

partnership matters briefing



March/April 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.



Susanne Millar, Chief Officer

Video message from Susanne Millar, Chief Officer

In her last issue of Partnership Matters as our HSCP's Chief Officer, Susanne Millar reflects in a video message about her time in Social Work and then the HSCP before she takes up her new role of Chief Executive of Glasgow City Council, and thanks staff, partners, IJB Members, Elected Members and Health Board Members for their support over the years. You can watch the video on our HSCP's YouTube channel:

<https://www.youtube.com/watch?v=wkFawTimEB4>

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Glasgow City HSCP Staff Awards for Excellence 2024 - Winners and Commendations

Glasgow City HSCP's (Health and Social Care Partnership) Staff Awards for Excellence 2024 took place as a virtual event this year on 13 March. The awards recognise and celebrate individual staff, teams and projects who have 'gone the extra mile' in their work in a number of categories.

Both health and social work staff working within our HSCP were eligible to be nominated. There was also a category for volunteers, for which individuals not employed by the HSCP could also be nominated.

The overall winner for our HSCP will be announced in the summer at the NHS Greater Glasgow and Clyde's (NHSGGC) Celebrating Success Awards.

This year's awards were hosted by our HSCP's Chief Officer, Susanne Millar, and the Chair of our Integration Joint Board (IJB), Councillor Chris Cunningham. Along with them, Sharon Wearing, Chief Officer, Finance and Resources; Gary Dover, Assistant Chief Officer, Primary Care and Early Intervention and Julia Egan, Chief Nurse announced category winners and commendations.

Susanne said: "I'm genuinely delighted to take part in our staff awards, and it's one of the events in my calendar that I look forward to each year. It's so important for us to take time to recognise our staff and appreciate the work that they all do. To pick people out is really challenging. They're all winners, and people have taken time to write these nominations to show how much they appreciate the work that they all do and how they have a positive impact on our colleagues, patients, service users, carers and their families. Thanks and huge congratulations to you all."

We received 115 nominations from across the HSCP. After reviewing and shortlisting the nominations, a judging panel shortlisted 50 and made awards and commendations in each of the five categories.

Team of the Year

Winner: Martha's Mammies

Martha's Mammies is a voluntary support service available to women in Glasgow who have recently lost the care of their children through Child Protection processes.

The service 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 their needs. It includes physical, sexual, and mental health and wellbeing services and therapeutic groupwork. It aims to work in a trauma informed way to address underlying needs and risks associated with the women's lifestyles.

Commendation: Staff of Stobhill Hospital Mental Health Wards

Stobhill Hospital Mental Health wards - Ailsa, Appin, Armadale, Broadford, Elgin, Isla, Jura, Portree and Struan all serve as a beacon of excellence in mental health rehabilitation,



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embodying a commitment to holistic care, patient empowerment and compassionate support. Positive feedback from patients, their relatives and external assessments show a commitment to enhancing patient experience and a culture of continuous improvement.

Leader of the Year

Winner: Rose Traynor, Team Leader, South Mental Health Services

Rose's enthusiasm and leadership style has been a great inspiration and support to her team. During the past year there have been significant challenges within Mental Health Social Work Services, and she has continued to support and promote her team to achieve positive outcome for those they support.

She encourages good practice, good values and professional development and a commitment to the service. This creates a positive and nurturing environment and ensuring colleagues are supported.

Commendation: Duncan Campsie, Manager, Asylum and Refugee Services

Duncan has shown by example how to respond to a crisis situation and supported his team to develop the necessary skills to provide a professional and responsive service. He has been at the forefront of resettlement work in Glasgow and has excellent working relations with both staff and other agencies and shares his knowledge and expertise to benefit his team.

He has supported staff through the challenges of a new team in unprecedented times and has a commitment and passion for his work.

Employee of the Year

Winner: Thomas Higgins, Senior Residential Practitioner

Tommy has worked in children's residential services for many years working in several of the children's houses across the city and has dedicated his working life to supporting some of our most vulnerable care experienced young people.

He has played a pivotal role in reshaping and delivering the Promoting Positive Behaviour (PPB) training for Children's Residential Services and represents Glasgow on the PPB Board with other local authorities.

In his role as a Senior Residential Practitioner, he has helped young people to flourish and realise their potential and nurtured them with care, enabling some of them to better understand the trauma they have experienced.

Commendation: Dr Kay McAllister, Consultant Gynaecologist in Sexual & Reproductive HealthCare, Sandyford Clinic

Dr McAllister has developed services to support women to access sexual health services including gynaecology in a community setting. She has championed early access to good



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information and support for women experiencing the menopause, including offering specialist care when needed.

She has supported the Healthy Working Lives Staff Agenda by undertaking many teaching opportunities for managers, occupational health and HR to support women in the workplace with menopause. Innovation has been shown in her approach to supporting Primary Care by establishing an email service for GPs to contact Sandyford staff, for specialist advice for their patient's experiencing menopause. Support from GPs in response to this service has allowed them to be able to treat their patients without onward referral into secondary care or to Sandyford.

Volunteer of the Year

Winner: Sarah Donnelly and Sara Delaney

Both Sarah and Sara are lived experience volunteer mentors who support the work being done within Tomorrow's Women Glasgow and Martha's Mammies.

Both women have transformed the team and are highly motivated to support the women working with these services. They give up their time to attend various groupwork activities and support the delivery of the programme and identify women who may require additional one-to-one support.

They recognised the need for recovery support and helped establish the development of a Recovery Cafe within the Liliac Centre Community Custodial Unit in Maryhill. This café aims to work with women in custody to ensure that they're supported to maintain a drug and alcohol-free lifestyle that helps to prevent reoffending behaviour.

The women attending consistently express their gratitude for both volunteers and they feel having them as part of their support brings a different level of understanding than any other service they have previously been involved with.

Commendation: Jamie Philips

Jamie is a project worker who goes above and beyond supporting service users accommodated at Rodney Street Homelessness Assessment Centre. He spends a great deal of his own time as a volunteer encouraging service users to attend the Firhill Complex to learn football skills and take part in the Homeless Football Team that he helped develop. Jamie has also played in the team winning several awards with the service users.

He also successfully set up a cycling group with service users and they build bikes and arrange trips together. This breaks down barriers, improving confidence and promoting wellbeing for those who attend this multi-cultural group.

Innovation of the Year

Winner: Chalk the Walk Project - North East Health Improvement Team



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For World Suicide Prevention Day on 10 September 2023, the North East Health Improvement Children and Young Peoples Team (NEHIT) asked local youth providers to take part in an event, 'Chalk the Walk', to help shine the light on suicide prevention. Suicide was identified as the leading cause of death (25.7% across the 5 to 24 age group).

Working with Health Improvement Team staff, local youth organisations encouraged young people to use chalk, to beautify their community, with images and messages of hope, resilience, suicide awareness and prevention. The youth organisations then posted pictures of their artwork onto their social media streams and tagged @NorthEastGlasgowHealthInformation. The team allocated prizes for most creative, most colourful and most inspirational messages.

Chalk the Walk was an innovative method that has made a significant difference to local youth organisations, young people and their communities. Through providing a safe environment for meaningful conversations, which helped to explore attitudes and understanding of suicide, the event provided hope, resilience and confidence and helped diminish stigmas and taboos around suicide.

Commendation: North East Health Visiting Team 2 (Parkhead Team)

Parkhead Health Visiting Team has led on the development of an education package for health visitors and family nurses to support families who have neurodivergent children. Currently there is no formal training for them in relation to autism and other neurodiversity. The lengthy waiting lists for diagnosis in specialist children's services meant that families didn't feel they had the support they needed.

The team changed their practice so that families were supported earlier to understand their child's needs/differences and help them move towards accepting these. They were also able to evidence improvement in staff knowledge, confidence and skills to support these families.

An amended education package is being tested with another three health visiting teams, with plans to roll out across the city. They're working nationally with NES to develop the education package so it could be rolled out across Scotland.

Creating Meaningful Connections in our care homes

Our Glasgow City Health and Social Care Partnership's residential care homes for Older People strive to enhance the lives of their residents.

The staff at these care homes recognise the profound importance of meaningful connections in the lives of the residents – connections that span family, friends, staff and the broader community.

The COVID-19 pandemic brought with it a host of restrictions, profoundly impacting the ability of individuals in residential care to engage with their communities and receive visits from loved ones.

Robin Wallace, our Health and Social Care Partnership's (HSCP) Head of Older People Residential and Day Care Services said: "During the pandemic our residents were restricted in the contacts and relationships that they could have, so coming out of the pandemic it's been



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really important that we re-ignite the approach we take to place our care homes and their residents in the hearts of our communities and provide opportunities for the residents' families to enjoy good quality time with them."

To ensure that this experience is not repeated, the staff came together and developed a policy document 'Meaningful Connections,' which sets out how residents will be supported to maintain their personal relationships with friends and families as well as with one another.

Allowing connections is also helping residents transition to living in a residential setting easier by continuing the activities and interests they had when living at home, or trying out new things to stay active and independent for longer.

The staff recognise the importance of tailoring support to individual preferences, and this is reflected in the personalised support plans for each resident. By understanding and incorporating the activities that residents enjoy, the team ensures that the daily lives of those in their care are not only comfortable but also fulfilling.

In addition to individual pursuits, the commitment extends to fostering connections with friends and family members. One of the main aims of Meaningful Connections is to ensure that residents have unrestricted opportunities to spend time with their loved ones, provided there are no outbreaks of infection.

A great example of Meaningful Connections is the community engagement efforts to connect with local groups, schools and religious organisations important to the residents.

In Meadowburn Care Home, local school children were invited to listen to stories of Glasgow's past told by the residents as well as local colleges delivering exercise classes and music classes for the residents.

Through their comprehensive commitment to supporting residents, engaging with families and utilising innovative strategies, the team ensures that the residents in their care not only receive high-quality physical assistance but also thrive emotionally and socially.

To find out more about Meaningful Connections, you can [watch our new video](#) that showcases the positive impact this new project has made in our care homes and for residents.

Maximising Independence – where are we now?

Launching our [Maximising Independence \(MI\) video](#) recently gave us the opportunity to reflect on how far we've come on the journey towards embedding the approach within Glasgow City Health and Social Care Partnership (HSCP) and when working with our partners.

The [MI approach](#) is now embedded within our [Strategic Plan](#) as the core way of working for all of us in the HSCP across everything we do, rather than a standalone project or initiative. MI is our strategic change programme, and we can only realise its benefits by working in partnership with local community and third sector organisations.

MI means supporting people, who can and want to, to remain living at home safely for as long as possible with the right support in place for them, and for their carers if they have them. This doesn't mean living without any support at all – it's about living as independent a life as you



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can, making choices about the things that matter to you and to live as full a life as possible, with support when you need it.

We want Glasgow citizens to have strong and reliable health and social care not just now, but for future generations too. So, we've been listening, talking with and collaborating with our partners to build a sustainable way of supporting people, so that everyone can achieve their full potential for health, wellbeing and independence.

While MI is our overarching strategy, it's built on a number of key approaches to the way we work with the people we support.

These include having a strengths-based practice and trauma informed approach, recognising people's strengths, abilities and assets to help identify the areas where they need support, and always being aware of how previous and current traumas can affect how we achieve this to support people well. Work is underway to train and increase the capability of our workforce as we move to embed trauma informed and strengths-based practice approaches across our organisation.

The MI approach can be seen in practice across a number of projects, and as the [video](#) showed, it's beginning to make a difference to people across the city.

You can see a full list of the [MI projects](#), and a few are highlighted below:

- our [Helpful Hints With Home Technology](#) drop-in sessions aim to help people use technology as one of the supports to live independently at home wherever possible. The project team is running a series of informal drop-in sessions for anyone who wants to learn more about what technical devices are available to help people to stay connected while living independently at home, and how to use them.

The drop ins are available for anyone who would like free, friendly face-to-face help and advice with everyday home technology for themselves or a family member.

Some of the most popular topics include how to get onto the internet to stay in touch with friends and family; make appointments; use smart phones, tablets and speakers, smart plugs and bulbs; pay bills or join in with things that interest you. The team has also helped with questions and support around doorbell cameras and technology devices that help people stay safe while living independently at home.

- around 25 community groups came together recently for the initial information event on MI's community hubs project. The event brought together representatives from community and third sector organisations, Glasgow Life and our HSCP to discuss options and opportunities for developing the concept of community health and wellbeing networks across the city. Our ambition is to work in partnership across the city to develop our community health and wellbeing models as a 'test of change' pilot that will potentially include the hub in Parkhead later this year.

These community hubs would be linked to existing health and care centres to provide places where people could get access a range of health and wellbeing resources and meet others locally, with the aim of supporting people early to prevent more serious health conditions later on.



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- We plan to work with community organisations who are already providing valuable local services and who are keen to share ideas, develop relationships and opportunities to develop their services in partnership with other organisations across the city. The partnership approach recognises that experience of providing services within communities, and by those owned and delivered by community resources, can often be more effective in meeting the needs of the population than traditional health and social care services.

A number of gaps and opportunities were identified at the information event as a potential range of services that the hubs could offer. We'll be developing these in partnership over the coming months, but as an example, themes included:

- getting information about what's available in your community
 - sharing resources and information with others in the community
 - welfare and benefits information
 - food, nutrition and wellbeing
 - using technology at home to help health and wellbeing
 - managing long term health conditions and frailty
 - combatting social isolation and loneliness
 - crisis prevention
 - respite and carer support
 - mental health and recovery
- we've been engaging with local communities in Haghill and Carntyne in the east end of the city, following an extensive engagement process by Glasgow Council for Voluntary Services (GCVS) and our HSCP.

Following an initial engagement with the Northeast Voluntary Sector Network to help link with colleagues and organisations active in the area, PEEK Possibilities for Each Kid Ltd, Horizon Housing, Halliday Foundation and Bluevale Community Club were funded to undertake the local engagement work.

The aim is to understand what local people need to help them to stay well, what their health and care needs are and how any future investment in communities can help people live independently and as happily as possible.

An important feature of the project is contacting people unknown to existing groups who may face barriers not of their making, stopping them from taking part in existing provisions. A final report will be shared with the recent Maximising Independence Project Delivery Board and the next steps agreed.



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You can keep up to date with the latest news on Maximising Independence by signing up for our HSCP's [MI newsletter](#).

As ever, we'd be very pleased to hear your comments and questions at MaximisingIPT@glasgow.gov.uk.

Growing Together: Glasgow's Integrated Children's Services Plan 2023 to 2026

Our new Glasgow City Integrated Children and Young People's Services Plan 2023 to 2026 is now available on our [website](#).

The plan outlines the key areas of focus for children's services over the next three years and sets out the strategic direction for the planning and delivery of services for children, young people and families in Glasgow City. It includes six key priorities:

- children and young people are safe, protected and valued in their communities and neighbourhoods
- children and young people's health and wellbeing is promoted and improved
- children, young people and their families receive flexible support to address the impact of poverty and the Cost of Living crisis
- children and young people are well supported in their families and communities
- children and young people are supported to achieve their full potential through excellent and inclusive education, employment and life opportunities
- children and young people are involved and included, and their views are influential in the development and delivery of services

To shape the plan, many engagement sessions were held with children and young people to ensure that the priorities reflect the hopes and aspirations of children and young people living in the city.

By adopting a creative engagement approach, this allowed children and young people to express themselves in ways that they feel most comfortable. This involved asking children and young people to reflect on the previous set of priorities and how these could be strengthened, and getting feedback on important areas in their life. Lots of examples of children and young people's creativity are included throughout the plan to demonstrate the creative engagement process, and it's a reflection of the level of engagement and outstanding quality of works produced.

A series of videos have been developed with children and young people across the city, each focusing on a different priority, serving as a tool to disseminate the plan's key messages effectively.

At its core, the plan aims to embody a partnership approach in addressing current challenges faced by families, particularly in the context of the pandemic's long-term impact, especially on mental health and wellbeing, and the ongoing Cost of Living crisis.



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Assistant Chief Officer for Children's Services, Mike Burns said: "This plan demonstrates our ongoing commitment to the wellbeing of children, young people and families in Glasgow City. By acting on their voices and aspirations, we're building a foundation for inclusive, impactful services that truly meet their needs."

You can read the full [Glasgow City Integrated Children and Young People's Services Plan 2023 to 2026](#) on our website.

Parkhead Hub update – April 2024

Glasgow City Health and Social Care Partnership's (HSCP) Parkhead Hub Health and Care Centre construction will be completed in August. The new Hub will integrate health, social care and community facilities, including a cafe and Parkhead Library.

The building will include community health and social care services; adult and older people's services; a children's hub (including health visiting, social work and specialist children's services); primary care (GP, pharmacy and dental services); hospital-based services and the HSCP Learning Centre (a citywide resource). There's also space for a range of third sector services and community groups through access to bookable community rooms.

The building will accommodate approximately 800 staff, with around 2,000 people accessing the building each day, which will support local businesses and regeneration initiatives.

Construction of the Hub started in March 2022 and the building is on track to be completed in August 2024. Following handover, the building will be furnished, and IT installed. We expect to be in a position to welcome patients and service users towards the end of October 2024, when the building is fully operational.

On completion of the main building, the current Parkhead Health Centre building will be handed over to the main contractor for demolition, to create the car park to be completed later in 2025.

The current focus is on supporting the transition of staff from nine sites into the new building, with a specific workstream on change management, attended by representatives from all staff groups who feed back to staff on a regular basis.

Staff will move from Parkhead Health Centre/ Sandyford East, the Anvil Centre/Westmuir Street, Newlands Centre, Brook Street Learning Centre, Templeton Business Centre, Parkview Resource Centre, Eastbank Health Promotion Centre and Parkhead Library.

The project team has attended a number of Community Council and other local meetings to update on progress and has received positive feedback for the project.

Virtual tours of the Hub have been offered to staff over April to show the new working environment. These have been well attended and appreciated by staff.



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A new chapter for Parkhead Library

Parkhead Library is a friendly and welcoming space that brings together the whole community. It's a place where local residents can borrow books, get online and spend time with family and friends.

Glasgow City Council has invested over £2.9 million to move the existing library on Tollcross Road into the new Parkhead Hub. By relocating to the Hub, Glasgow Life is ensuring that Parkhead Library continues to be a vital part of the community. The new library will be modern, with contemporary facilities, and will meet the needs of the local community.

The library is popular and well-used and regularly attracts more than 3,000 visitors each month. The move to the Hub will make the library more accessible and allow more people to benefit from the range of services for all ages. For example, Bookbug sessions and nursery and school visits encourage children to develop their interest in reading, and people can learn a new language through the ESOL classes or develop their reading and writing in adult literacy classes. The venue will also offer a variety of health and wellbeing support.

The library will have a new home but will continue to offer the same valuable services within Parkhead community.

You can find out more by visiting the [Glasgow Life website](#).

Arts Strategy

The Arts Strategy programme is progressing well, with designs for the reception desk scheduled to be manufactured in late Spring. These designs form part of an overall theme that celebrates the weaving heritage of the local area.

Other artworks include: a large-scale wall panel that will give a warm welcome to everyone using the new Hub; a wall mural for the children and young people's area with fun icons and motifs that have been created with children and young people and a time capsule! Please let us know if you have any ideas about what to include to tell the story of our lives to future generations.

Jackie Shearer, our HSCP's Arts Strategy Coordinator for Parkhead Hub said: "A creative engagement programme has also been rolling out led by artist in residence, Rebecca Fraser. The weekly programme includes a play cafe, January Journal Project and an art club. With different activities planned each week, groups have also been outdoors visiting local growing projects such as Shettleston Growing, The Wash House Garden and Tollcross Park."

If you'd like to find out more or want to participate, please email Jacqueline.Shearer2@ggc.scot.nhs.uk or phone 0774 0600084.

Latest information is on our [webpage](#).



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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:

- [First ever outdoor art installation kicks off summer of greenspace development at Stobhill Mental Health Campus](#)
- [Morrisons Anniesland awarded Breastfeeding Friendly Scotland accreditation](#)
- [HSCP staff achieve highest level of Procurement Commercial and Improvement Programme](#)
- [Free information sessions on home technology available](#)
- [Gartnavel's Growing Spaces help grow recovery](#)
- [North West staff participate in Red Nose Day](#)
- [New report highlights health improvement work with young people in North West Glasgow](#)
- [Michelle shortlisted for a Global Women in Healthcare Award](#)
- [Working together to ensure the sustainability of General Practice](#)
- [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](#)
- [North East Locality Engagement Forum](#)
- [North West Locality Engagement Forum](#)
- [South Locality Engagement Forum](#)



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