

# partnership matters briefing



**July/August 2025**



Pat Togher, 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).

## **Making it Happen - helping people with complex needs live well in the community**

Glasgow City Health and Social Care Partnership (HSCP) has taken a bold step to tackle a long-standing challenge — supporting people with severe and enduring mental ill health to move out of hospital and into the community.

The 'Making It Happen' project was created to help individuals who have spent many years in hospital, often due to failed attempts at community placements, to finally find a place they could call home.

Twelve individuals were identified for the initiative. Many had experienced repeated setbacks in care homes or community settings and were at risk of remaining in hospital indefinitely. But thanks to a new approach, developed in partnership with Lanam Health Care, these individuals are now living successfully in the community.

At the heart of the project was a shared commitment to person-led care. A team of professionals across Mental Health from our Commissioning Team, Hospital, Community Health and Social Care Teams worked in conjunction with Lanam Health Care to design and deliver an innovative service that truly met people's needs. This included a detailed Discharge Support Plan and a three-month outreach period where hospital staff continued to support individuals after their move.

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The results have been life changing. All twelve individuals successfully transitioned and were able to be supported in the community. All were able to live more independently, engage in meaningful activities and experience improved mental health and wellbeing. Families and carers have shared positive feedback, noting the visible improvements in their loved ones' lives.

The project also brought wider benefits. It reduced the need for long-term hospital beds, cut down on crisis interventions and helped avoid out-of-area placements. It showed that with the right support, people with complex needs can thrive in their own communities.

'Making It Happen' is more than just a service, it's a true collaboration. Everyone involved, from senior leaders to frontline staff and the third sector, played a role in its success. Regular meetings, shared decision-making and ongoing feedback from individuals and families ensured the service stayed responsive and effective.

This project has now become a model for future services. It has shown that by working together and putting people at the centre, we can build a more inclusive and supportive system for people with complex mental health needs.

Steve Collins, Head of Adult Services (North East) said: "This model and collaboration demonstrate how to achieve a reduction in the need for long term mental health hospital beds and increase the availability of complex needs models of care, in the heart of our communities.

"We're proud of what has been achieved and are committed to using the lessons from 'Making It Happen' to shape future services. The project has proven that change is possible, and that with the right approach, we can help people live well, with dignity, in the heart of their communities."

## **Helpful Hints with home technology: simple tech making a big difference at home**

Helpful Hints with Home Technology is an initiative designed to help people use everyday technology to stay safe, connected and independent in their own homes.

Glasgow City Health and Social Care (HSCP) staff have been running information sessions in local communities to build confidence in everyday technology that supports early intervention and ongoing wellbeing.

Jillian Niblock, Senior Officer (Tech Team) said: "Our aim is to show that technology doesn't have to be expensive or complicated, Helpful Hints with Home Technology is about giving people the confidence to try out small changes — like using a smart speaker to remind them to take medication, setting up voice commands to control lights or contacting family with just their voice."

The technology explored in the sessions is low-cost, easy to set up and incredibly effective when people feel empowered to use it. From voice-activated assistants to smart plugs, sensors and video doorbells, the service offers practical advice on how home tech can support daily routines, improve wellbeing and, in some cases, even prevent emergency hospital admissions.

With a focus on accessibility and ease of use, the initiative is already making a measurable difference in the lives of Glasgow residents.



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One recent example highlights just how life-changing this support can be.

An elderly woman, who had attended a Helpful Hints with Home Technology session, experienced a fall in her home and was unable to reach her phone. Fortunately, she had recently purchased two Alexa smart speakers — one for upstairs and one for downstairs — and had learned how to enable hands-free calling during one of our HSCP's Helpful Hints session.

Using a simple voice command, she was able to call her daughter for help. Emergency services were not needed, and her daughter responded quickly, offering immediate support and avoiding what could have been a much more serious outcome.

Previously, the woman had tried to access traditional telecare services but was unable to proceed due to the requirement for a landline — something she neither had nor wanted. Thanks to the knowledge and confidence she gained, she found a more suitable solution using widely available consumer tech.

Jillian continued: “This is exactly why we created Helpful Hints with Home Technology, it's not about expensive equipment; it's about simple, affordable tools used well. In this case, the woman's fall could have led to a prolonged period on the floor or even a hospital admission. Instead, her use of Alexa meant help arrived quickly, and a crisis was averted.”

The story underscores the potential for home technology to complement — and in some cases, replace — traditional telecare services, especially when people are supported to choose options that suit their lifestyle and preferences.

The service offers in-person information sessions with live demonstrations, along with online [videos](#) showcasing different technologies. It forms part of our HSCP's broader mission to maximise independence and embed preventative approaches, helping people to live well at home for longer.

Early feedback has been overwhelmingly positive. Participants report increased confidence, while families note the added peace of mind the service brings.

As demand grows for preventative and self-management solutions in communities, many people remain unaware of the simple technologies that could make a meaningful difference at home. Helpful Hints with Home Technology aims to bridge this knowledge gap with accessible resources and personalised advice, empowering more people to take control and stay independent.

More [information and sessions dates](#) or email [helpfulhints@glasgow.gov.uk](mailto:helpfulhints@glasgow.gov.uk)

View our [video](#) for more helpful hints.



## WAYfinder: a new direction in ethical commissioning for Homelessness Services

Glasgow City Health and Social Care Partnership (HSCP) launched an innovative homelessness outreach initiative called WAYfinder on 7 August, co-designed with individuals who have lived experience of homelessness. The name stems from a participant's insight that support services should begin by asking, "Who Are You?" - emphasising the importance of understanding each person's unique journey.

Developed in collaboration with the Glasgow Homelessness Involvement and Feedback Team (GHIFT), WAYfinder represents a significant shift in how services are commissioned. A powerful video, narrated by GHIFT members, replaced the traditional service specification document. This allowed potential service providers to hear directly from those who shaped the service, highlighting what truly matters to them.

Participants described the process as a 'positive and modern step' towards ethical commissioning. They noted that being able to articulate their vision in their own words marked a departure from previous tokenistic involvement. The project prioritised transparency, equity and empowerment – ensuring that no voice was more dominant than another.

The redesign of homelessness outreach services was guided by Ethical Commissioning Principles, with full person-led design and implementation. Key challenges, such as securing permissions from vulnerable individuals and fostering cross-partner collaboration, were addressed with care. Homeless Network Scotland played a pivotal role in facilitating development sessions and maintaining a values-driven approach.

The impact of WAYfinder is already being felt. Feedback from participants and organisations has been overwhelmingly positive, with many citing increased self-worth and belief in the value of their contributions. The initiative is being considered as a model for future commissioning efforts and may be included in Scottish Government best practice guidance.

GHIFT members reflected on their experience, noting the sense of equality throughout the process. One member shared: "Although some of the people in the room were in full-time jobs, it was a new process for everyone which helped put everyone on a level playing field." Another added: "It was good to be involved in something so important for the wider community."

WAYfinder stands as a testament to what can be achieved when services are designed with – not just for – those they aim to support. It's a bold step forward in ethical commissioning, rooted in empathy, collaboration and lived experience.

Glasgow City HSCP thanks Homeless Network Scotland and the Associates from the Glasgow Homelessness Involvement Feedback Team for their work in developing the new service. We look forward to working with the WAYfinder providers: The Salvation Army, Simon Community Scotland, Turning Point Scotland and Wheatley Care to help people find their way into settled, sustainable and secure housing.



Referrals to WAYfinder can be made through Community Homeless Teams, Prison Casework, Asylum and Refugee Service, Glasgow and Partners Emergency Social Work Service (GPESWS- Out of Hours service) and the Housing First Team.

## Unpaid carers sought to help shape the future of health and social care

Our Glasgow City Health and Social Care Partnership (HSCP) is proud to be working alongside the University of Strathclyde and Lanarkshire Carers in a new initiative aimed at strengthening the support, recognition, and training available to Scotland's unpaid carers.

More than 800,000 unpaid carers in Scotland look after a loved one due to illness, disability or age-related frailty. As the population ages and health and care services face growing pressures, carers are playing an increasingly vital – but often overlooked – role in keeping our communities going.

The survey is the first step in the Future Hospital initiative, led by John Connaghan and Dr Kieren Egan at Strathclyde and involving our HSCP and charity Lanarkshire Carers.

The new project, funded by the Wellcome Trust's Collaborative Cultures award, seeks to better understand the needs, insights, and experiences of carers in order to design innovative, long-term solutions for carers and those they care for.

Mr Connaghan, a research assistant in Strathclyde's Department of Computer and Information Sciences, said: "This project is unique because it's moving beyond the usual silos of knowledge to build a more sustainable and impactful way of working – one that truly values carers as equal partners in shaping the future."

The survey, co-designed with carers, seeks honest feedback from carers, professionals and academics on how to work together to tackle key issues such as quality of life, skills training, and financial support.

Fred Beckett, our HSCP's Carer Lead, said: "This is a critical moment. We need to move beyond one-off projects and invest in long-term relationships. Unpaid carers must have a seat at the table as our NHS and care systems evolve."

Carers' input will directly inform a series of workshops, focus groups, and pilot projects later this year, culminating in a set of recommendations on how to support and sustain carer involvement long into the future.

To complete the survey please visit [Collaborative Cultures Carers Survey](#).

For more information, please contact: [John.connaghan@strath.ac.uk](mailto:John.connaghan@strath.ac.uk).



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## Annual Performance Report

Our Integration Joint Board's (IJB) ninth Annual Performance Report (APR) (2024 to 2025) was approved at the end of June and is now available on our website along with a summary report. The APR reviews our performance against agreed local and national performance indicators, highlighting progress in delivering the commitments set out in our Strategic Plan. We also feature key achievements and areas of success from the last 12 months. Areas for improvement in performance during 2025 to 2026 are also identified and we set out actions that will be progressed to achieve these. [Read our APR](#).

## 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 - August update](#)
- [Two of our residential care homes rated 'very good' in latest inspection](#)
- [Listening to children, young people and their families](#)
- [Working together to tackle alcohol and drug issues](#)
- [Mental health support for children and young people in Glasgow](#)
- [Join us for Meander for Mental Health 2025 on Saturday 13 September](#)
- [University of Strathclyde launches Suicide Prevention Strategy with support from Glasgow City HSCP](#)
- [Glasgow City HSCP achieves GOLD Level 2 in Digital Telecare transformation](#)
- [Time to talk - breaking mental health stigma](#)

## 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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