

partnership matters

briefing



Pat Togher, Chief Officer

March/April 2025

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.

Glasgow City HSCP Staff Awards for Excellence 2025 – Well done to all!

Dedicated staff and volunteers from across Glasgow City Health and Social Care Partnership (HSCP) were recognised at our Staff Awards for Excellence 2025, held at the City Chambers on 14 March.

The awards recognise and celebrate individual staff, teams and projects who have 'gone the extra mile' in their work in several categories.

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

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

This year's awards were hosted by our HSCP's Chief Officer, Pat Togher, and Councillor Chris Cunningham, the City Convener for Health, Care & Caring and Older People, Glasgow City Council.

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Along with them, Gary Dover, Assistant Chief Officer for Primary Care and Early Intervention, Karen Lockhart, Interim Assistant Chief Officer for Adult Services and North West Operations and Fiona Moss, Head of Health Improvement and Equalities announced category winners and commendations.

Pat said: “I’m genuinely delighted to take part in our staff awards. 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.

“A huge thank you to everyone who took the time to submit nominations, and of course, to our nominees. 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.

“You were all invited here today because your contributions make a meaningful impact within our HSCP and in the lives of those around you and the people of Glasgow – your commitment to making a difference does not go unnoticed. I congratulate to you all.”

We received 110 nominations from across the HSCP. After reviewing and shortlisting the nominations, a judging panel shortlisted 36 and made awards and commendations in each of the five categories.

You can watch our [video](#).

Team of the Year

Winner: Glasgow City HSCP Property Team

Our Property Team successfully delivered the new Parkhead Hub Project, while also dealing with competing projects and demands within their team.

The Hub is the first project of this size and type delivered by the HSCP, and this team went above and beyond engaging with both Glasgow City Council, NHS services, other partners and stakeholders to commission the Hub within a difficult and changing environment.

They went the extra mile and worked long hours in order to meet tight and ever-changing deadlines and to meet project deliverables. The team was the glue that held everything together during project deliveries, always making time for others and providing advice and guidance at every stage.

The team delivered a large-scale project that will significantly benefit the HSCP as well as our service users and patients and will also provide a community base for the east end of Glasgow delivering support to Glasgow residents by including a library, café and spaces to use for community groups.

Commendation: Health and Social Care Connect Adults and Older People Team

Health and Social Care Connect has been one of the most challenging pieces of innovative work in the UK. No other local authority on the scale of Glasgow has ever established a single point of contact for all new social care services to be accessed by its citizens.

The single point of access aims to reduce confusion and prevent duplication of information for staff, service users and their families. The direct outcome of the team’s triage and assessment



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process means that significant numbers of adults/older people are signposted to appropriate supports. Enquiries are dealt with efficiently and consistently allowing early intervention, enabling service users to become more independent.

The team is often the first to deal with people in distress and crisis, and it's thanks to their resilience, determination, inventiveness and empathy that Glasgow citizens are more protected and supported through difficult times and current budgetary challenges.

Leader of the Year

Winner: Pauline Ward, Advanced Nurse Practitioner (ANP) Care Home Team (HSCP)

In just 18 months, Pauline prove herself to be an exemplary leader within the Care Home Advanced Nurse Practitioner (ANP) Team. Pauline's contributions not only redefined the team's structure but also elevated the standards of care and collaboration within our HSCP.

Pauline's leadership extends beyond addressing immediate challenges. She cultivated a culture of continuous improvement and professional growth ensuring that the team consistently meets and exceeds standards of care, contributing to better outcomes for both patients and families.

Commendation:

Kathleen Jardine, Team Leader, Social Work, South Locality

Kathleen is a Team Leader in the South Locality. The past year was particularly challenging for staff in the south that led to Kathleen managing two teams on her own, including leading duty and continuing to ensure her team's wellbeing and their further development.

Kathleen is described by her team as always approachable, present and supportive. Her ability to manage challenging situations and stress further offered reassurance that despite any difficulties her team faced, she was right alongside them, going above and beyond to provide invaluable support.

Employee of the Year

Winner: Liam Logue, Social Care Worker, Housing First

Liam was nominated by his whole team. Liam brings a brightness to the working environment and is known for going the extra mile for the service users he works with.

He works in a full-time post and also volunteers supporting homeless and rough sleeper people in the city centre with a voluntary group called 'The Invisibles'. He encourages the group to work with the HSCP and often brings the benefits of his volunteering into the workplace to assist vulnerable service users.

Liam is very focussed on equality and high service standards and goes the extra mile for service users, never giving up. He's been able to get long term homeless people with complex needs and a deep mistrust of services to work with him, undertaking assessments and developing support plans.

There are numerous examples of Liam's personal kindness and contribution to benefit others in a variety of cases. While this assists the service user it also enhances the bond with the member of staff, which helps them provide regular treatment and care where previously it may have been difficult to encourage the service user to attend.



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Commendation:

Theresa McGhee, Clinical Coordinator

South Locality, Child and Adolescent Mental Health Services (CAMHS)

Theresa made a significant difference to the experience of children and families accessing the service. She played a key role in the development of the neurodevelopmental pathway to create increased capacity within CAMHS and reduce waiting times.

Theresa was instrumental in helping the team reduce the referral to initial appointment time from approximately 12 months to the current time of approximately eight weeks. This has made a huge difference to families getting timely care within CAMHS or being redirected to a more appropriate service at an earlier stage.

Innovation of the Year

Winner: The Thistle Project Team

The team was led by our HSCP and included colleagues from our HSCP (Design Team), Neighbourhoods Regeneration and Sustainability, Glasgow City Council (City Building) and NHSGGC (Property and Capital Planning, Estates, Facilities Management and Infection Control) to develop and deliver the UK's first Safer Drug Consumption Facility, The Thistle.

The Thistle is a truly unique service, the implementation of which required innovative solutions to many service requirements never previously encountered within UK health environments. Throughout the project, all teams were led by the need to deliver the highest quality of care for potential service users, who traditionally don't engage with standard treatment services, and suffer marginalisation and stigma.

The team placed the needs of the potential service users and staff members, of both the new service and existing on-site services, as their main priority. They actively engaged in consultations with lived experience groups and the surrounding community, taking suggestions and feedback on-board and incorporating into the final build.

This is a clear demonstration of the benefits of partnership working, everyone bringing their own skills and knowledge to produce a service that meets the needs of the Lived Experience Reference Groups and future service users.

It is hoped that the provision of services from The Thistle will have a positive impact, reducing wider community consequences of public injecting and change the legislation going forward.

Commendation:

WAYfinder Outreach Video: services for people at risk of, experiencing or have experienced homelessness

The WAYfinder tender team created a video showing people with lived experience of homelessness describing the service in their own words.

It is incredibly powerful to hear them speak about the specific things that would make a difference to them and for them to have named the service 'Who Are You'.



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The participants helped to develop the service specification and described why the different aspects of the service mattered, and how they would improve people's experience of homelessness services.

The video allowed organisations bidding for tenders to have a greater understanding of the service and what the specific parts of this meant to individuals who would receive support. The service will then better meet the needs of individuals, prevent re-traumatisation and give services a clear idea of what they need to do to support people.

Volunteer of the Year

Winners: Paul Young, Garden Volunteer and Ross Parke, Games Volunteer, Art in the Gart, Gartnavel Royal Hospital

Paul Young is a Garden volunteer at Gartnavel Royal Hospital Gardens known as 'The Art in the Gart Growing Spaces'. Paul is committed to the gardens spending most days looking after them, helping all who use and visit them – patients, staff, visitors, contractors and the local nursery school.

Paul supports ward staff to offer hands-on, monthly gardening workshops in the wards, advising staff and patients on gardening and looking after their plants. He wants everyone to be able to enjoy and experience the positive effects that being in a garden and with nature have on mental and physical wellbeing.

Ross Parker is a Games Volunteer situated within the Art in the Gart Hub Cafe project. He enables inpatients, staff and visitors the chance to pause, enjoy a cuppa, play chess, a board or card game, or simply spend time with someone who has experience of the issues that can impact on good mental health and overall wellbeing.

Clinical staff have observed that when patients sit down to play a board game with Ross, they relax, are interested in chatting about things other than the hospital and ward setting and greatly appreciate the opportunity to do so.

Ross has empathy and a quiet way that helps alleviate the stress or anxiety that someone may be feeling. His excellent listening skills have added an additional quality to the environment within the Hub Cafe.

Closing the ceremony, our Chief Officer, Pat Togher thanked everyone. He said: "While we've announced winners today, let me remind you that every single nominee is a winner. Your dedication, compassion and hard work make a real difference – not just to our HSCP but to the people of Glasgow. This event is about recognising that impact, and you should all be incredibly proud as I am today."

Applications open for Project SEARCH 2025!

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, and they live in Glasgow City?

If yes, then encourage them to apply for Project SEARCH!



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[DFN 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. In Glasgow, the 2025 programme is open for applications and will begin in August.

The programme is extremely effective because it's specifically designed to support young people with learning disabilities and/or autistic spectrum conditions develop the skills and confidence needed to get into and keep full-time paid employment. Project SEARCH was launched in 1996 and is now delivered in over 500 sites across the world; this includes our two sites based here in Glasgow.

Project SEARCH works by partnering with large employers who are called 'host businesses' that deliver the programme.

Staff in Glasgow City Health and Social Care Partnership's (HSCP) [Supported Employment Service](#) play 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.

The one-year opportunity is a full-time programme where participants, called 'interns,' are onsite within the host business Monday to Friday, 9am to 4pm. During this time interns undertake up to three different rotations each lasting 10 weeks in different parts of the business based on their strengths and interests. They learn new skills and improve their confidence and ability to compete for a job.

Angie Black, Supported Employment Service Manager within our HSCP, said: "Every year we see what incredible difference Project SEARCH makes to the young people who complete the programme. We see them become more confident in themselves and feel rewarded by their employment. It's a unique opportunity and our team is delighted to be able to support Project SEARCH here in Glasgow".

The programme ends with a graduation ceremony and the interns are then offered support in applying and keeping a job through our HSCP's [Supported Employment Service](#).

To apply to Project SEARCH visit the website of [Glasgow Clyde College](#) or [City of Glasgow College](#) and complete the application forms. Entry requirements to the programme are on the websites, including that applicants must live in Glasgow City.

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 you may have.

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

Success of our community Alexa trial leads to additional funding for a second phase

Glasgow City Health and Social Care Partnership's (HSCP) Older People and South Planning Team is thrilled to share the remarkable outcomes of our Connected Care and Wellbeing Community Alexa Trial, which has significantly improved the lives of our service users. This innovative initiative, which began in April 2024, has not only met but exceeded our expectations, leading to additional funding for a second phase.



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As part of the 5G Innovation Region Programme funded by the Department for Science, Innovation and Technology (DSIT), we have had the opportunity to trial the use of Alexa within our telecare service. In the first phase we deployed 75 devices to service users in the community with an aim of tackling digital exclusion, increasing digital skills and reducing social isolation.

Service users' experiences

The heart of our trial lies in the real-life experiences of our participants. Here are some inspiring stories (all names have been anonymised):

Mrs McLeod: Living with memory problems Mrs McLeod uses Alexa for medication reminders every day. She loves having Alexa and can't speak highly enough about it. She used Alexa to help her in the kitchen with advice on storing food properly and ideas for recipes

Mr. Rogers: Living with diabetes and facing challenges like limited dexterity and significant pain, Mr. Rogers found a new companion in Alexa. He uses the device to get quick information, set reminders for cooking and control his lamp with a smart plug, which helps him avoid painful movements. Mr. Rogers said, "I haven't burnt a meal in months," thanks to Alexa's timely reminders. He also feels less lonely, comparing Alexa to talking to his dogs, which helps with his depression.

Mrs. Lennon: Recently widowed and diagnosed with diabetes, Mrs. Lennon was initially wary of technology. However, Alexa has become her reliable assistant, reminding her to take her medication and attend medical appointments. She also uses Alexa to manage her diet by checking the sugar content of foods. Mrs. Lennon feels more in control of her health and is reassured by the support Alexa provides.

Mrs. O'Neill: With physical and mental health challenges, Mrs. O'Neill has found Alexa to be a lifeline. She uses it to set medication reminders, listen to the radio, and even get jokes, which brighten her day. Mrs. O'Neill feels more confident with technology and believes Alexa has helped her stay out of the hospital by ensuring she takes her medication regularly.

Staff experiences

Our team have also witnessed first-hand the benefits that this trial has brought to service users, here's what they had to say:

Eilidh Connolly, Senior Officer said: "The success of this trial is a testament to the power of technology in transforming lives. We're excited to continue this journey and see even more positive outcomes in Phase 2."

Debbie Reilly, Telecare Resource Worker said: "Supporting the older participants to use new technology has been interesting. I wasn't sure when introducing Alexa to some, as not everyone had internet, which was a clear barrier. Once the ease of use was explained, voice activated, some service users were immediately intrigued as to what they could use Alexa for. Adding Smart Plugs has helped improve confidence and enabled some to see a more practical relevance. The service users who are using Alexa for practical support, for example, medication prompts, cooking times and appointment reminders, are now relying on this. This has made a tremendous improvement for their day-to-day lives. Personally, I've been heartened and



impressed as to how much support this type of technology has given some service users which is exciting. Alexa has also provided some entertainment with music and general knowledge.”

Paul Molloy, Telecare Resource Worker: “It’s been great to have been part of this project. To see the participants become more comfortable with technology as well as making Alexa part of their daily routine. I’m excited to see the further progress our journey with Alexa will bring.”

Amazon Alexa Smart Properties devices

During this project we’ve had the opportunity to partner with Amazon and Censis to deploy Amazon Alexa Smart Property devices. These devices differ from standard consumer Alexa devices.

Amazon Alexa Smart Properties service allows fleet management of devices, which crucially means these devices can be deployed and managed at scale without the need for individual user accounts.

Another key feature of these smart property Alexa devices is that the devices don’t store or share data, and don’t require the service user to input any personal data.

The success of Phase 1

Phase 1 of the trial has been a resounding success, with 89% of participants finding the device easy to use by the end of the trial. The voice activation feature was particularly beneficial, making technology accessible even to those with limited digital skills. The trial demonstrated significant positive impacts, including:

- improved quality of life: 64% of participants reported that Alexa improved their quality of life by providing access to entertainment.
- increased engagement: 59% found it easier to stay engaged with information they were interested in.
- enhanced daily organisation: 52% felt more in control of their daily lives with Alexa's help.
- greater connectedness: 34% felt more connected to their community and the world.

These impressive results have secured additional funding for Phase 2, allowing us to expand the trial and explore even more ways Alexa can support our service users.

Looking ahead

As we move into Phase 2, we aim to enhance the functionality of the devices, addressing feedback from participants about accessing more music, radio stations and other resources. We also plan to explore the potential of using Alexa for accessing a wider range of health and social care services, ensuring interoperability with other technology with one combined interface for the future.

Supporting people experiencing alcohol and drug harms

Glasgow City Health and Social Care Partnership (HSCP) commissions three recovery communities covering the North West, North East and South of the city.



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Recovery groups set up by lived experience peers have operated independently throughout Glasgow for more than 20 years. They've developed to become larger communities that together promote and deliver recovery initiatives, to support people experiencing alcohol and drug harms in each sector of the city.

Those communities became North West Recovery Communities (NWRC), North East Recovery Community (NERC) and South Community Recovery Network (SCRN). The three sectors were later awarded Charitable Status and became commissioned services in Glasgow City in 2022.

Whilst each area of the city has their own programme of activities and individual aims, they all provide peer-led recovery support. From drop-in sessions, discussions, recovery cafes and support groups to activities, social events and courses, the communities aim to meet a diverse range of needs of individuals seeking recovery in Glasgow City.

Each recovery community also employs two Recovery Outreach Workers who can support people to access community recovery supports and are a vital bridge between the community and Glasgow's Alcohol and Drug Recovery Services (ADRS).

The peer-lead, person-centred recovery initiatives have reached thousands and continues to grow both in volunteer numbers and ambition to support even more people in their recovery journey.

Irene Loudon, our HSCP's ADRS Service Manager and Glasgow ADP Recovery Subgroup Chair, said: "The Glasgow Recovery Communities are an essential service within the suite of options available in Glasgow. They offer an 'open door' for individuals to engage with recovery peers in their local community. The non-judgemental approach and range of therapeutic and social interventions provide invaluable support to people to achieve their recovery goals."

You can see the full [schedule](#) of activities across the recovery communities in Glasgow.

To find out more about the individual recovery communities, you can visit:

- [North West Recovery Communities \(NWRC\)](#)
- [North East Recovery Community \(NERC\)](#)
- [South Community Recovery Network \(SCRN\)](#)

Maximising Independence projects – supporting people and communities

As the maximising independence approach continues to become our 'business as usual' way of doing things across the HSCP, it's helping us to achieve a fair and easier way for people to access support and prioritise what's most important to them. Two particular maximising independence projects are already having an impact.

Firstly, we have now completed the engagement phase of the **Make it Local Communities** project, and have selected 11 community organisations to work with our HSCP and partners on the initial phase to develop and expand community activities that contribute to managing long-term health conditions. The Make it Local Communities project will focus on five key themes that support the maximising independence approach. These are:

- community resource information



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- helpful hints with home technology
- food and nutrition
- living with long-term health conditions
- improving strengths and balance.

Our Make it Local Communities project recognises the value that local community organisations have in providing accessible services within their local communities. It looks to build on good ideas and practice around the key themes so they can develop and grow in other community-based organisations across the city. The project encourages sharing best practice and is supported by small amounts of funding.

The work will happen in two phases, with the first starting in April 2025. Seven community organisations will be involved in the first phase, with others joining the pilot later in the year once the learning and feedback from phase one has completed. This will enable us to build learning into the second half of the project.

The project was originally known as ‘Community Hubs’ but has been renamed ‘Make it Local Communities’ to differentiate it from other Hubs projects in the city. Feedback also showed the ‘Make it Local Communities’ name expressed the fact that we’re building a network of local organisations across the city rather than physical venues.

The community organisations who are part of the first phase of Make It Local Communities network are:

- Glasgow Disability Alliance
- Nan McKay Hall
- Parkhead Housing Association
- Parkhead Citizens Advice Bureau (CAB)
- Glasgow Women’s Library
- The Weekday Wow Factor
- Kingsway Community Connections.

More details will be announced on the second phase organisations who have registered interest to undertake activity in September/October 2025.

To find out more about the Make it Local Communities project email project lead Chris.furse@glasgow.gov.uk.

Another maximising independence project that’s making a real difference is **Helpful Hints for Home Technology**, which aims to demystify technology by showing people some very practical ways that everyday devices can help them at home and in their community.

Benefits include being more connected to digital healthcare opportunities and appointments, keeping in touch with family, friends and community groups, as well as giving people more confidence to try technology in everyday activities. As more and more day-to-day activities move to digital channels, people can sadly risk being left behind and isolated if they don’t have the opportunity to get involved.



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The team of HSCP Community Link Workers who deliver the Helpful Hints sessions have developed the project, and adapted the venues they visit so they can meet more people across the city. Pop-up sessions have taken place in hospitals, church halls and community centres in addition to the original library-based venues, and another 10 potential venues are currently being scoped out. The team is also producing short 'how-to' videos to help people with the most frequently asked questions and issues.

Specific sessions for carers are also planned, with advice being available on potential help to purchase devices and technology equipment for carers. And the local organisations involved in the first phase of Make it Local Communities could be other potential hosts of Helpful Hints drop-in sessions.

You can find out where and when the next sessions are at [Your Support Your Way Glasgow](#).

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:

- [Parkhead Hub update – April 2025](#)
- [Volunteering at Gartnavel Royal Hospital](#)
- [Collaboration brings new Breathing Space bench to Gartnavel Hospital](#)
- [NHSGGC issues MMR vaccine reminder to parents and carers](#)
- [Falls Awareness prevention work](#)
- [Mark wins at national Healthcare Science Awards](#)
- [Praise for Leverndale Hospital's mental health awards](#)
- [Glasgow Telecare Services transition to digital platform](#)
- [Your future in your hands with Power of Attorney](#)
- [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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