

partnership matters

briefing



Susanne Millar, Chief Officer

January/February 2022

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.

Message from Susanne Millar, Chief Officer

We kick off the first of this year's Partnership Matters Briefings featuring our HSCP's Maximising Independence Programme. Working collaboratively with partners in the third and independent sectors among others, we're aiming to deliver the largest change in health and social care in Glasgow in a generation. However, as with all long and worthwhile journeys, we'll reach our destination by taking a series of small steps in the right direction, and all of us can play a part in transforming Glasgow's health and social care by doing just that. You can read more in our feature how a series of small but interlinked steps by our HSCP's Community Rehabilitation Teams, working with colleagues in homecare and the wider community, is helping to maximise independence with the people we support.

In last year's final issue of Partnership Matters, we celebrated our Complex Needs and Asylum Health Services winning the People's Choice Award at the Scottish Health Awards in November. We continued some well-deserved wins and recognitions at the Glasgow Times Community Champions Awards in December. Health Improvement's Quit Your Way staff won the Citywide Uniformed Services Award, and Homelessness Services staff at the Chara Centre were finalists for the North West Area Public Service Award. You can read more about them in their feature.

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We've also featured the work of HSCP staff who provide Mental Health Inpatient Care support to adults with a range of complex mental health difficulties at Leverndale Hospital. Their therapeutic activity work with patients was recognised as finalists in the Mental Health Category at the Scottish Health Awards last year.

I'm sure you'll join me in congratulating the teams for their fantastic achievements. These are not only big wins for our HSCP but for our city and the important supports that they provide. Job well done to all!

We wrap up our features for this issue by highlighting important work that we're doing around developing our HSCP's first strategy for tackling domestic abuse. An engagement process for it began in September last year with sessions throughout October and November, and it has involved staff, service users, people with lived experience and key partners across the Glasgow Domestic Abuse system. Engagement and consultation activities are planned to continue to shape the new strategy, and a first draft of it for public consultation is planned for April. Please take the time to read more about this work.

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 with our briefing, and Frances McMeeking, our Assistant Chief Officer for Operational Care Services, features in our regular Senior Management Team (SMT) video.

As we approach almost two years into the COVID-19 pandemic, I can't express enough, on behalf of our HSCP's Senior Management Team, how thankful and grateful we are for the person-centred professionalism, dedication and resilience of our HSCP staff and partners in third and independent sectors in keeping the health and social care needs of our patients, service users and their families supported. They've really dug deep to maintain their resilience during these challenging times, and it's without question that their support and caring and passionate humanity have kept us going. They make us ever so proud of what we're doing for health and social care here in Glasgow. Thank you.

Susanne

Maximising Independence Update

Our HSCP's Maximising Independence approach with partners aims to deliver the largest change in health and social care in Glasgow in a generation. That's a huge move. It's complex and complicated, and it's especially challenging to tackle such a major change during a global health pandemic. However, as with all long journeys, we'll reach our destination by taking a series of small steps in the right direction.

All of us who work and live in Glasgow are involved in making Maximising Independence happen – whether that's through our jobs or because we volunteer or take part in local community activities, or support and care for friends and family.

One example of how a series of small but interlinked steps is helping Glasgow City Health and Social Care Partnership (HSCP) staff to maximise independence with the people we support is in the work



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done by our Community Rehabilitation Teams, working together with colleagues in homecare and the wider community.

One example from many is Mrs A. Mrs A was admitted into hospital with a fractured hip following a fall. Once she was discharged home from hospital with a full care package, the therapy staff referred her to the Community Rehabilitation Team for ongoing rehabilitation, sharing details of Mrs A's goals with them. The rehabilitation nurse visited Mrs A the day after she got home, to see how she was managing there, and to review and discuss her goals in partnership with her and her family.

Mrs A's main goal was to return to attending church regularly. Before her fall, she had been mobile indoors unaided and she used a stick outdoors, but she was now using a zimmer. The Community Rehabilitation Team and the Reablement Team from our HSCP Homecare Services worked in partnership to achieve Mrs A's goal of returning to church, using just a stick outdoors instead of a zimmer. Once Mrs A was discharged from Homecare, as she no longer needed the service and she was keen to continue exercising and re-engage with community services, she was referred to NHS Greater Glasgow & Clyde's (NHSGGC) [Live Active](#) programme. Live Active supports people to set lifestyle goals whether it's increasing their activity levels or simply living a more positive lifestyle.

Lee Moody, Team Leader, for our HSCP's North East Rehab and Enablement Service explains: "It's amazing what impact even small amounts of activity at home can achieve. We're always looking at ways of building and maintaining people's strength and balance. By working in partnership with our patients, their families, colleagues and the wider community, we become an even better support team for our client. For example, we'll recommend small goals such as encouraging people, who are able, to answer the door to their home carer rather than use their keysafe or advising that they walk to the toilet when their carer is present and able to supervise, rather than use their commode. All of this helps support their mobility, strength and confidence at home."

Keeping physically active is something that's important for all of us, but it's particularly important for older people as evidence shows they can spend 80% of their day being sedentary. Sedentary behaviour is well evidenced as being harmful to our health, and the Government has helpfully produced some [physical activity guidelines](#) that would be worth us all being mindful of, not just for consideration of our service users.

In the North East Rehabilitation Service our staff have seen first-hand the adverse effects of the recent lockdowns and the effect this has had on people's physical activity, or lack of it. At a time when having students in the community was challenging, the physiotherapists there used the opportunity to work with students from Glasgow Caledonian University to develop a Sedentary Behaviour Leaflet. This can be used by all services and be ordered by emailing NorthEast.RehabService@ggc.scot.nhs.uk

Lee continued: "Sometimes, some fairly simple aids and adaptations can really help people live more comfortably and independently so we encourage colleagues and carers to use the [ask SARA](#) service. This online service offers useful advice, contact details and practical aids and support equipment to help make daily living easier.



“Feeling isolated can affect people’s strength and resilience, too, so some of the best ways of maintaining independence can be through taking part in the local community. Again, this doesn’t need to be anything grand – just building some connections with other people.

“Partnerships are key here, too. We’ve been working together with Glasgow Life and Knightswood Connects, a group that was set up to tackle loneliness and isolation among over 50s in the local area enabling them to engage and connect through going for walks together within the community. As well as improving fitness, the walks have lots of other benefits such as helping to build friendships and local support networks. They’re an opportunity to reduce isolation, and they’re even a great way of sharing ideas and local information and advice.”

Susanne Millar, our HSCP’s Chief Officer commented: “Seeing how our services are working in partnership with others in our wider health and care community illustrates our Maximising Independence approach perfectly. When we’re making such a significant long-term change across the whole health and social care system in Glasgow, it’s encouraging to see how progress happens through all of us thinking about how we can maximise independence by making seemingly small changes every day.

“Ultimately, as well as supporting people to stay well at home for as long as they can and want to, it saves valuable resources that can be reinvested into our city’s health and social care system.”

To find out more about Maximising Independence go to <https://glasgowcity.hscp.scot/maximising-independence>.

Our HSCP Services are Community Champions

Huge congratulations to our Glasgow City Health and Social Care Partnership (HSCP) staff and services who were honoured at this year’s Glasgow Times Community Champions Awards 2021 on 1 December.

Our HSCP’s Health Improvement Quit Your Way staff won this year’s Citywide Uniformed Services Award, and our HSCP Homelessness Services staff at the Chara Centre were finalists for the North West Area Public Service Award.

The Quit Your Way Community Teams offer week-to-week support to those in our local areas who find it hardest to quit smoking. They’re there to help people to quit, and to support them to make one of life’s hardest lifestyle changes. Stopping smoking is an incredibly difficult thing to do for many people, as smoking is incredibly addictive and very habitual. Many people the teams work with have smoked for 30 or 40 years. It’s part of who they are, and yet they know it’s causing them harm and desperately want to quit. For many, the money that they spend on cigarettes is needed for other essentials, and this is their reason for quitting.

Heather Bath, Health improvement Senior within our HSCP said: “Moving from a face-to-face clinic service before the COVID-19 pandemic, our advisors and business support teams, all working from home, began supporting all of our clients over the phone. Despite both our clients and advisors facing numerous changes and challenges, the support given to them has been amazing. In 2020 - 21 we saw 554 people attend the community services successfully quit smoking and make other positive life changes.”



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One of the service's clients said: "When my 12-week certificate arrived I felt elated. I put a picture of my certificate on Facebook and was amazed by the response from my friends. Everyone congratulated me and I sang the praises of the service saying the support was excellent. My son is delighted, too. He's very proud of me, and I spoke to my GP who's delighted with my success."

Karen McNiven, Health Improvement Manager within our HSCP's South Locality said: "It's wonderful that all the hard work and efforts of the Health Improvement - Quit Your Way Teams across the city have been recognised in the Community Champions Award. The teams have worked tirelessly throughout the pandemic to support local people to quit smoking and improve their health. Importantly, the staff have been very flexible and changed how they delivered the services to ensure they met the needs of local communities and patients during this difficult time. Well done to all the staff involved, a great achievement."

If you want help to quit, visit [NHS Inform's website](#) or call the Team on 0800 916 8858.

Our HSCP's Chara Centre was also nominated by a local community centre in the North West of the city for the Glasgow Times Public Service Award.

Geraldine Lynch, Residential Services Manager, HSCP Homelessness Services said: "The service provides appropriate accommodation and support options to meet the needs of some of the most vulnerable women in our city with complex needs. This is achieved by a holistic approach to assessment, provision of a safe environment, same-sex staff and gender sensitive approaches. The staff team are experienced and highly motivated, and we have strong links with partnership agencies and local service providers.

"Through collaborative working with those who use our service, colleagues in health and social work and housing providers we're able to proudly combine a high quality service with a high standard of accommodation, and we're honoured to have been nominated locally for this Glasgow Times Award."

Therapeutic Activities Contributing to Patient Care at Leverndale Hospital

Leverndale Hospital offers Mental Health Inpatient care to adults with a range of complex mental health difficulties in the South of Glasgow. Patients benefit from having a motivated, innovative and dedicated group of staff consistently providing a diverse range of therapeutic activity across the hospital site.

Glasgow City Health and Social Care Partnership (HSCP) staff providing therapeutic activity at Leverndale Hospital were finalists in the Mental Health category at the recent Scottish Health Awards in November 2021.

Carol Donoghue, Inpatient Operational Nurse Manager, made the nomination. Carol said: "The opportunity to engage patients in meaningful therapeutic activity benefits patient outcome, optimises their experience of care and enhances personal recovery. Together, this group of staff demonstrate cohesiveness working together to achieve this and are successful in delivering compassionate, collaborative high quality care.



“However, in the context of the past 18 months, their efforts and ability to maintain input, whilst looking after some of the most vulnerable, challenging patients in the most difficult circumstances, is unparalleled in supporting safe, effective patient-centred Mental Health care and treatment in the most challenging of times.”

One of the key characteristics of recovery orientated practice is the delivery of meaningful activity within the Mental Health Inpatient setting. Activities help maximise therapeutic benefits and prevent a ward from being seen as a place of containment. This has been particularly important in a time when a national lockdown had been imposed for the COVID-19 pandemic.

Like so many working throughout the course of the COVID-19 pandemic, our activity staff collectively stepped up to the mark adapting in the most innovative ways to ensure continuity in activity provision.

There are numerous examples of excellent work that this group have demonstrated despite major changes brought in as the result of the pandemic, and some examples of this follow.

Staff have been providing activity in ward environments in a manner that complies with all infection control guidance. The Recreational Therapy (RT) Department initiated an in-reach activity service into our wards. This allowed the RT staff to bring resources and work on a one-to-one basis with patients, or with a very small group of patients on their own wards. It is recognised that as restrictions lift, this model of working will now be maintained as patient feedback has been hugely positive.

Staff have utilised the beautiful grounds outdoors to support patients to maintain their physical activity, exercise, mindful activity, do gardening and celebrate events. An Artful Meander around the surrounding parkland took place this past September, which enabled patients to benefit from nature and physical activity and also promoted community engagement.

Use of technology to deliver and support care and treatment is undoubtedly one of the biggest changes, with the introduction of Attend Anywhere appointments as well as online meeting and learning. The activity group has spent time and effort supporting patients with digital therapy. Staff have also supported NHS Virtual Volunteering and Scenery Drawing sessions since July 2020, and recently there was a Bullet Journaling session and self-care themed sessions.

Carol continued: “The support the activity staff has offered the rest of the team has been unmeasurable of late. Engaging patients in activity can reduce significant risk and incident – importantly enhancing the patient experience. This has been very noticeable within our Intensive Care Psychiatric Unit where dedicated activity provision has had a positive impact on the reduction of physical aggression / challenging incidents.

“We have gathered patient feedback via several forums, and activity provision within the hospital is very well received and highly regarded. Patients have felt this has offered structure during difficult lockdown periods – this is an underestimated goal for those with mental health difficulties. Families and carers have also been grateful for the activity provision available to their loved ones. In a time where visiting was restricted, our activity staff supported virtual visiting and tried to enhance their awareness of the activity programme.”



Colin MacDonald, Head of Adult Services, South Locality within our HSCP said: “We’ve had formal feedback from the Mental Welfare Commission and Royal College of Psychiatry complimenting the efforts of the activity staff, noting the obvious improvements in this area of service delivery. This aspect of Mental Health care and treatment is vital and contributes effectively to mental health and wellness.

“This group of staff has grown and developed over some years now, and their contribution to service delivery never ceases to amaze me. They’re a credit to our service and their own individual professional bodies.”

The staff group consists of:

Allied Health Professionals (AHPs) – this includes Occupational Therapists, Physiotherapists and our Dietetic group who deliver evidence-based group and one-to-one activity for patients based on individual assessment of need.

Patient Activity Co-Ordinators - dedicated Activity (Registered) Nurses who are skilled in delivering therapeutic interventions on a group or individual basis.

Therapeutic Activity HCSWs – dedicated staff increasing access to therapeutic activity at evenings and weekends.

Recreational Therapy (RT) Department - a mixed group of Registered Nurses and Healthcare Support Worker (HCSW) staff facilitating activity within and outwith the ward and arranging events for patient participation.

Inpatient Psychology – providing low and high intensity psychological approaches based on patient formulation and clinical need.

Domestic Abuse Strategy in Development

Glasgow City Health and Social Care Partnership’s (HSCP) first strategy for tackling domestic abuse is currently being developed. It will build on our Integration Joint Board’s (IJB) existing commitment to its public protection strategic priority.

Our HSCP’s response to the Coronavirus (COVID-19) pandemic has sharpened the focus on areas of improvement, with domestic abuse emerging as a key priority and risk factor for individuals and families in Glasgow City.

Domestic abuse can be described as any form of physical, verbal, sexual, psychological or financial abuse perpetrated by partners (married, cohabiting, civil partnership or otherwise) or ex-partners. It can include physical, sexual, mental and / or emotional abuse (including coercive and controlling behaviour).

Due to the nature and complexity of domestic abuse, support and service provision falls across many services in our HSCP. Without coordination, it’s difficult to identify and act on every opportunity to prevent and eradicate domestic violence and protect people from domestic abuse.



To address this, our HSCP is now working to produce the first comprehensive strategy to tackle domestic abuse in Glasgow. Once completed, the Domestic Abuse Strategy will form a commitment from our HSCP to improve our responses to those who are affected by and who experience domestic abuse across the city. It'll deliver on the outcomes and priorities set out in Scotland's national strategy to address the prevention and eradication of violence against women and girls – Equally Safe. The strategy will also give light to our intentions to improve the responses to those who cause harm to others through domestic abuse.

An engagement process for the development of the strategy began in September 2021, involving staff, service users, people with lived experience and key partners across the Glasgow Domestic Abuse system including the third sector, Police and Education.

Over 200 HSCP staff took part in engagement sessions throughout October and November 2021 to inform the design of the strategy. The invitation was extended to all staff representing the whole of the HSCP, and a programme of external engagement activities with service users and other stakeholders was also launched.

Pat Togher, our HSCP's Assistant Chief Officer Public Protection and Complex Needs said: "Developing a whole system approach to domestic abuse that captures lived experience and embraces partnership working is key to ensuring the correct shift in culture and practice. The contribution from all in this work has been exceptional and will underpin a strategy that will make a difference in how we work with those who are harmed and those who harm through domestic abuse."

Inspired by contributions from those we involved in early staff sessions, we decided to extend the participatory approach to the undertaking of the Equality Impact Assessment (EQIA) for the strategy. Several HSCP staff have agreed to volunteer their time, and with the support of leading, equalities-focused organisations, they'll be supported over the next few months to improve their own understanding and impact in the field of equalities and domestic abuse, and ensure the strategy is informed by a robust EQIA.

We're extremely grateful to staff, stakeholders and those with lived experience, particularly given engagement has been virtual, and during such a busy and difficult time for many services. Contributions to date in engagement sessions, and via the EQIA Working Group, have clarified a number of issues we expected to see raised, but have also provided a depth and breadth of insight to the issue of domestic abuse that the team preparing the strategy could never have achieved in isolation. Engagement and consultation activities will continue in 2022 to shape the new strategy. A first draft for full public consultation will be ready to be published in April.

If you think you are suffering from domestic abuse or feel scared of your partner or if you are worried about someone you know, get in touch with Scotland's 24-hour Domestic Abuse and Forced Marriage Helpline on 0800 027 1234 or visit sdafmh.org.uk for more support.

For information or more detail on the strategy please visit [Glasgow City HSCP Domestic Abuse Strategic Plan](#).



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COVID-19 Update

Keep up to date on how we're managing and responding to the impact of COVID-19 across our HSCP services with the most recent COVID-19 briefing available on our [HSCP's COVID-19 webpage](#).

Frances McMeeking, our Assistant Chief Officer for Operational Care Services, also catches up with us in an [SMT video message](#). Frances talks about the ways staff have been ensuring that service users within her service area remain supported during this challenging period, and thanks them for all their incredible efforts. The COVID-19 webpage also includes useful links to national and local COVID-19 information.

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. Some recent news items include:

- [Students Benefit from Development of New Parkhead Hub Health and Care Centre](#)
- [Childhood Immunisation Teams Successfully Deliver Flu Vaccination Campaign](#)
- [Support for Parents and Carers of Young People in Distress](#)
- [New Project to Help Children Thrive Launched](#)
- [Community Assessment Centres – A Vital Tool In Our COVID-19 Armoury](#)
- [Young People Learn About a Career in our HSCP's Homecare Services](#)
- [HSCP's Bereavement and Loss Training Recognised Nationally](#)
- [Growing Well Together at Shields Community Garden](#)
- [Housing First Delivers Almost 250 Glasgow Tenancies for Homeless People](#)
- [Public Protection Bulletin](#)

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](#)



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