

partnership matters briefing



July 2024

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.



Jackie Kerr, Interim Chief Officer

HSCP Executive and Senior Management Teams appointments

Over the past months there's been some changes to our HSCP's Executive and Senior Management Teams. Jackie Kerr has been appointed our Interim Chief Officer. Karen Dyball has joined the Executive Team as Assistant Chief Officer, Children's Services, and Kelda Gaffney and Karen Lockhart have joined as Interim Assistant Chief Officers, Adult Services. There's also been new appointments within our Senior Management Team. Our [HSCP's organisational chart](#) has been updated and is available on our website.

Top awards go to Glasgow City HSCP Staff

Dedicated health and social care workers from across NHS Greater Glasgow and Clyde (NHSGGC) area have been recognised at the Health Board's annual Celebrating Success Staff Awards event on Thursday 30 May.

The overall winner of our Glasgow City HSCP local Staff Awards for Excellence was announced as [Martha's Mammies](#). The Martha's Mammies team had won in the category of Team of the Year earlier in March, along with two of the team's peer support volunteers Sarah Donnelly and Sara Delaney who won Volunteer of the Year. You can read more about the other [winners](#).

Martha's Mammies is an HSCP service that supports birth mothers who have lost care of their children on either a temporary or permanent basis.

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Prior to the implementation of Martha's Mammies, women who had lost the care of their children in Glasgow had limited specialist support to help them with the grief and loss that inevitably followed.

Martha's Mammies is a multi-disciplinary team who work with small caseloads of women to be able to offer flexible, intensive and adaptive support to respond to the needs of individual women. The team has worked well together to make a difference in a short amount of time and have achieved incredible results.

Team Leader Stacey McLeary accepted the award accompanied by peer volunteer Sarah Donnelly, Kirsty Pollock, Social Care Worker and our HSCP's Interim Chief Officer Jackie Kerr.

Stacey said: "A recent audit reported very positive feedback from the women who receive a service from Martha's Mammies. They felt more supported and respected and that they can be mothers without question within the Martha Mammies environment. This offers an isolated group of individuals a non-judgemental place to feel connected and supported. I'm delighted that our team and peer support volunteers have been recognised for the work they do and the results achieved."

In addition, NHSGGC Excellence Awards were won by our staff at Leverndale Hospital for its 'Meander for Mental Health' initiative, and to a team of volunteers at Gartnavel Royal Hospital who established a new Hub Café.

[Meander for Mental Health](#) received the Better Health award. The project came from the Design in the Dale project led by the physiotherapy team at Leverndale Hospital. It aims to promote walking as a way of managing mental health, to reduce the stigma of mental illness and to bring the hospital and its local community together.

The project has grown over the past four years and now has two other events, Mambo for Mental Health and Pedal for Progress, and each of the events organised has seen more than 150 participants from the hospital and local community.

The NHSGGC Excellence Volunteer Award went to the [Hub Café Volunteers](#) at Gartnavel Royal Hospital. Throughout NHSGGC, the value of safe, sociable, patient-focused spaces where people can meet, relax and spend quality time together, is huge, and the creation of such a space within a psychiatric hospital was of particular importance. The Hub Café volunteer project was set up to establish such a space and, after the team was recruited, they have successfully delivered every aspect of the new cafe.

Jackie Kerr, Interim Chief Officer congratulated all the teams and individuals who had won and were nominated. She said: "Thanks to all of you for all your hard work and effort. Congratulations on receiving these well-deserved awards."

Celebrating 10 years of partnership working to deliver DFN Project Search with University of Strathclyde and City of Glasgow College

It's been 10 years since our HSCP, University of Strathclyde and City of Glasgow College have been working in partnership to deliver DFN Project Search at the university.



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Project Search has been changing lives of individuals and families for a decade now by supporting and enabling people with learning disabilities and/or autistic spectrum conditions to enter the world of work.

Project Search is an innovative and exciting work experience programme for young people aged between 18 to 29 years with learning disabilities and/or autistic spectrum conditions. It's delivered in partnership between a host business, college and supported employment service.

Since 2013, our staff in the HSCP's [Supported Employment Service](#) have played a key role in the development and delivery of both Project Search sites in the host businesses of NHS Glasgow Royal Infirmary and the University of Strathclyde.

This year the Project Search interns were recognised at an inspiring graduation ceremony at the University of Strathclyde's Barony Hall to mark the end of the programme and celebrate the young people's achievements.

So far, 97 young people have completed Project Search at the University of Strathclyde over the last 10 years and 65 have secured employment. This year, seven young people have already secured employment and the other three are being supported and are currently looking for employment.

To further mark the 10-year collaboration anniversary, a [video](#) focused on the journey of the interns and the positive outcomes they achieved was produced and shown at the graduation ceremony. You can view it on our [HSCP's YouTube Channel](#).

Angie Black, our HSCP's Supported Employment Service Manager said: "I can't believe it's the 10-year anniversary of us [HSCP] working in partnership with the University of Strathclyde and City of Glasgow College to deliver Project Search at the university. I'm so proud of all the young people who have taken part and especially of all they have achieved, they're an inspiration".

She continued: "This project requires working in partnership with many organisations. In my experience working in partnership can be challenging but incredibly rewarding. We'll continue to work together to ensure great outcomes to all of the young people that participate in this programme".

Paul, one of this year's interns who recently secured a full-time job, said: "I'm really enjoying my job. I have money now and I can even go on holiday! It's something I never thought I would be able to do. Honestly, I feel I wouldn't be where I am without all your support".

Applications are open for Project SEARCH

Do you know anyone with learning disabilities and/or autism spectrum conditions who is looking for a way to develop and enter the world of work? If yes, then encourage them to apply for Project Search!



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Project Search is fulltime Monday to Friday, 9am until 4pm at one of our Project Search sites (NHS Greater Glasgow and Clyde or University of Strathclyde). Participants are expected to have excellent timekeeping and attendance. Darren, one of last year's Project Search graduates, said: "Project Search is a fantastic programme to do. It helps your confidence grow, getting you more experience and meeting new people. It helped me get my job and it's the best thing I have ever done."

To apply to Project Search visit the website of [Glasgow Clyde College](#) or [City of Glasgow College](#) and complete the application forms.

To find out more about Project Search before applying you can email our Supported Employment Service at supportedemployment@glasgow.gov.uk and ask any questions that you may have.

Find out more about Project Search at www.dfnprojectsearch.org.

Circles of Support

We probably all know families who have their own roles in caring for a loved one, whether they're the one who takes a parent to the shops, makes the dinners, gives a lift to appointments or just drops in for a cup of tea and a chat.

Not everyone is fortunate enough to have such family support around them. So a new pilot project, based on the successful 'Family Group Decision Making' approach with children and young people, is being launched in Glasgow to replicate elements of the family support circle.

Around 100 people will take part in Circles of Support - a new approach to how we carry out social work assessments and reviews. It aims to enable people who need support and those closest to them, to make decisions about how best to support them at home and in their community.

Circles of Support puts the person needing support and their family at the centre of making decisions that affect them, and it recognises all their strengths, skills and abilities as well as looking at the areas where they need support. It considers the support they get from the people currently involved in their life, as well as what support the carers might need, too.

A Circle of Support can include people who are not family or relatives but who are important to the person because they help with their support. So it could include extended family, such as grandparents, aunts and uncles or family friends or neighbours.

Nonie Calder, the HSCP's lead on Circles of Support explained, "We can support people to widen their Circle of Support to encourage all the important people in their life to take part. This can give more ideas and options for support when people are making decisions about what support they need. A social worker will support everyone in a Circle of Support to attend any meetings, and help them all to discuss the care and support needed. A new support plan can be drawn up for the person at the centre of the circle, based on these conversations."

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There are some guiding principles:

- You will only be involved in Circles of Support if you have agreed that you would like to take part.
- All families have the capacity to change and grow.
- Private family time is essential to this process – enabling and supporting families to have a voice and make decisions.
- Every individual family is unique; our role is to help people discover their strengths, resources and beliefs and to promote maximum independence and participation in local communities.

The care team involved in a support circle can draw on a wide range of expertise depending on the person's needs and preferences. This helps to make sure there's a holistic approach to the support, rather than simply focussing on a particular condition or issue. And an advocacy worker is available to help make sure that all voices are being heard.

The team can include:

- **Reablement** staff to help think about ways to build and maintain the person's independence
- the **Carers Team** who can support the individual and their family with care responsibilities they already have.
- the **Assistive Technology Team** who can advise on how technology can support you to live confidently and safely at home, and
- **Local Area Co-ordinators (LACs)** who can help people to think about what they might like to take part in locally, helping them to develop or support an interest, and meet new people if you they to.

As part of the review, time is set aside to talk about the future and start to plan and prepare for it. It can be helpful to talk about what the support circle can do if things change for the person being supported or some of the people involved in their support plan. This could be a change of house, what happens if someone becomes unwell, help in an emergency or legal support for future plans.

The pilot will begin in July 2024 and run for a year, and the outcomes will be evaluated to inform future roll out.

Contact details for further information:

If you would like more information about Circles of Support, please email Frank.McDonnell@glasgow.gov.uk.

Telecare: our Telecare Service is going digital!

Telecommunications providers across the UK, such as BT, Virgin Media, Sky and Talk Talk are replacing analogue phone lines with digital equivalents with analogue phone lines being switched off by January 2027.



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This shift means that phone services will be delivered in the same way as internet connections and will affect the delivery of telecare services across Scotland.

As part of this, Glasgow City Health and Social Care Partnership (HSCP) is commencing a project to upgrade our Telecare and Community Alarm service. Over the next 18 months we will look to replace existing analogue alarms with new digital alarms for all service users.

Stephen Fitzpatrick, our HSCP's Assistant Chief Officer Older People's Services and South Operations said: "We're committed to ensuring a smooth transition to digital telecare and will work diligently to support our customers throughout this process. We're currently communicating with our service users to ensure they're kept up to date with the progress of this digital rollout".

Customers with analogue telecare alarms will require to have their devices replaced with new digital alarms, as analogue alarms will not work reliably on a digital connection.

What benefits will digital alarms offer?

- faster connection to our call handlers
- improved sound quality
- safer - Digital Alarms are more reliable and let us know if there is an issue, like loss of power.

A dedicated project team has been set up specifically tasked with safely transitioning our customers over to digital technology. We'll contact service users in advance to schedule appointments for digital alarm installation and setup.

Where can I get more information?

We'll update the [Digital Telecare webpage](#) as more information becomes available.

If you have any questions or concerns about the transition to digital telecare, then email us at telecare@sw.glasgow.gov.uk.

Celebrating unpaid carers during Carers Week 2024

From 10 to 16 June, we celebrated Carers Week to highlight the importance of Glasgow's unpaid carers.

Carers Week is an annual campaign to raise awareness of caring, highlight the challenges unpaid carers face and recognise the contribution they make to families and communities. This year's theme for Carers Week was 'Putting Carers on the Map', aiming at increasing visibility for carers with decision makers, services, employers, communities and businesses.

Millions of people across the UK care, unpaid, for a friend or family member who due to illness, disability, a mental health condition or addiction cannot cope without their support.



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Having a week dedicated to unpaid carers was an opportunity for our Health and Social Care Partnership (HSCP) to engage with both staff and the public to ensure that people who care for others know about the help and support that's available to them.

In Glasgow, our Local Carers Centres raised awareness and organised activities for people who provide everyday unpaid support to friends, family and neighbours who can't manage otherwise.

The Glasgow South Carers Centre hosted celebratory events for the carers they support. This included a carers luncheon, afternoon wellbeing sessions throughout the week, health walks and much more.

In the north east of the city, the Glasgow North East Carers Centre put together weeklong celebrations. The team organised a day out at Glasgow Cathedral, a workshop at Mackintosh at the Willow followed by cake and coffee, mindful walks and a yoga session.

To further mark Carers Week, our HSCP Carers Lead visited the [Day Care Centre](#) at Meadowburn Residential Care Home to highlight the positive impact that Day Care can provide unpaid carers. A day care service user said: "The thing I like most about day care was the company and giving my family a break. My family have seen a big change in me since I started coming to day care."

Fred Beckett, Carers Lead for our HSCP recognised the invaluable contribution of unpaid carers in Glasgow all year round. Fred said: "Carers Week is such an important time for all the carers in Glasgow to be recognised for all that they do every single day. If you're caring for someone, remember that you're not alone and our carers centres are there to support you. Get in contact with your local carer centre for more information or self-refer yourself by using the information below. There's help out there for you so please reach out."

If you want to know more about information and supports available to carers looking after someone in Glasgow, or want to help make Glasgow a carer friendly city, please visit www.yoursupportglasgow.org/carers.

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:

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- [Parkhead Hub Update – June 2024](#)
- [LGBTQ+ health and wellbeing services poster launched](#)
- [Listening to patients – What Matters to You Day](#)
- [SPHERE – help for people with bladder and bowel issues](#)
- [Working with our providers of social care services](#)
- [Equalities Outcomes 2024 to 2028](#)
- [Celebrating our volunteers](#)
- [King’s Birthday Honour for HSCP staff member](#)
- [LGBT Charter Gold Award for Youth Health Service](#)
- [Promoting cycling for all at Leverdale Hospital](#)
- [Staff at Community Centre for Health raise money for Guide dogs](#)
- [Success for HSCP Staff at RCN Awards 2024](#)
- [New resources to improve mental health](#)
- [Celebrating International Nurses Day 2024](#)
- [Supporting GP practices with their acute prescribing](#)

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](#)

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