscp.scot](http://glasgowcity.hscp.scot) or follow us on Twitter [@GCHSCP](https://twitter.com/GCHSCP) to find out more about what we're doing for health and social care in Glasgow City.