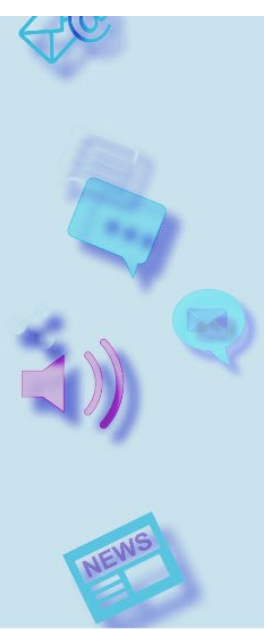


# partnership matters briefing



Susanne Millar, Chief Officer

## September/October 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](mailto:GCHSCP_Communications@glasgow.gov.uk).

### Message from Susanne Millar, Chief Officer

In the previous issue of our Partnership Matters Briefing, we had an update on [the review of our current Strategic Plan and the development of our next one starting in 2023](#). We also encouraged people to share their views on the draft Strategic Plan, which had its consultation launched at the end of July. A lot of engagement work was done with a range of organisations, networks and groups that represent and deliver services to people across our city to develop the draft plan, and that engagement has continued throughout its consultation.

If the next Strategic Plan is going to properly reflect the views and priorities of people within our city, then it's important that people take the chance to give us their feedback. If you haven't yet, I'd like to encourage you to share your views on it and be a part of the conversation on health and social care in Glasgow. There's still time as the consultation is open until this Friday, 14 October. More information on [the Strategic Plan consultation and access to the consultation survey](#) is available on our Health and Social Care Partnership's (HSCP's) website.

In the September/October issue of Partnership Matters Briefing, 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. We kick off this issue with news stories on:

### Inside this Edition

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### Keep Up to Date

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- our [Mental Health Assessment Units \(MHAUs\)](#) at Leverndale and Stobhill hospitals, which were set up at the end of March 2020 with partners to provide more responsive support to people having a mental health crisis and reduce the numbers of people presenting to Emergency Departments with mental health issues. In the article you can read more and also watch a [short video](#) about the MHAUs and the Compassionate Distress Response Service
- our [Glasgow Child Interview Team](#), which is a new approach to how we interview child victims and witnesses that's been developed and being rolled out across Scotland. The team aims to improve the experience of children who are interviewed and will use the new model in cases that are likely to proceed in the High Court; involve sexual abuse, serious physical assault or sexual exploitation; or when children have additional needs or communication needs and
- [work we did during Suicide Prevention Week](#) last month through our Glasgow City Suicide Prevention Partnership to raise awareness on suicide and on our city's prevention efforts. The annual 'Candlelight Celebration of Life' also took place during the week and served as a way to honour loved ones lost to suicide.

Our HSCP's website is one of the main ways in which we keep people up to date with what's happening across our Partnership, and our [Integration Joint Board's \(IJB's\) sixth Annual Performance Report \(APR\)](#) that was approved at its June meeting is now available on it. The APR looks back at the last financial year (2021 – 22) and reviews our HSCP's performance against local and national performance indicators and the delivery of commitments within our IJB's Strategic Plan. We also reflect on the continued impact of COVID-19 and how our services innovatively adapted, ensuring we continued to meet the needs of our most vulnerable and at-risk patients and service users.

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.

Although we're not in the same position as we were earlier this year with the COVID-19 pandemic, you'll have seen recently in the news that there's been a rise in people testing positive for the virus and Scotland has the highest rate in the UK. As I've said a number of times, the vaccines, treatments, protection measures and all of our individual and collective efforts have been our greatest defence in managing the virus. I'd encourage you to continue to keep yourself and others safe by using '[COVID sense](#)'. Also, if you're eligible, and when you're invited, you can get your seasonal flu and COVID-19 vaccinations that are currently being administered.

That's us now well into autumn time, and summer seems to be far behind us. I hope that our staff and partners who have been supporting our patients, service users, carers and colleagues throughout the COVID-19 pandemic managed to enjoy a break, and, as ever, our HSCP's Senior Management Team remains grateful for continued support, commitment and resilience. Thank you.

Susanne



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## Recognition that MHAUs are Providing an Excellent Response to People having a Mental Health Crisis

The Mental Health Assessment Unit (MHAU) at Leverndale Hospital was visited this summer by Kevin Stewart MSP, Minister for Mental Wellbeing and Social Care. The Minister met with staff to hear more about the success of the hospital's MHAU.

You can watch a [short video](#) about the work of the MHAUs and the help available from services such as the Compassionate Distress Response Service (CDRS).

MHAUs in Glasgow are based at Leverndale and Stobhill Hospitals. These were set up at the end of March 2020 as a direct response to the COVID-19 Pandemic. The MHAUs reduce the numbers of people presenting to Emergency Departments with mental health issues and provide an excellent response to people having a mental health crisis.

Gillian Reilly, Special Services Manager (Mental Health) Glasgow City Health and Social Care Partnership (HSCP) said: "When the Scottish Ambulance Service (SAS) or Police Scotland attend a patient's home and need advice about the patient's mental health issues, they can contact the MHAUs. They can discuss and agree a plan for the MHAU staff to attend the patient's home or SAS/Police Scotland can bring the patient directly to the MHAU for a mental health assessment. This avoids the need to attend an Emergency Department.

"The MHAUs ensure that patients in crisis are seen by the right service at the right time, without delays. It offers a quieter environment to assess the patients as opposed to a busy hospital Emergency Department. The MHAU also offers a reduction in waiting times for access to mental health assessment for professionals, such as Police Scotland, Emergency Departments and SAS referring patients into the service. For patients who present directly to the Emergency Departments, Emergency Department staff can assess and contact the MHAU who will co-ordinate transport of the patient direct to the MHAU, if safe to do so. Alternatively, MHAU staff can attend the Emergency Department to assess the patient."

During the first year of operation patients were referred to the MHAUs by Emergency Departments, Police Scotland, Scottish Ambulance Service, Out of Hours (OOH) GP Service, Compassionate Distress Response Service (CDRS) and NHS 24. Specialist Children's Services provided staff to assess young people experiencing mental health crisis.

Once the MHAUs had been running for just over a year, a same-day emergency mental health assessment service was offered to GPs via a service called 'Consultant Connect'. GPs can call via the Consultant Connect app or telephone and speak directly to a senior nurse within the MHAU. This provides the GPs with a rapid response and improves the response time for patients to access care.

The MHAU line has answered over 1,500 calls from GPs in the last year via Consultant Connect. In July, 100% of calls from GPs were responded to first time, meaning that every single GP got straight through to a senior nurse and 100% of those patients got referred to the best service for them right away.

Kelda Gaffney, our HSCP's Head of Adult Services, Specialist Mental Health Services & Alcohol and Drug Recovery Services said: "I'm immensely proud of the MHAUs which receive between 1300 - 1500 referrals per month from across Greater Glasgow and Clyde, highlighting the demand for such



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a service. They've continually evolved since their development, and the initial Nursing and Health Care Support staff workforce have been expanded to include Specialist Children's Service nursing staff, an Advanced Nurse Practitioner, Social Workers and a Consultant Psychiatrist, creating a multi-disciplinary team that are responsive to need. The Alcohol and Drug Crisis Outreach Team is now co-located with an MHAU, taking account of the people who experience both mental health and alcohol/drug crisis."

An MHAU patient said: "I wanted to say a thank you to the Mental Health nurse. I met him once when my mental health deteriorated last year and I always remembered how kind he was and I could tell he was really empathic to my struggles. When I felt low again this year, I received a phone call from him for support and he remembered me. He showed genuine care and I was made to feel really valued. I hope to be a nurse like him one day."

### **Child Protection: Introducing the Glasgow Child Interview Team**

A new approach to how we interview child victims and witnesses is being developed and rolled out across Scotland. The trauma informed joint interview process known as the 'Scottish Child Interview Model' (SCIM) has the backing of the Scottish Government, Social Work Scotland and Police Scotland.

The aims of the new approach are to improve the quality of experience of child victims and witnesses, minimise re-traumatisation and improve the quality of evidence gathered during joint investigative interviews. Research of the techniques used in the model strongly indicates that the engagement of children and young people is improved, and crucially, the gathering of evidence can be obtained in a manner that reduces stress during the joint interview. The longer-term aim of the model is to work towards the interview being a therapeutic experience.

Glasgow is the fourth Scottish local authority to be involved in piloting the new interview model and we have set up the Glasgow Child Interview Team (GCIT). The team is jointly managed by a Social Work Team Leader and a Detective Sergeant from Police Scotland and all staff have undertaken specialist training.

The current criteria for the GCIT involvement include cases that are likely to proceed in the High Court; cases that involve sexual abuse, serious physical assault or sexual exploitation; or when children have additional needs or communication needs. When a case is allocated to the team, a police and social work interviewer are identified and assigned the interview. They will then work collaboratively to plan, prepare and carry out relevant interviews. The preparation for interview includes consultation with all professionals who best know the child / young person and also with the parents, when appropriate.

In an effort to make the child / young person more relaxed, the team tries to avoid carrying out interviews in social work offices or police stations. Currently they use facilities provided by GIFT (NSPCC), Ruchazie Family Centre (Quarriers) and Family Support Service (HSCP). The team is grateful for the support that receive from these organisations.

Ruairi McMurray, Service Manager, said, "It's hoped that the new approach will improve the experience of children and young people who are interviewed. We also hope that the improved



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quality of evidence gathered during Joint Investigative Interviews will prevent the need for these children to have to give evidence in person as part of court or children’s hearing processes.”

Due to the volume of interviews, the team is currently managing to carry out between 50-60% of all Joint Investigative Interviews (JII) undertaken in Glasgow. We continue to work alongside our colleagues from social work localities and police who are trained in the Stepwise model of JII, who undertake the other interviews needed. The aim of the Scottish Government is that all Joint Investigative Interviews will be carried out using the Scottish Child Interview Model by 2024.

At the moment the members of the team are not co-located, but the long-term plan is that the team will be part of the Bairns Hoose in Glasgow when this is built.

If you require more information on the team or the work of the team, please email either:

- [GlasgowChildInterviewTeam@glasgow.gov.uk](mailto:GlasgowChildInterviewTeam@glasgow.gov.uk)
- [GreaterGlasgowJointInvestigativeInterviewTeam@scotland.pnn.police.uk](mailto:GreaterGlasgowJointInvestigativeInterviewTeam@scotland.pnn.police.uk)

## **Glasgow Invites People Touched by Suicide to Attend Celebration of Life Event on World Suicide Prevention Day**

From 5 – 10 September, Scotland stood together during Suicide Prevention Week to raise awareness and shine a light on suicide and what we can do to keep each other safe.

In Glasgow, our [Glasgow City Suicide Prevention Partnership](#) (GCSP) ran a week-long campaign surrounding World Suicide Prevention Day on 10 September, to raise awareness in the city about suicide prevention and the training available to anyone who would like to learn how to recognise and support someone at risk of suicide.

The latest [Scottish Public Health Observatory Report on Suicides](#) reported that in 2021, 106 people in Glasgow took their own lives, a tragic loss of life with long-lasting impacts on bereaved families, friends and communities.

In Glasgow, to mark all the lives sadly lost to suicide, the GCSP hosted its annual ‘Candlelight Celebration of Life’ event on Friday 9 September, in the Tranquillity Garden at Campbell House in Gartnavel Royal Hospital between 1 and 2 pm.

The Celebration of Life event was first set up in 2013 and a rowan tree was planted in the Tranquillity Garden, which has become the focal point for the Celebration each year. Those who attend are given the opportunity to light a candle and leave a message for a loved one tied to our rowan tree. It’s an opportunity to come together to honour loved ones lost to suicide and celebrate their lives.

One of the founding members of the multi-agency Celebration of Life event, said: “It’s so important that every year we make the effort to come together and organise this event to remember all those touched by suicide in Glasgow. Our event is an opportunity for people whose lives have been affected by suicide to reflect, contemplate and remember”.



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Glasgow City Health and Social Care Partnership (HSCP) said: “Through our joint actions we hope to improve suicide prevention and recognise suicide prevention is not the job of one person or group. Suicide Prevention is everyone’s business: we can all act to try and prevent suicide.

If you are worried about someone you can start a conversation with them, ask them how they are feeling, listen to them and let them know that you care. You don’t need to have the answers. If it feels right, you can ask them if they are thinking about suicide and if they are you can work with them to keep them safe and get help.”

#### Where to Get Help

If you’re experiencing confusing or distressing thoughts, or if people around you have expressed concern about your wellbeing, arrange an appointment with your GP or phone [NHS 24](#) on 111.

If it would help you to talk with someone, freephone:

- [Samaritans](#) – 116 123
- [Breathing Space](#) – 0800 83 85 87

If you, or someone you know, needs URGENT HELP please phone the emergency services on 999.

Find out more about suicide prevention, local resources and support available from the [Glasgow City Suicide Prevention Partnership webpage](#).

### **Annual Performance Report 2021 – 22 Now Available on our HSCP’s Website**

Our [IJB’s sixth Annual Performance Report](#) (APR) was approved at its June meeting and is now available on our HSCP’s website. The APR looks back at the last financial year (2021 – 22) and reviews our HSCP’s performance against local and national performance indicators and the delivery of commitments within our IJB’s Strategic Plan. Within the report, we highlight key achievements and identify areas for improvement. We also reflect on the continued impact of COVID-19 and how our services innovatively adapted, ensuring the needs of our most vulnerable and at-risk patients and service users continued to be met.

### **News**

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



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- [New Hospital at Home Service Helps People Stay in Their Own Homes For Longer](#)
- [Improving Mental Health and Wellbeing for Primary Schoolchildren](#)
- [New HSCP Vaccination Team](#)
- [Care Homes Virtual Gym Sessions](#)
- [People Urged to Prepare and Protect with Power of Attorney](#)
- [Free Daytime Discos for People over 50 Across the City](#)
- [New Easy Read Booklet Explains How Technology Can Help People Live More Independently](#)

## 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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