

# partnership matters briefing



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Jackie Kerr, Interim Chief Officer

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).

## Update on Safer Drug Consumption Facility

Glasgow City Health and Social Care Partnership (HSCP) is working with [NHS Greater Glasgow and Clyde](#) (NHSGGC) and other partners to develop a pilot Safer Drug Consumption Facility (SDCF). The service, which will be the first of its kind in the UK, will open later this year. We aim to reduce the harms associated with injecting drugs, and support people to access help to improve their lives and to reduce the negative impact that injecting outdoors has on local residents, communities and businesses.

The service will be based at Hunter Street Health and Care Centre, and building work is progressing. While the building work is ongoing, we've been busy engaging with the local community, businesses, people with lived experience and potential service users and HSCP staff. This engagement is vital to the development and planned evaluation of the service in a number of ways.

Feedback from engagement sessions has contributed towards the planned establishment of a local engagement forum that will continue throughout the implementation and delivery of the service, allowing local community members to raise concerns. Engagement sessions with people who have lived experience also led to changes in the layout of the service itself, including:

- adding a secure outside area, accessed from the aftercare area, for service users in the hopes to increase their use of the aftercare support
- the addition of a shower room and clothing store to support people using the service

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We also consulted with lived and living experience groups on a name for the new service. Following this consultation, the new service will be called 'The Thistle'.

Lynn MacDonald, Service Manager, said: "Building work is progressing well and the fitting out process will soon begin, so we're excited to see the service begin to take shape. The recruitment campaign has been a success with more than 700 applications received and staff will begin coming into post from mid-August. Key to this success were the recruitment events held prior to the roles being advertised as this allowed us to engage with a wide group of candidates and discuss the range of posts associated with the SDCF."

The engagement sessions also contributed towards the recruitment process, with feedback prioritising the importance of finding the right staff team leading to the addition of a lived experience panel to interview the candidates.

Dan Daly, Operational Manager for the SDCF, said: "I look forward to working towards the opening of this new and innovative service within Hunter Street Health and Care Centre. Following a successful recruitment process - with the support of Lived Experience Reference Group members within our interview panels - we're now creating a fully comprehensive training and induction plan for all staff members. We look forward to working closely with all services, promoting collaboration and inclusivity for all."

The SDCF is due to open later this year. For further information on the SDCF, including:

- finding out about upcoming engagement opportunities
- reading our Frequently Asked Questions,
- watch a short video on the SDCF

go to [www.glasgowcity.hscp.scot/sdcf](http://www.glasgowcity.hscp.scot/sdcf)

## Partnership project shows the importance of good data collection in predicting and preventing falls

For most of us if we're healthy, falling over can lead to a skint knee, and if it happens in public, maybe a bit of embarrassment.

However, for some people, the lasting effects can be much more serious, leading to hospitalisation and often the beginning of a cycle of poor health or even a loss of their independence at home. Injuries caused by falls are a leading cause of hospital admission and death for those aged over 75. On average, there are over 4,000 hospital admissions in Glasgow each year due to a fall.

Glasgow City Health and Social Care Partnership (HSCP) recognises the devastating impact falls can have in its Falls Prevention and Management Strategy, which states that "injuries caused by falls are a leading cause of hospital admission and death for those aged over 75. Fear of falling can result in inactivity, deconditioning, loss of confidence and increased risk of falls in older people. It can also result in reduced social interactions leading to isolation or loneliness."



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The falls strategy highlights the importance of early intervention and prevention, along with data collection, reporting and analysis in reducing the number of falls.

Now, a research project has identified how improved data analysis could help with the prediction and prevention of falls.

The initiative, part of the strategic partnership between Glasgow City HSCP and the University of Strathclyde, working together with Tunstall as telecare providers and the Digital Health and Care Innovation Centre, has identified how improved data analysis could potentially help with the prediction and prevention of falls.

Early intervention and prevention are key, along with effective data collection, reporting and analysis.

The research recommends how better data analytics within telecare equipment – home alarm systems that are typically used by older and vulnerable people to help keep them safe at home and social care – could help prevent and reduce the impact of falls.

The research also identifies that Artificial Intelligence (AI) can help to build more personalised, predictive and proactive models for allocating health resources more efficiently and effectively, at the right time in the right place.

The key challenge was to investigate how to routinely use the vast amount of data collected across the health and social care system to identify or predict people who are at risk of falling, hospitalisation or needing other specific telecare or social care services.

Data from more than 28,000 Glasgow residents who use the telecare system was analysed to understand what is currently collected on whom and about what and what questions need to be answered about telecare users and their usage.

Other questions were what, if any, data is missing and how can it be better captured to be 'analytics ready' and how data access, management and sharing for future research and innovation projects can be facilitated.

Telecare devices gather and electronically communicate information to health and social care providers using both 'passive' technology such as sensors and wearable devices including pendants and wrist straps and 'active' technology where data is purposefully entered into the device by the user.

Marilyn Lennon, Professor of Digital Health and Care at the University of Strathclyde, said: "Telecare devices, systems and users produce vast amounts of data, and we needed to carry out detailed analysis to work out how it can be categorised and used in very pragmatic ways to predict people who are at risk of falling, so that ultimately, preventative steps can be put in place."

The research also flagged that in some cases the way legacy data was organised made searching and retrieving data challenging and time consuming. Systems and equipment that did not communicate well with each other were also identified as an issue.

Potential inequalities were identified because of IT literacy, and also because internet services and devices were less accessible to some communities.



Another finding was that there were almost half a million reasons recorded for falls in the database because of variations in the way data was manually entered and encoded.

The team recommended better data analysis could help predict service users' needs and deliver a more proactive service. Integrating systems could also improve the reliability of data and make it easier to update and access, while standardising data organisation and automating tasks could reduce the manual workload. The researchers also recommended steps to improve how data could be used in a more preventative way.

The research findings also encouraged a less risk averse approach to data sharing across organisations, to identify and anticipate who is at risk of falling.

Professor Lennon added: "It is not straightforward to share data but when we do, we get great results. We have the opportunity to share innovative machine learning for the greater good.

"This work has the potential to really make a difference for the better, resulting in timely and early interventions that can ultimately prevent falls."

Glenda Cook, Planning Manager for the HSCP added: "We knew this was a complex data picture with multiple forms of data, and this study highlights the need to address more efficient data entry, control and storage.

"Improvements can enable a better platform for data analysis, which is necessary to identify alternative approaches to service provision within a time pressured changing technological environment operating within increasingly tight budget parameters."

Lucille Whitehead from Tunstall, who provides the telecare equipment, said: "These early insights on the data collected from Glasgow City HSCP, and the early analysis by the University of Strathclyde, may help to target care where and when it's needed most."

### **Strategic Partnership**

More information is available on the [Strategic Partnership between Glasgow City HSCP and the University of Strathclyde](#), which seeks to drive innovation in health and social care.

### **Care in Partnership interns share their story in new video**

After completing the Care in Partnership course in February 2024, 11 student interns have successfully secured a permanent job with our Glasgow City Health and Social Partnership (HSCP).

The [Care in Partnership](#) course is a partnership with Glasgow Clyde College and was devised as part of our HSCP's Workforce Plan to provide a new and innovative opportunity for college students to gain an entry level qualification in Social Care while carrying out a paid placement within our HSCP care homes for older people.

This course allows close collaboration with the college and colleagues in our HSCP's HR and Learning and Development to identify a career pathway that provides each intern with 18 weeks paid employment as well as a learning package that ensured that they met the core



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induction learning necessary to become a Social Care Assistant. Glasgow Clyde College enhances this with classes focusing on social care theory, practical and key life skills.

If completed, the course guarantees all interns an interview for a permanent Social Care Assistant post based in one of our HSCP's five residential care homes.

The course was very successful in its first year running, with 11 students completing the course and all securing a permanent post. Students have fed back that this opportunity has been life changing for them.

Robin Wallace, our HSCP's Head of Residential and Day Care Services for Older People, said: "It's been a privilege to be able to work alongside our colleagues at Glasgow Clyde College to provide this unique opportunity to the student interns. Their hard work and commitment has been inspiring, and I'm delighted that they've all been able to secure a permanent position in our workforce."

### **Mental health support for young people aged 10 to 26 years in Glasgow**

Glasgow City Health and Social Care Partnership (HSCP) funds mental health provision that is quickly and easily accessible to a range of young people dependent on their needs. Our online services [Kooth](#) and [Togetherall](#) have now been renewed until March 2025.

Both services are evidence-based, clinically moderated, 24/7 online peer to peer mental health communities, commissioned by the HSCP and freely available to young people with a Glasgow postcode.

Young people aged 10 to 15 can self-refer to online service [Kooth](#). In addition to chatting with qualified counsellors through the text-based service, they can message the team any time, join fully moderated support forums, read the online magazine and utilise other self-help tools.

Kooth supports young people with anything they are going through, including body image, self-esteem, bereavement, academic pressures, suicidal thoughts, friendships, bullying, low mood and anxiety. You can watch a short film about [Kooth](#) or visit the website at [www.kooth.com](http://www.kooth.com)

Young people aged 16 to 23 can self-refer to online service [Togetherall](#). Togetherall can be used for anyone experiencing concerns with their mental health, low level anxiety and depression, join support forums and use their self-help guides. You can watch a short film about [Togetherall](#) or visit the website at [www.togetherall.com](http://www.togetherall.com)

Barry Syme, Principal Educational Psychologist, Glasgow City Council said: "Evidence has shown that online services such as Togetherall reached at-risk and hard to reach young people in Glasgow who don't use traditional services."

Young People said about Togetherall: "Knowing I'm not alone in this is so helpful, I'm able to share without fear with people who understand me".

Barbara Adzajlic, Health Improvement Lead, Glasgow City HSCP said: "Quality assured, online mental health support is an important part of a range of services the HSCP is funding to



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improve and support young people's mental health. Kooth and Togetherall offer hundreds of young people free and quick access to information, advice and support."

In addition, our HSCP commissions the [Young People's Compassionate Distress Response Service \(CDRS\)](#). This is an alternative, non-medical response for young people aged 16 to 25 (26 if care experienced) experiencing acute emotional distress. Following referral via a range of pathways including GP practices, CAMHS, Youth Health Service, Social Work and Education, young people are called by a Distress Response Worker within 24 hours. They receive compassionate listening and distress alleviation, and follow-up for up to 4 weeks.

For more information and to view a short film visit [CDRS | Glasgow Association for Mental Health \(gamh.org.uk\)](#)

[NHS 24 mental health services](#) are also available to everyone in Scotland, of all ages. The services offered include listening, offering advice and guiding to further help if required.

## 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:

- [Parkhead Hub update – August 2024](#)
- [New Multiple Risk Curricular Resource for schools](#)
- [Share your views on our Day Care Centres for older people](#)
- [Local help to quit smoking](#)
- [Restart - Supporting people with severe and enduring mental health conditions](#)
- [Meet Glasgow City HSCP](#)
- [Join us for Meander for Mental Health 2024 on 14 September](#)
- [SARCS recognised for work with survivors of rape and sexual assault](#)
- [Glasgow bids to run drug-checking service at Hunter Street](#)
- [PCIP Newsletter](#)

## 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](#)

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