

partnership matters briefing



Pat Togher, Chief Officer

November/December 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.

Parkhead Hub Update – December 2024

Glasgow City Health and Social Care Partnership's (HSCP) new Parkhead Hub building was completed in November, and the process of getting the building ready for staff and the public is well underway.

The Hub is due to open to the public from Monday, 13 January 2025 with all services expected to be operating from the Hub by February 2025.

Our short [video](#) explains how the Hub arts strategy was developed with the involvement of the local community in the North East of Glasgow.

Jackie Shearer, Arts Strategy and Engagement Coordinator for the Parkhead Hub said: "The arts strategy is about working with our local community to build a sense of ownership and pride in what's an amazing new facility. The artwork itself softens the clinical environment but the process of the community being part and parcel of making that artwork brings local people into the very fabric of the centre.

"Bespoke Atelier, the lead artist for the Hub, created the large-scale wall panel at the Hub's entrance and the main reception desk based on the area's heritage, and includes patterns from the archive of Stoddart-Templeton Carpet Factory at Glasgow Green.

"Working with local artists and our health improvement staff, young people designed the images used to make the wallpaper in the children's area."

Inside this edition

- [Parkhead Hub Update – December 2024](#)
- [Power of Attorney \(PoA\) Day 2024](#)
- [Transforming Children's Services in Glasgow: a strategic partnership with CELCIS](#)
- [HSCP staff recognised at Scottish Health Awards 2024](#)
- [Your health and wellbeing matter this festive season](#)
- [News, Meetings and Events](#)

Keep Up to Date

Visit our website glasgowcity.hscp.scot or follow us on social media to find out more about what we're doing for health and social care in Glasgow City.



Gary Dover, our HSCP's Assistant Chief Officer for Primary Care and Early Intervention said: "The new health and care Hub is the culmination of seven years' planning and development and brings together community health and social care services under one roof.

"Parkhead Library will also be based in the Hub and there are also community rooms for local organisations to use, and a café. This will make the Hub a thriving place for people to come to.

"Many people need a range of services, including community supports, as well as health and social care services. At the Hub, lots of different services are in one place, which makes them more accessible for people."

The Hub was designed by Hoskins Architects and BAM construction was the lead contractor. Hub West Scotland was appointed by NHS Greater Glasgow and Clyde (NHSGGC) as its development partner to deliver the project.

More information is available on our [webpages](#).

Power of Attorney (PoA) Day 2024

Power of Attorney (PoA) Day was 21 November and we're encouraging everyone to start the conversation about PoA.

Having a PoA in place means you can nominate someone you trust to make the important decisions about your future if ill health meant you couldn't do it for yourself. Not many people know that **even if you have a next of kin, you still need a PoA to make sure your wishes are followed** if you become incapacitated – it doesn't automatically fall to your next of kin.

Glasgow City Health and Social Care Partnership (HSCP) Assistant Chief Officer Stephen Fitzpatrick highlighted the importance of having a POA in place, not only to give peace of mind to people and their families, but to avoid unnecessary hospital stays.

Stephen said: "Every month in Glasgow, almost three in ten people delayed in hospital after they're fit for discharge are having to stay there because they don't have a PoA in place. This causes distress and delays for them and their loved ones, and it has an impact on the number of beds available for other patients. I'd urge anyone who doesn't have a POA already to take the first step now so it's one less thing to worry about if they become ill or incapacitated later."

This [short information leaflet](#) can be shared with people you support in your job, to read through in their own time or when you're talking with them about PoA. It may also be helpful information for you and your family. The leaflet is based on input and feedback from a range of colleagues and people we support, and we hope you find it useful.

Find out more about PoA at mypowerofattorney.org.uk where you'll find some great short videos with all the key facts, as well as information and resources. And you can follow PoA Day on social media at [@StartTalkingPoA](#) [#poa2024](#) [#mypoa](#).

Transforming Children's Services in Glasgow: a strategic partnership with CELCIS

Since 2015, Glasgow City Health and Social Care Partnership (HSCP) has been working on a significant transformation of Children's Services, with the support of CELCIS, the Centre for



Keep Up to Date

Visit our website glasgowcity.hscp.scot or follow us on social media to find out more about what we're doing for health and social care in Glasgow City.

Excellence for Children's Care and Protection (CELCIS), which is part of the strategic partnership between us and the University of Strathclyde.

This ambitious journey aims to meet the goals of key Scottish Government policy priorities, including Getting It Right for Every Child, the Christie Commission, The Promise and The Brock report. The vision is for family support to be readily available to families that need it and to make sure that families are able to access the help they need, where and when they need it. This doesn't mean just an adaptation of the current way of supporting families but a transformational journey of what we do and how we do it.

Through this unique partnership, many initiatives have been supported and implemented within Children's Services with the help of CELCIS. CELCIS provides key knowledge and expertise to support and facilitate the change journey. This includes supporting leadership skills and behaviours for complex change, incorporating new methodologies such as improvement, implementation and systems theory and building data capacity and analysis of the evidence.

Two large cross-sector events took place at Hampden Park in 2016 to kickstart the assessment and understanding of the current system: what was going well and where changes were needed to improve the outcomes and experiences of young people and families. This engaged staff and teams at all levels and revealed significant concerns in the way that Children's Services were currently delivered, such as a failure demand approach, a risk adverse culture, a lack of partnership approaches with families, a complex policy landscape and poor outcomes. This analysis helped identify both strengths and areas for development and informed several workstreams to support improvement for children, young people and families.

Since the start of the work, a number of collaborative projects have come about as a result of the work that have led to meaningful change and improved long-term outcomes for children and families in Glasgow.

Case Study: Glasgow Intensive Family Support Model and Third Sector partnerships

This project facilitated the development of a partnership with the third sector that would enable families to receive high-quality and consistent support across services, and the starting point was developing a shared vision, aim, language and approach across our HSCP and third sector partners to deliver strengths-based and trauma-informed support to families. This is reflected in The Glasgow Intensive Family Support Service (GIFSS) model, which incorporated the Voice, Validation and Hope model. The model sees families as experts in their own lives and helps to identify strengths as a mechanism for building families' confidence and resilience as a foundation for supporting meaningful change. The service operates evenings and weekends, supporting families who are in need of help and support, aiming to reduce the likelihood of children being cared for away from the family home.

Case Study: The Family Connections Assessment

The team also supported the implementation of the Glasgow Promise Action Plan 2021 to 2024. A core principle of The Promise is to ensure that children who are unable to live with their families stay connected with their brothers and sisters and other family members. To support this, the Family Connections Assessment was developed to maintain important relationships for children with care experience. This initiative focuses on all relationships, not



just sibling bonds, to help keep children connected to the people in their lives who are important to them. This has been shared as an example of good practice in national fora.

So far, our HSCP's partnership with CELCIS has led to numerous innovations and improvements within Glasgow's Children and Families Services. Their role in providing the support has helped create positive changes needed to improve the lives of children, young people and their families.

Karen Dyball, our HSCP's Assistant Chief Officer for Children's Services, said: "Our collaboration with CELCIS has supported a profound transformation in Children's Services, driven by evidence-based practices and a commitment to long-lasting change. This partnership highlights the importance of strategic leadership, community engagement and innovative approaches in creating a supportive and effective care system for children and families. We want to continue working with CELCIS and other partners across the sector to promote learning and to create a culture of care across the organisation and city."

Next steps in the work with CELCIS are to revisit the foundation skills for leading change, and then to embark on a more detailed period of exploration of practices that are working well to support children and families. Over time, this work will help to develop an enabling context for consistently high-quality, trauma-informed practice for families that supports meaningful change and improves long-term outcomes.

Strategic Partnership

More information is available on the [strategic partnership between Glasgow City HSCP and the University of Strathclyde](#), which seeks to drive innovation in health and social care.

HSCP staff recognised at Scottish Health Awards 2024

Huge congratulations to all Glasgow City Health and Social Care Partnership (HSCP) staff who were recognised at the Scottish Health Awards 2024 held in Edinburgh on 7 November.

These Awards recognise the contribution of frontline health and social care workers but also celebrate those who work so hard behind the scenes in support roles to ensure we have the kind of health and care services that are vital in achieving the highest quality of care.

In partnership with Glasgow and Clyde Rape Crisis, our HSCP's North East and North West Health Improvement Teams were finalists in the Tackling Health Inequalities category. Health Improvement staff Mhairi Shepherd and Chloe Heyburn attended the ceremony with staff from Rape Crisis.

Mhairi said: "Our project with Glasgow and Clyde Rape Crisis has successfully increased accessibility to specialised support for survivors of sexual violence within their own community. In addition, the project has increased awareness of gender-based violence and confidence to respond to disclosures of gender-based violence amongst local partners in the North of Glasgow."

Our HSCP staff were also part of the Breastfeeding Promotion team from NHS Greater Glasgow and Clyde (NHSGGC), which won the Global Citizenship Award.



Keep Up to Date

Visit our website glasgowcity.hscp.scot or follow us on social media to find out more about what we're doing for health and social care in Glasgow City.

Ayisha Azam, Health Improvement Senior, from the North West and Denise Mullen, Health Visitor from Castlemilk both volunteer with NHSGGC's Royal Hospital for Children/Lahore Children's Hospital, Twinning Programme. The programme works to enhance infant feeding practices, train staff and advocate for UNICEF Baby Friendly Principles and policy reforms to improve health outcomes for vulnerable infants in Pakistan.

Other finalists were Lynn Haughey, Change and Development Manager, in our South locality, in the Leader of the Year category.

Pauline Zvimba, Senior Nurse Practitioner, at Auchinlea Mental Health Resource Centre, was a finalist in the Nurse Award - sponsored by the Royal College of Nursing.

Julie Conaghan, Specialist Community Public Health Nurse (Health Visiting) based at Community Centre for Health was a finalist in the Outstanding Contribution to the NHS - Reader's Choice Award. Julie was put forward for the award by one of the mums on her caseload.

You can read the full list of [finalists](#) and [winners](#).

Your health and wellbeing matter this festive season

The festive season is a time for joy and celebration, but it can also be challenging for many. Glasgow City Health and Social Care Partnership (HSCP) recognises the importance of your health, wellbeing and safety during this time of year.

If you find yourself feeling overwhelmed or in need of help, remember you're not alone.

Below is a guide to resources available to support your health and wellbeing.

Reach out if you're struggling

If you're finding this time of year difficult, please don't hesitate to seek help. Your mental wellbeing matters. Here are some ways to connect with confidential support:

- [Breathing Space](#) - Phone 0800 83 85 87 for confidential listening service
- [Samaritans](#) – Phone 116 123 for support

Financial Wellbeing

Financial stress can weigh heavily during the festive period. For guidance and support:

- [Advice Direct Scotland](#) – Phone 0808 800 9060 for money matters advice
- [StepChange](#) – Phone 0800 138 1111 for debt advice
- [Glasgow Helps](#) – Phone 0141 276 1185 for local advice

Support for Addiction

If you're worried about alcohol, drug use or gambling, help is available:

- [Glasgow Alcohol and Drug Crisis Service](#) – Phone 0141 420 6969
- [National Gambling Helpline](#) – Phone 0808 8020 133



Keep Up to Date

Visit our website glasgowcity.hscp.scot or follow us on social media to find out more about what we're doing for health and social care in Glasgow City.

Help with bereavement and domestic abuse

- [Bereavement support](#)
- [Domestic abuse support](#)

Additional resources and supports

Additional resources are available for HSCP staff on our [HSCP Staff Health and Wellbeing webpage](#).

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:

- [Share your views on our HSCP's Locality Plans](#)
- [Our HSCP's community nurses recognised for their long service by QNIS](#)
- [Glasgow supports annual 16 Days of Activism Against Gender Based Violence campaign](#)
- [Changing the narrative: Suicide prevention video with Partick Thistle FC manager helps raise awareness](#)
- [Aye Mind website – a year from our relaunch](#)
- [Small steps can make a big impact on medicines waste and save money](#)
- [Helping young people towards positive destinations](#)
- [New partnership with Glasgow Carers launched ahead of Carers Rights Day](#)
- [Our Residential Care Homes Admin Teams dress up for Halloween!](#)

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](#)



Keep Up to Date

Visit our website glasgowcity.hscp.scot or follow us on social media to find out more about what we're doing for health and social care in Glasgow City.