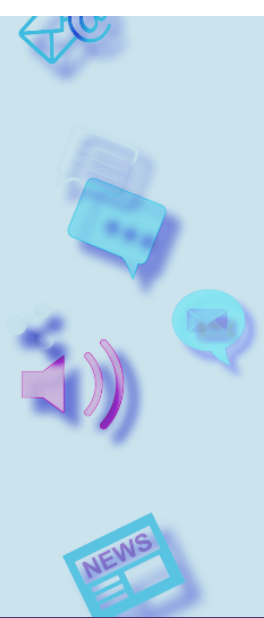


partnership matters briefing



Susanne Millar, Chief Officer

July 2021

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

June saw us celebrate Carers Week up and down the country, highlighting the importance of unpaid carers, with this year's theme being 'Making Caring Visible and Valued'.

At their [June meeting](#), our Integration Joint Board (IJB) received an update on how we continue to implement our Carers Strategies and support carers across Glasgow with our partners through the Glasgow City Carers Partnership (GCCP).

In our July edition of our Partnership Matters Briefing, we feature more of this work and the positive outcomes that have been achieved through the GCCP, particularly over the course of the year during the Coronavirus (COVID-19) pandemic. Whilst our HSCP staff and partners quickly adapted to new and innovative ways of working to keep carers supported, it's abundantly clear that carers have continued to play a vital role in us supporting the health and social care needs of our city.

One of the constants in delivering our services throughout the COVID-19 pandemic has been change itself, and over the past year we've had to adapt with new ways of working to keep our patients, service users, carers and their families supported. Our ICT capability has been a big part of this, and it's enabled us to provide support remotely and safely.

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There's also been many examples of us doing more practical but just as important things innovatively and creatively, which have really mattered to the people who we support and have had a positive impact on them. Take the time to read our feature on our Wallacewell Children's House, and how our HSCP staff have been thinking outside of the box to ensure that the children and young people living there continue to thrive and feel at home during the pandemic.

Although over the course of the pandemic there's been a number of times when we've had to stop and restart our services, we've been able to continue some project work, including the North East Hub (the new Parkhead Health and Care Centre). As part of this project, the West Scotland Helping Hands Initiative will be taking place in the North East / Parkhead area of Glasgow to support local community projects or groups with materials and labour to upgrade existing community resource premises. Applications are now open until 31 August, and more [information](#) is available on our HSCP's website. I'd appreciate it if HSCP staff or partners who work with local organisations in the area raise awareness of the initiative with them.

We also feature in this month's briefing our updated [HSCP Demographics Profile 2021](#), which includes a range of population information that we use as a reference tool to help us plan and deliver our services. Over the years our HSCP staff and partners have found it useful, so we thought we would share it more widely.

Recent news articles available on our HSCP's website continue to be included in our briefing, too, as well as upcoming events and meetings. You can read them by selecting their relevant link.

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. Gordon Bryan, our Head of Care Services, is featured in our Senior Management Team video update.

I hope that we've all felt a bit more normality returning to our lives over the past month, with us moving to Level 2 in June and now Level 0 from last week and being able to meet up with more family and friends within our homes and other indoor settings such as cafes and restaurants.

Although we're seeing the positive impact of the COVID-19 vaccination programme in helping to prevent serious illness, cases still remain high. And as we've seen, new variants can happen very quickly and impact on the gains that we've made to suppress the virus. It's so important that we continue to keep our guard up and 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.

Within our HSCP, our Executive Group, consisting of our most senior managers across the HSCP, continues to meet every week to monitor and respond to the pandemic on our services. Our Accommodation, Social Distancing and Recovery Group also continues to regularly meet to ensure that our service delivery arrangements and the use of our buildings are done in a planned and co-ordinated way, meet the needs of our business and are compliant with current government and public health guidelines on COVID-19. The health and safety of our patients, service users, staff and visitors to our buildings remains paramount.



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More importantly, though, it's coming down to each and everyone one of us playing our part to keep ourselves and others safe.

With summer fully upon us now, I hope that you've been able to enjoy a break, if not now, then sometime over the next couple of months. It's especially important that our HSCP staff and partners who have been working day-in and day-out throughout the pandemic take a break for themselves and to re-charge. Myself and our HSCP's Senior Management Team remain thankful and grateful for all of your support and dedication in continuing to support the health and social care needs of our city.

Kind regards,

Susanne

Glasgow's Caring Community

Last month, from 7 - 13 June 2021, we celebrated national Carers Week to highlight the importance of unpaid carers by 'Making Caring Visible and Valued'. To mark Carers Week, Glasgow Local Carers Centres organised a calendar of events for all unpaid carers to attend, from cream teas to fancy hat garden parties.

This month, a [report](#) went to Glasgow City Health and Social Care Partnership's Integration Joint Board (IJB) to update on progress in implementing Glasgow's Carers Strategy 2019 - 22, and how unpaid carers across the city have continued to be supported throughout the Coronavirus (COVID-19) pandemic by using an early intervention and prevention approach.

Unpaid carers provide crucial everyday care and support to family members, friends and neighbours. The people they care for may be affected by disability, physical or mental ill-health, frailty or substance misuse. Anyone can become a carer at any time in their life, and they can be any age from young children to very elderly people. It's estimated that in Scotland there are over 700,000 unpaid carers over the age of 16 and 29,000 unpaid carers under the age of 16. This means that over 17% of Scotland's adult population looks after someone and is recognised as a carer.

Fred Beckett, Carers Lead for our HSCP said: "The COVID-19 pandemic continues to have a huge impact on adults and young people looking after families and friends in Glasgow. As pandemic restrictions ease and life returns to the new normal, we should all remember the immense contribution unpaid carers make every day for Glasgow residents who live with long term health conditions, poor mental health or substance misuse. To find out more about what you can do to identify, involve and support Glasgow's caring community, please visit [Your Support Your Way Glasgow](#) or phone the Carers Information line 0141 353 6504."

The Glasgow City Carers Partnership (GCCP) was set up in 2012 in order to support unpaid carers in our city. The GCCP consists of carer centres, health and social care services and condition-specific organisations working together to support unpaid carers. GCCP also offers support via the Carer Information Line, Carers Booklet including the carer self-referral and a recently launched online carer self-referral.



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The goal of the Carers Partnership is to identify and assist unpaid carers as early as possible in their caring journey. This approach aims to support carers to have the skills and knowledge to enable the person they care for to live well with their condition in the community.

In the last 15 months, unpaid carers in Glasgow have been going the extra mile, everyday facing new challenges to be able to maintain support to their loved ones. The vital role that unpaid carers play in supporting people to remain in the community has been even more crucial during the COVID-19 pandemic.

The IJB report highlights that when the pandemic impacted carers services in Glasgow were well positioned to respond to its challenges. Services began working remotely and carers were initially supported by telephone. At the start of the pandemic, more unpaid carers were required to rapidly increase the support they provided. More than 700 previously identified carers were then supported with help planning for emergencies, carer personalised short break support, online training and emotional support.

Although the COVID-19 pandemic has affected all people in their personal and professional lives, it also created opportunities for new innovations for the GCCP with many of their carers services, including local care centres increasing their social media presence in order to communicate key messages with the general public, often at short notice. The Carers Advice and Information Team was also established to keep in contact with all unpaid carers in Glasgow and disseminate key information about Personal Protective Equipment (PPE) and Government and Public Health COVID-19 restrictions.

One of the challenges faced by many unpaid carers was digital exclusion, and in response 220 mobile devices were funded and distributed thanks to carer self-directed support.

Throughout the pandemic, our HSCP's Your Support Your Way Glasgow website was kept up to date with [information for unpaid carers](#), and in May 2020 an online carer self-referral form was launched to facilitate faster and more streamlined referrals. As of June 2021, there have been over, 1600 online enquiries received including carer self-referrals, PPE requests, vaccine information and short break requests.

In 2020/2021, the GCCP achieved the following:

- 1,803 adult carers not known to services in the past five years accepted the offer of a Carer Support Plan
- 132 young carers not known to services in the past five years accepted the offer of a Young Carer Statement
- 69% of all new carer referrals were identified at any early stage in their caring journey
- carer self-directed support was provided to 516 carers
- 440 carers benefitted from over 10,000 hours of short breaks
- 560 carers received a COVID-19 emergency plan in the first 12 weeks of the pandemic. All carers are routinely offered emergency plans as part of Carer Support Plan
- Additional £80,500 funding from Scottish Government was distributed to individual carers to support unpaid carers to have a break from caring and



- the PPE Hub processed 2,295 requests from unpaid carers for PPE for the period 1 April 2020 to 31 March 2021.

As lockdown eases and community vaccinations increase (including carer centre staff), recovery planning is underway and focusing on delivery of increased face-to-face support with unpaid carers, following Government and Public Health COVID-19 guidelines.

Glasgow's current carers strategies, [Carer Strategy 2019 - 22](#) and [Young Carer Strategy 2019 - 22](#), require to be reviewed and updated by April 2022. This work will commence in September 2021, and a consultation and engagement plan are currently in development. The outcome of consultation and revised carers strategies is planned to be reported to the IJB in March 2022.

For more detailed information, please read the full report to the IJB at its June 2021 meeting, [Carer Strategy Implementation Update 2021 - 22](#).

Helping Hands Initiative: Applications for North East Area Still Open

As part of the North East Hub (the new Parkhead Health and Care Centre) project and our HSCP's and partners' commitment towards community investment, the next hub West Scotland Helping Hands Initiative will be delivered within the North East / Parkhead area of Glasgow. The Helping Hands Initiative was created by hub West Scotland to support local community projects or groups with materials and labour to upgrade existing community resource premises such as a building or garden area. Applications should be received by 31 August. [Read more about the initiative and access the application form](#).

Getting Through the Pandemic Together at Wallacewell

Glasgow City Health and Social Care Partnership (HSCP) staff at Wallacewell Children's House have been going above and beyond since the beginning of the Coronavirus (COVID-19) pandemic to ensure that all children and young people continue to thrive and feel at home.

Despite the many challenges that the pandemic has brought, the Wallacewell Team went the extra mile to boost morale and create positive experiences for the children and young people in the house. To ensure that life at Wallacewell didn't get repetitive during lockdown, yet still followed Government and Public Health guidelines and restrictions on COVID-19, staff came up with a range of activities and events for everyone to participate in and bring some normality back.

Eileen Scott, Unit Manager at Wallacewell, said: "Our residential workers have been making every effort to go that extra mile for our kids, just as the kids themselves went that extra mile to provide support to each other and to the team in working every day – getting them up in the morning, helping with school work and reading bedtime stories at night to provide safety, security and love. As a team we have all had our own worries and challenges for friends, family and loved ones, and through this it helped provide a mutual understanding of what our children and young people at Wallacewell needed from us during the pandemic."

Garden Family Time



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At the beginning of the pandemic, the team at Wallacewell soon realised that having eight children and young people from different families in the house made it incredibly challenging for them to maintain contact with their families. To facilitate this, the team quickly set up an outside area in the garden to ensure all children and young people could continue to see family and loved ones whilst adhering to Government and Public Health guidelines and restrictions. Going the extra mile, the team even added a barbeque outside as well as organising outdoor activities.

Chicken Run Project

As part of their outdoor activities, Stevie Hart, a Residential Worker in Wallacewell, teamed up with one of the young people in the house to construct and set up a chicken run. It's expected to be completed soon, and they aim to purchase baby chicks, nurturing them to grow and produce their own Wallacewell eggs. The project has been a great experience in terms of relational practice, life skills and bonding for the children and young people.

Superhero Residential Worker

Lack of social contact during lockdown had been impacting the children and young people, and the team at Wallacewell felt the need to do something extra special to put a smile on their faces. Frankie McConnell, a Residential Worker, decided to arrive at work one day dressed as Iron Man much to the delight of the children and young people. Nowadays Iron Man makes many appearances at Wallacewell symbolising that all residential workers are indeed everyday superheroes.

Animal Magic

At Wallacewell, it has become daily practice for staff to bring their pets to work. Susan O'Donnell, Night Residential Worker, frequently brings her pet dog Austin during her shifts, and the children and young people are delighted to have his company as many of them have experienced significant past trauma, which impacts on their ability to sleep and feel safe at night-time.

The night shift team are dedicated to creating a level of supportive practice every night whereby some of the children and young people are supported with bedtime stories and the feeling of safety experienced by having a pet with them during the night when they are asleep.

Mother's Day Balloons

Mothering Sunday can be a difficult time for the children and young people at Wallacewell. To make the day special, one of the resident young people, dubbed the 'Balloon Expert', teamed up with a residential worker to create balloon arrangements for every child and young person in the house who wanted some help to create something nice to give someone for Mother's Day. The team at Wallacewell also pulled out the stops to make boxes of cakes and afternoon tea goody bags for all the children and young people.

Susan Orr, Head of Children's Services (Families for Children and Children's Residential) reflected: "These are great examples of some of the work and activities our residential carers and our young people have been involved in in the past 18 months. It has been a very challenging time, but they have proven to us that they're indeed truly remarkable, and I feel personally privileged to hear about their achievements on a day-to-day basis."



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HSCP Demographics Profile 2021

Our HSCP's Demographics Profile for 2021 is now available. The profile is used as a reference tool to help us plan and deliver our services. It includes information on Glasgow City's current and projected population by age, gender and ethnicity at locality and city levels. It also includes information on life expectancy, mortality and physical and mental health, as well as factors that impact health and wellbeing including lifestyle and behaviours, education and poverty and deprivation. Information on social care needs and provision within the city is also included. [Read our HSCP Demographics Profile.](#)

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

Gordon Bryan, our Head of Care Services for the HSCP, catches up with us in an [SMT video message](#). Gordon has responsibility for Care at Home Services including Home Care, Home Care for Reablement, Supported Living, Children and Families, Homelessness, Help at Home and Assessment and Review. He also has responsibility for our Alarm Centre. In his video, Gordon gives an update on some of the ways in which his teams have continued to support service users during the COVID-19 pandemic, and thanks them for all their incredible efforts.

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:

- [Glasgow's Supported Carer Service is Recruiting Additional Carers](#)
- [Barlinnie-based Pathfinder to Housing, Health and Benefits Project](#)
- [Glasgow City Food Plan Now Launched](#)
- [Social Work Professional Support Service Launched](#)
- [Health Needs Assessment of LGBTI+ People in Scotland](#)
- [Survey Now Open for Care Experienced Young People](#)
- [Public Protection Bulletin](#)
- [OT Newsletter](#)
- [Primary Care Newsletter](#)



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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 \(IJB\)](#) – 22 September and 1 December
- [IJB Finance and Audit Scrutiny Committee](#) – 8 September and 20 October
- [IJB Public Engagement Committee](#) – 25 August and 24 November
- [North East Locality Engagement Forum](#) – TBC
- [North West Locality Engagement Forum](#) – 31 August
- [South Locality Engagement Forum](#) – TBC

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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