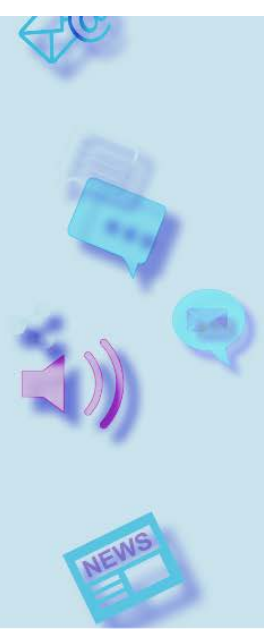


partnership matters

briefing



June 2021



Message from Susanne Millar, Chief Officer

Welcome to June's edition of our Health and Social Care Partnership's (HSCP) Partnership Matters Briefing. I hope that you enjoyed reading our launch briefing last month, and that you continue to find this month's useful in keeping you up to date with some of the work that's happening with partners across our HSCP. It's just one of the ways in which we'll continue to communicate with people about health and social care here in Glasgow.

Suggestions for future editions are always welcome, and feel free to email them to us at GCHSCP.Communications@glasgow.gov.uk.

In this month's briefing there's an update on one of our transformational change programmes that you may have heard about – Maximising Independence. Maximising Independence is about us changing the way that we work with our partners and the people who we support to help them to remain living at home safely for as long as possible with the right support in place for them and their carers. It was recently discussed at our Integration Joint Board's (IJB) meeting this week. We'll continue to provide updates on Maximising Independence in future editions.

The IJB also discussed its unaudited Annual Accounts, which is now publicly available to view, as well as its Annual Performance Report (APR) for 2020 – 21. This year's APR is different than previous ones. It also considers how the COVID-19 pandemic has impacted on our health and social care services and describes how we've responded. I think you'll agree with me that this year's APR reflects the breadth of dedication and commitment of our staff and partners across our service areas in keeping our patients, service users, carers and their families supported at a time when they've needed our support even more. Please take some time to read it.

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There's no question that the pandemic has impacted our lives in many ways over the past year, whether at work or at home in our communities. Unfortunately, some of us may have lost a family member, friend or colleague during this time, or know of someone who has. The pandemic has highlighted the importance of timely bereavement support and information that's friendly, empathetic and accessible. We recently worked with partners to develop a dedicated section on our Your Support Your Way Glasgow website with [information on bereavement services and support](#).

In this month's briefing we also include recent news articles that are available on our HSCP's website, as well as upcoming events and meetings. You can read them by selecting their relevant link.

We also provide 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, and work that we've been progressing around the recovery / renewal of services. And this month's briefing features Janet McCullough, our Head of Children's Services (South), in our Senior Management Team video, in which she talks about some of the ways that her teams have been supporting children and young people and their families during the pandemic.

May was a difficult month for Glasgow, when we had a significant increase in COVID-19 cases spurred by the more transmissible Delta variant, and it saw us not joining most of the country in further reducing restrictions. This meant a pause on us being able to mix with family and friends within our homes, and a slower return to business within our city's hospitality sector. I'm sure that the easing of restrictions at the beginning of June with us moving to Level 2 has been welcomed, and I hope that we've all felt a bit more of normality returning to our lives.

Quicker access to the COVID-19 Vaccination Programme and testing (both symptomatic and asymptomatic), along with Government and Public Health guidelines and restrictions, are all contributing to help us suppress the virus and manage its impact on our health and social care services. And we're seeing welcome signs of vaccinations reducing the percentage of people who require hospital admission.

More importantly, though, it's coming down to each and everyone one of us playing our part to keep ourselves and others safe – by taking opportunities to get vaccinated, by participating in testing and by following government and public health guidelines and restrictions, particularly around physical distancing, hygiene and the wearing of face coverings. Individually and together we've been making a big difference in suppressing the virus.

However, as we've seen, cases remain high and outbreaks and new variants can happen very quickly and impact on the gains that we've made. Although we've had restrictions eased, we need to continue to do all that we can do to help suppress the virus and keep ourselves and others safe. It's so important that we keep our guard up.

Up-to-date information on COVID-19 and the Vaccination Programme continues to be available on the [NHS Inform website](#). All of Glasgow's local COVID-19 test sites are also available for both asymptomatic (without symptoms) and symptomatic (with symptoms) testing. Full list of locations are at <https://maps.test-and-trace.nhs.uk/>, and tests can be booked by going to <https://www.gov.uk/get-coronavirus-test>. The UK Government is providing the test kits as part of its testing programme.



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Over the past year I've expressed how grateful and thankful myself and our HSCP's Senior Management Team are for the incredible dedication and commitment of our staff and partners across the public, independent and third sectors in keeping the health and social care needs of our city supported during the pandemic, and a number of times I've tried to come up with different ways of expressing this. The point is, we couldn't have done it, and continue to do it, if it wasn't for our staff and partners – who they are and what they do day-in and day-out. They are what makes Glasgow uniquely Glasgow, and we'll continue to be ever so proud.

Summer is now upon us, and I hope that you get the chance to enjoy a break if not now then at some point over the next few months.

Susanne

Maximising Independence Update

If it takes a village to raise a child, how can an entire city come together to support its people throughout their lives?

Our city's population is changing. More people are living longer, and we want to support them, and those who care for them, to live where they want to live, healthily and well for as long as possible.

However, against this positive background of more people living to reach old age, the long-term need for health and social care services is growing and budgets are challenging, so we need to look at how we invest most effectively in our citizens' health and wellbeing. Glasgow City Health and Social Care Partnership (HSCP) wants to transform Glasgow into a city with a strong, sustainable and reliable health and social care infrastructure so that everyone can achieve their full potential for health, wellbeing and independence.

We've already been adapting our services and ways of working over a number of years to meet changing care needs, and to put people at the centre of making decisions that affect them. But our workforce, our communities and our partners all recognise the need for even more significant change, so that we create an opportunity for one of the most progressive transformations of our city's health and social care for generations. And because we're working together to achieve a generational change, we're connecting in with our children and families services.

We're changing because people's needs and aspirations are growing and changing. We want to anticipate these changes as early as possible and ensure people can play an active part in making decisions that affect them, so they can live independently, healthily and safely for as long as possible.

In short, our health and social care 'contract' with the public needs to change to ensure a sustainable health and care system that meets the needs of Glasgow's diverse communities now and in the future.

So, we've begun a programme of work to drive this change, along with our partners in the third sector, communities, family groups, carers and individuals. But a transformation of this scale doesn't happen because of a delivery programme – it will take time and it will involve all of us making a change in the way we operate.



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A Programme Board has been set up to lead the work. It was paused to focus on the Coronavirus (COVID-19) response, but it's now resumed and lessons from our shared pandemic response are being built into future ways of working.

'Maximising Independence' is our working title until we agree what best describes this new way of working together in a way that's meaningful for everyone involved.

Maximising Independence means supporting people, who can and want to, to remain living at home safely for as long as possible with the right support in place for them and their carers. We know that the best health and care outcomes happen when people can self-manage and enjoy their independence.

As partners, we'll all have the opportunity to shape and influence the Maximising Independence work as it evolves. The conversation has started, but we're still at the very early stages of the journey and we know we have a long way to go.

Our conversations are focusing on key themes to help us plan for this generational change, each involving people drawn from a range of organisations and communities across our city. We've heard some valuable feedback already, highlighting what matters to the people we support, their carers and their communities. We've also heard from our workforce and partners about how they see the need for change, and this feedback is helping us to shape the topics we need to explore in more detail.

Again, this engagement is at an early stage and we will be broadening it out to involve more people with different perspectives and backgrounds in the conversations.

The themes all overlap, reflecting that social care is never about one separate aspect of life:

- co-designing, commissioning and delivering care services around the people who use them
- focusing on community assets as well as needs
- supporting changes in ways of working and culture
- maximising wellbeing for independent living and
- public and community participation, engagement and communications.

Our journey will be unique to Glasgow so that we reach the best solution for what works best here, but we are always learning from experience in other areas and from other organisations who are also transforming the way they work to support the changing needs among their communities.

Everyone who works to support adults and older people across our city will be involved, whether they work for our HSCP or in local communities, third sector, independent sector, housing sector or our community planning partners.

We'll all be working together with people and organisations across our city – to achieve this change in approach.

We're also working with the five other HSCPs in the Greater Glasgow and Clyde area to consider opportunities for how we might address similar issues in a consistent way.



Susanne Millar, Chief Officer of our HSCP said, “The remarkable achievements, resilience and contributions people across our city have made over the past year have shown what we can do as a team when we work together, overcoming traditional barriers and boundaries.

We’ve learned a lot from that experience, and we’ve seen the power of collaboration every day in hundreds of different ways. All of this experience and learning is helping us to shape the way we work together in future, to support the recovery and wellbeing of everyone in Glasgow.”

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.

Glasgow City IJB’s Annual Performance Report 2020 – 21

Our IJB’s fifth Annual Performance Report (APR) was recently approved at its June meeting. The report looks back at the last financial year (2020 – 21) and reviews our HSCP’s performance against agreed local and national performance indicators and the delivery of commitments within our [IJB’s Strategic Plan](#). This year’s APR also considered the impact of COVID-19 on our health and social care services, and it describes how we’ve responded. The APR will be published on our HSCP’s website later in July, but [you can read the APR and its report to the IJB’s June Meeting](#).

Unaudited Annual Accounts

Our IJB’s [Unaudited Annual Accounts for 2020 – 21](#) are now available for Public Inspection until 5pm on Friday, 16 July 2021. The Accounts offer an update on the IJB’s financial planning and performance for the year and how this has supported delivery of the IJB’s priorities. It also looks forward, outlining the IJB’s future financial plans and the challenges and risks that we’ll face. Anyone who wishes to inspect the accounts can [contact us](#).

Bereavement Information & Support Webpage Launched in Glasgow

A webpage dedicated to information on bereavement support services was launched in May 2021 by the Bereavement Subgroup of the Glasgow City Suicide Prevention Partnership, in recognition of the need for good information on grief and bereavement support during the COVID-19 pandemic.

The COVID-19 pandemic has highlighted the importance of timely bereavement support and practical information for all who need it. With this in mind, the aim was to create a resource that could be used by anyone in Glasgow that was friendly, empathetic and accessible.

The subgroup, along with a range of partners, have created a resource that provides helpful information on services around the subject of death, grief and bereavement. Information on the webpage was gathered from many different resources and links users directly to reputable organisations where they can find further detailed information on a wide range of topics related to bereavement.



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Fiona Sinclair, Health Improvement Practitioner from the North East Glasgow Health Improvement Team in Glasgow City Health and Social Care Partnership (HSCP), took the lead in pulling together the information for the website. Fiona said: “It was clear while researching for the site that there’s a wealth of information online, but it took weeks of searching to find it all. How easy would this be for someone who has just been bereaved, or struggling with complex grief to do the same?”

As part of the development process, feedback was sought from HSCP staff, community representatives, partner organisations and Police Scotland, and much of the feedback was discussed and incorporated into the webpage. As more information is received, the plan is to continue to develop the webpage.

Janie Thomson Goldie, Chief Inspector for Partnerships at Police Scotland’s Greater Glasgow Division said: “The Police are often the first service that people have contact with when someone dies, and this webpage means that we can now direct people to a platform that covers a wide range of situations. We understand the effect that grief can have on people’s lives and their mental health. Being able to get them support at the earliest opportunity will help them through the grieving period.”

The webpage is intended to be a place that anyone can visit for information that they need in the early days following a death, supporting them with their grief and advising on some of the things that need done immediately. There’s also information for people who may realise later that they need additional support.

The Glasgow City Suicide Prevention Partnership is now exploring options for a hard copy resource to be produced, which could be given to grieving families and individuals by the variety of services that they may come into contact with, linking them to the webpage and the wealth of information and support options it contains.

The bereavement webpage can be found at www.yoursupportglasgow.org/bereavement.

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.

Senior Management Team (SMT) Video Message

Janet McCullough, our Head of Children’s Services (South), catches up with us in an [SMT video message](#). Janet has responsibility for South’s Children and Families Services (Social Work and Health Visiting), Hospital-based Children’s Social Work Services and the Unaccompanied Asylum Seeking Children and Roma Teams. Janet also has a number of strategic and practice improvement responsibilities. In her video, Janet gives an update on some of the ways in which her teams have been supporting service users during the COVID-19 pandemic, and thanks them for all their incredible efforts.



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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. If you would like to have something featured, please email GCHSCP_Communications@glasgow.gov.uk. Some recent news items include:

- [Food for Good in Govan](#)
- [Carers Week 2021 - Making Caring Visible and Valued](#)
- [Refugee Week Highlights Film and Resource Pack](#)
- [Home Carers Give Betty a Birthday Surprise](#)
- [Staff Working in the Prison System Challenge Mental Health Stigma](#)
- [Volunteers' Week Highlights Virtual Volunteering in Leverdale Hospital](#)
- [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 \(IJB\)](#) – 22 September
- [IJB Finance and Audit Scrutiny Committee](#) – 8 September
- [IJB Public Engagement Committee](#) – 25 August
- [North East Locality Engagement Forum](#) – TBC
- [North West Locality Engagement Forum](#) – 31 August
- [South Locality Engagement Forum](#) – 28 July

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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