

partnership matters

briefing



Susanne Millar, Chief Officer

November/December 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 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

Since the last issue of Partnership Matters, we've been celebrating here in our Health and Social Care Partnership (HSCP) with two events that I look forward to taking part in each year.

Towards the end of October, we held our annual Staff Awards for Excellence to recognise and celebrate staff, teams, projects and volunteers who have 'gone the extra mile' in their work. The event had been paused for a couple of years because of the COVID-19 pandemic but we were able to re-start it this year as a virtual event. The awards were hosted by myself and the Chair and Vice Chair of our Integration Joint Board (IJB), Councillor Chris Cunningham and Simon Carr. Along with our Senior Management Team, we announced our category winners and commendations from a strong shortlist of 116 nominations.

As I said at the event, to pick people out is really challenging, because they're all winners. The breadth of nominations really demonstrated the positive impact that our staff are having on patients, service users and their families on a day-to-day basis, and it's important for us to take the time to recognise and celebrate their efforts and show our appreciation. [You can read more about our category winners and commendations on our HSCP's website.](#) Winners will be invited to NHS Greater Glasgow and Clyde's Celebrating Success Awards in Spring 2023, at which the overall winner for our HSCP will be announced.

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I'm already looking forward to our staff awards next year, and we're planning to resume it as an in-person event.

Also at the end of October, we celebrated National Care Experienced Week by hosting our HSCP's annual 'Care Experienced Open Day' event. The day is an opportunity for people who are care experienced and those who work with and support them, to celebrate their achievements and talents. There's also partner stalls for support and information on education, accommodation and other creative services. This year's event was called 'Carechella', inspired by one of the world's largest arts and music festivals 'Cochella', and the festival theme was evident on the day with a plethora of talent on display in a bright and colourful atmosphere. What makes the event so empowering is that it's always led by and for care experienced young people. [You can read more about the event](#), and [watch a short video that we put together with highlights](#).

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

- the launch of [Health and Social Care Connect](#), making it easier for people to contact us and request a service, access advice or be signposted to other supports
- an update on our HSCP's [Strategic Plan](#), which will be ready for implementation next March subject to approval by our IJB and
- webpages we've created with more information on the new health and social care [Parkhead Hub](#) that we're building with partners in North East Glasgow.

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

As we approach the end of the year, I'd like to express my immense thanks and deep gratitude to our HSCP staff for what they do on a daily basis. Whilst over the past year we've moved to returning to supporting our patients, service users and their families in the way that we did pre-COVID or in new and different innovative ways, we have continued to work in challenging circumstances. We simply couldn't have supported our most vulnerable and at-risk citizens and the wider health and social care needs our city, and continue to do so, if it wasn't for their person-centred professionalism and tremendous resilience. And of course this includes us supporting one another as colleagues. I'd also like to extend my thanks to our partners in the third and independent sectors for their work to support our city's health and social care response.

With the festive period just about to be in full swing, I'd like to wish each and every one of you an enjoyable and peaceful time, and I hope you get to have a rest at some point over the period or in the new year.

Warmest holiday wishes,

Susanne



Glasgow City HSCP Staff Awards for Excellence 2022 – Winners and Commendations

Glasgow City HSCP's (Health and Social Care Partnership) Staff Awards for Excellence 2022 took place as a virtual event this year on 26 October. The Awards recognise and celebrate individual staff, teams and projects who have 'gone the extra mile' in their work in a number of categories.

Both Health and Social Work staff working within our HSCP, whether in a frontline or business support role, were eligible to be nominated. There was also an awards category for volunteers, and individuals outwith the HSCP could be nominated.

Winners of each award category will be invited to NHS Greater Glasgow and Clyde's (NHSGGC) Celebrating Success Awards to be held in Spring 2023, at which the overall winner for our HSCP will be announced.

This year's awards were hosted by our HSCP's Chief Officer, Susanne Millar, and the Chair and Vice Chair of our Integration Joint Board (IJB), Councillor Chris Cunningham and Simon Carr. Along with them, Sharon Wearing (Chief Officer, Finance and Resources) and Gary Dover (Assistant Chief Officer, Primary Care and Early Intervention) announced category winners and commendations.

Susanne said: "I was genuinely delighted to take part in our staff awards, and it's one of the events in my calendar that I look forward to each year. It's so important for us to take time to recognise our staff and appreciate the work that they all do. To pick people out is really challenging. They're all winners, and people have taken time to write these nominations to show how much they appreciate the work that they all do and how they have a positive impact on our patients, service users, carers and their families."

In total 116 nominations were received from across the HSCP. After reviewing and shortlisting the nominations, a judging panel made awards and commendations in each of the five categories. Awards were made as follows.

Team of the Year

Winner: The Ukrainian Crisis Response Team

The team was assembled in rapid response to the Scottish Government's commitment to support and resettle Ukrainians fleeing the ongoing war in Ukraine. The team hit the ground running and have been responding and adapting daily to the ever-changing situation where children and families are arriving in Glasgow with minimal possessions, often exhausted after long journeys.

Since being established, the team has been successfully matching individuals to sponsors in the community who have stepped up to support Ukrainians in their own homes. The team is made up of 11 colleagues who offer information, support, advice and advocacy for refugees, and they signpost to other services within the Local Authority that can provide extensive support to the families when they are resettled. They also provide practical support and advice to help people rebuild their lives in Scotland.



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Commendation: The Residential Older People's Services Team

The service provides 24-hour care and support for 550 older adults with complex needs across our HSCP's five care homes, which are Orchard Grove, Riverside, Meadowburn, Victoria Gardens and Hawthorn House.

Over the last two years, with the immense challenges that the COVID pandemic has presented us with as an organisation, staff within Older People Residential services have continued to offer care and support to residents and their families. Residential staff worked under unbelievable pressure with an enormous responsibility to care for some of our city's most vulnerable people.

Leader of the Year

Winner: Anna Toland, Team Leader, Older People's Services

During the height of the COVID pandemic, Anna carefully adapted service delivery within Older People's services in response to very challenging circumstances. Anna also ensured that the wellbeing of all team members was considered and prioritised, meaning they felt much less isolated. Anna has established a very strong team ethos which made adapting to new ways of working easier. She supports her team and other colleagues on a day-to-day basis, whether in the context of being the Duty Team Leader or offering supervision or regular support to others.

Commendation: Eileen McDade, Team Leader, Counselling and Support Services at Sandyford

The team provides therapeutic support to people who have experienced childhood sexual abuse, as well as rape and sexual assault. Eileen's team nominated her because she leads by example and has the exact balance that is required to develop great working relationships with all.

Employee of the Year

Winner: Ian Ferguson, Social Worker, Mental Health Team, Florence Street Mental Health Resource Centre

Ian received many nominations from staff. He has a fountain of knowledge and is always willing to share this with others. Ian always makes himself available to service users in crisis, responding in a way that is supportive, considered and without judgement. He has an in-depth understanding of mental health and wellbeing. During the last two years, the service has been under extreme pressure and Ian has provided emotional and practical support to colleagues, ensuring they felt valued and empowered in their role.

Commendation: Jean Carson, NHSGGC Prison Healthcare

Jean has made an incredible contribution to the nursing team at HMP Low Moss. In December 2021, Low Moss staff nurse team had 66% vacancies, and the four staff consisted of two staff new to prison health care and two nurses who qualified four months earlier. Jean agreed to work for three days per week post retiral and transfer to HMP Low Moss to support this staff group. Her



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organisational and motivational skills and nurse and life experience were a significant influence in service delivery and assisting to prepare for a HIS Inspection earlier this year in February.

Volunteer of the Year

Winner: The Peer Naloxone Programme Team Champions

Peer mentors were recruited to support the peer delivery of Naloxone training and distribution to people leaving prison immediately before their liberation. This service is unique, and the mentors have had the opportunity to influence the lower number of deaths recorded in Scotland that are attributed to substance misuse.

Peer Champions participate in a number of training sessions delivered by both Health Improvement staff and external trainers. These training sessions equip the mentors with the knowledge and skills to carry forward their peer mentor role. Peer Champions provide evidence-based overdose prevention messages, help to dispel myths and encourage safer drug using practices that minimise the harms and risks to their peers. Peer Champions offer Naloxone training and issue Nyxoid (Nasal Spray Naloxone) to their peers the night before liberation.

There are currently 14 volunteers across Prison Health Care (PHC) in HMP Low Moss and HMP Barlinnie. Since the Programme went live in November 2021, the volunteers have delivered training in overdose awareness and the use of Naloxone to 473 people leaving prison and returning to communities across Scotland. Eighty-three percent of these people accepted Naloxone for the first time. The aim is to increase the uptake of Naloxone, helping make communities that people return to safer and contributing to the reduction of drug deaths in Scotland.

Commendation: Mark Howie, Senior Officer, Business Development

Mark is an HSCP employee within the Business Development Team, however his volunteering is not job-related. Mark has gone above and beyond within his community. He volunteered from the start of the COVID pandemic, helping to deliver food packages and fresh lunches to some of the most vulnerable and senior residents within the Cardonald Community.

Many of these residents were isolated from their families and the connection from Mark provided them with a lifeline to the outside world.

During this time, it became clear that this connection was vital for many of these residents of whom many are in their 80s and 90s. The food service is still currently provided and is also now a befriending service.

Over the last few years, Mark has provided this service and has given up much of his spare time to do so. He's also liaised with his community's local stores to secure support and generous donations.

Innovation of the Year

Winner: Older People Residential and Day Services and Care Home Liaison Psychology Service



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Our HSCP operates five care homes for older people supporting 550 residents, helping residents to flourish within safe and homely environments. The COVID pandemic had a significant impact on how services have been delivered over the past two years, no less than in how social care staff have responded. The service employs over 700 staff.

One of the key focus for the service during this time has been staff wellbeing, and how we could help them remain both physically and psychologically well in order to be able to cope with the demands and pressures of the pandemic.

To do this, the service worked in collaboration with Psychological services of NHS GGC to develop a '20 Minute Care Space', which all staff were able to access.

This approach was identified as best practice within the recent Scottish Government publication 'Healthcare Framework for Adults living in Care Homes: My Health - My Care - My Home'.

Commendation: Abortion Care Team at Sandyford

The entire Abortion Care service at the start of COVID restrictions was restructured to become a telemedicine model, to ensure women continued to receive care in a timely manner. The changes made have been replicated across Scotland as a national example of excellent practice to ensure safe and effective patient care at all times.

The increase in home delivery service meant easier access for patients, whilst 'at-home' procedures reduced the need for a significant number of day bed requirements in the acute sector.

Overall, the new service model has been beneficial to patients, with less travel, less hospital attendances, less costs, and to the organisation, economically both in staffing and resources.

Glasgow Celebrates its Care Experienced Young People on Open Day

Children and young people who are care experienced have a lot to celebrate, and Glasgow City Health and Social Care Partnership's (HSCP) Care Leavers Open Day is one way that we support and recognise the achievements and talents of our care experienced individuals.

This is an annual event which takes place at the end of October during Care Experienced Week. Care Experienced Week is a national event that offers the opportunity for people who are care experienced, and those who work with and support them, to demonstrate and celebrate the resilience and accomplishments of those with a care background.

This year, the theme for the Care Leavers Open Day was inspired by 'Cochella' - one of the world's largest arts and music festivals, Glasgow's event was called "Carechella". The festival theme was evident with a plethora of talent on display in a bright colourful atmosphere.

The event is always led by care experienced young people and is a chance for them to celebrate their achievements, as well as an opportunity to browse partner stalls for support and information on education, accommodation and other creative services.



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During the event, we witnessed powerful words in a young person's video about his life and struggles with crime and young people writing and performing songs and talking about gaining a full-time job and pursuing further education. In addition, we were entertained over lunch by a young DJ mixing up some great tunes that kept the celebratory atmosphere going.

At this year's event some of the highlights were:

- Aayisha sharing her education journey that has led her to university
- Sir Cerise performing an original song called 'I'm Sorry' reflecting the struggles of care experience
- The WAC Ensemble, a group of care experienced young people that express themselves through acting, presenting a short film about the history of the Barras Market
- Eyve, a young asylum seeker from Zimbabwe, singing original hip-hop songs about the oppression and challenges she faced
- The Money BNK promoting their free Money House programme where they help 16 - 25 year olds learn how to manage their own home
- Rabiya talking about her positive experience of living in a residential home and calling it a home
- Josh McGuire performing acoustic songs about his experience and
- a short film by Arts in the City featuring Clare MacAulay in honour of her retirement.

The day was finished off with a Massaoke – Mass Karaoke led by Toni - a young person who spoke eloquently at last year's event – where we all sang 'We are the Champions' together and were joined in by all the performers.

Liz Simpson, Head of Children's Services (North West) for our HSCP, said: "The Care Experienced Open Day is a fantastic day of celebration. This year we were treated to amazing singing and short films, and led by two fantastic comperes. It's also a strong reminder that we still need to improve the experiences for young people in care, and everything they need to become successful adults, employment opportunities, access to supports and a home that's right for them. As we look to review and improve services, I hope that the young people involved in this event will help us transform services so young people can thrive and reach their potential".

Thanks to Clare MacAulay, Development Worker for Arts in the City and Noel Bridgeman from Bridgeman Arts for organising the Open Day and ensuring this is a great day for young people, staff and support organisations to get together to promote resilience for all.

Strategic Plan Review – Be Part of the Conversation

We are nearing the end of the process to draft Glasgow City Health and Social Care Partnership's (HSCP) new strategic plan for 2023-2026. The approach we have taken this time has been a consultative and co-produced route to ensure that the plan contains what is important to you, our staff, partners, patients, service users and carers.

Our existing plan ran from 2019 – 2022 with a one-year extension taking us to March 2023 – this was largely to enable our staff and partners to concentrate on working through the COVID-19 pandemic. Our new plan is set to be signed off and implemented at the Integration Joint Board (IJB)'s meeting in March 2023.



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There were 12 reference groups in total set up. The groups advised us on who should be involved in the process, how we can best engage with them and often leading the engagement. We started meeting with the groups in August 2021 and were asking simply what mattered to you, what should be contained in a plan and what should be changed about our existing plan. The groups contained several HSCP colleagues, partner agency representatives and people with lived experience of our services (spanning a range of service areas including older people, addictions, children, mental health and many more).

This process of engagement was supported by a large public survey in March 2022, which was available on our website. We also shared it with HSCP staff and stakeholders and publicised it extensively on our social media platforms.

From all the meetings with the reference groups, additional focus groups and survey responses a draft plan was created. A further round of consultation on the draft was undertaken from July to October 2022 using the same reference groups, additional focus groups, surveys and social media support.

We reviewed and consolidated the initial feedback and comments received and updated the plan. We then asked for further feedback / comments and we are now in the final stages of completing the plan.

The main changes you will notice within this plan compared to previous plans are, we've:

- reduced some of the technical detail on integration and IJBs (now links)
- reduced duplication of information (e.g., with our HSCP's Annual Performance Report)
- focussed on including feedback and comments from engagement
- tried to use more meaningful language
- expanded the section on equalities
- focussed on COVID impact and recovery
- a new vision for our HSCP and health and social care in Glasgow and
- new partnership priorities.

The Strategic Plan will contain some activity that helps us achieve our vision and priorities. Around three in four of those consulted wanted to see that information but it will not provide detailed activity for every service area. Instead, we'll provide some examples to give insight into what we see as successful outcomes or areas of improvement.

We'll continue to keep you updated and share information on our Strategic Plan, vision and priorities as we complete this process.

For more information and to read a draft version of our plan you can find it on [our Strategic Plan webpage](#).

Any comments or questions can also be sent to gchscpstrategicplan@glasgow.gov.uk.



Parkhead Hub Update

With our partners we're building a new health and social care hub at Parkhead in North East Glasgow. The Hub, the largest of its kind in the UK, will be on the site of the former Parkhead Hospital at Salamanca Street. Due to open in 2024, the Hub will bring together a number of community health and social care services, which are currently located at nine different sites. The facility will also provide community spaces including bookable rooms, the relocated Parkhead library and a café. To help keep you up to date, we've created a [webpage with more information on Parkhead Hub](#).

Health and Social Care Connect is Launched

We're making it easier for you to contact us!

We believe stronger communities make healthier lives, and that with access to health and social care support when they need it, people can flourish, their health and wellbeing can improve and they can become more resilient. We're working toward achieving this by transforming health and social care services in our city.

One of the transformations that we're making is for it to be easier for people to contact us when they need help or support, and on 1 November, we launched Health and Social Care Connect. This will be one route for yourself and agencies to access the following:

- improved ways to contact us and request a service
- improved access to advice, information and signposting to other supports and
- improved ways to be assessed for the right supports and service.

You can contact Health and Social Care Connect:

- using our [online forms](#)
- phone 0141 287 0555

We're also working towards having web chat and text as a method of contacting us. You can also find more information on Health and Social Care Connect at www.yoursupportglasgow.org/connect including a link to check if you are eligible for a social care service from us (link to be added).

The staff working at Health and Social Care Connect are highly skilled, and when you phone us, they'll ask you some questions using an 'asset-based approach'. This means they see **you** as being an asset in your own life. These questions let us know what matters to you and helps us identify the support and advice you need to help you live as independent a life as you can. After our conversation with you, you may or may not need input from social work and health. We may recommend other people, places or services who can support and assist you with your needs better. An example of the help and support you may need includes linking you to supports in your community, healthcare, equipment, help in your home or residential care, support for carers and support for children and families.



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This is the first phase of Health and Social Care Connect and includes the following social work services:

- children and families
- homelessness and
- adults and older people.

We're working with our colleagues across the HSCP on phase two, which will see Alcohol and Drug Recovery Services being accessed via Health and Social Care Connect. We'll also identify which community health services can be included.

We'll keep you updated on the next phase of Health and Social Care Connect.

To explain Health and Social Care Connect in more detail and why we've created it, we've developed a [short animation](#).

News

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

- [Glasgow Marks Carers Rights Day 2022](#)
- [Launch of 16 + Review](#)
- [Councillors Carry Naloxone Kits to Help Save Lives](#)
- [Glasgow's Cared for Children to share £2.6m before Christmas](#)
- [Family Nurse Partnership Celebrates 10-year Anniversary](#)
- [Awkward Moments – New Campaign Improves Conversations about Sex and Consent](#)
- [New Animation Helps Women Consider Postnatal Contraception](#)
- [Short Film Shows the Importance of Early and Effective Intervention](#)
- [Glasgow City HSCP Staff Win National UK Public Health Award](#)
- [Working with the Mental Health Network](#)
- [Housing First Service Recognised at Scottish Social Services Awards](#)
- [Home Care Hosts Virtual Afternoon Tea](#)
- [First Pharmacist Consultant Development Post in Scotland Recruited in Partnership with Glasgow City HSCP](#)
- [Glasgow City HSCP Primary Care Improvement Plan Bulletin](#)



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Meetings & Events

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

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

Our Vision & Priorities

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

We believe that stronger communities make healthier lives.



Prevention, early
intervention &
harm reduction



Providing greater
self-determination
& choice



Shifting the
balance of care



Enabling
independent
living for longer



Public
protection



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