

Report on Glasgow Locality Engagement Forums (LEF): Single Point of Access Engagement Session on 1 September 2022

Forty-five members of the public, Third Sector representatives and Locality Engagement Forums members from across the city came together online on 1 September 2022 to find out about and discuss Glasgow City HSCP's new single point of access – **Health and Social Care Connect (HSC Connect)**.

May Simpson, HSCP Community Engagement Officer, welcomed participants to the session and introduced the speakers – Susan Thomson, HSCP Project Manager – Business Admin Review; Mhairi Henderson, Service Manager HSCP and Ann-Marie Robertson, Team leader HSCP

Health and Social Care Connect Presentation

Susan Thomson, HSCP Project Manager opened the presentation outlining the content and seeking feedback on any points of clarity or concerns.

Susan Thomson started by explaining reason for this development, the difference it will make to accessing services, how the change will happen and the operational model. She described the revised 'pathway', the timeline of the development and improvements to accessibility for the public and partners.

Mhairi Henderson, Service Manager, HSCP, described the revised workforce model, how it will be implemented and illustrated the new pathways for Adult and Older People's services, Children and Families services, Homeless services and Alcohol and Drug Recovery services in Phase 2. Provided details on the new asset based proportionate assessment approach and the need to ensure early intervention and support at first point of contact. Along with promoting independence, reablement and better links with 3rd sector/ community-based services.

Ann-Marie Robertson, HSCP Social Work Finance, advised the meeting of the other supports that will be provided by HSC Connect. These include improving access to financial support and assistance e.g., to Section 12 and Section 22 payments, Scottish Welfare Fund applications and priorities in the Poverty Strategy by benefits maximisation, access to financial and practical support and Employability. She also walked the audience through a case study scenario which highlighted the improvements the new service will bring.

Susan finished the presentation with the 'next steps' plus the communication and engagement proposal to promote the new HSC Connect.

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Questions, Comments and Chat Box Discussion

Q. When will HSC Connect go live? (Jennifer Melrose)

A. At the end of October 2022 – the date has yet to be confirmed. (Susan Thomson)

Q. How will non-digital people access HSC Connect?

A. HSC Connect can be accessed via the telephone, webchat and on-line via Your Support Yours Way Glasgow (YSYWG) as the main platform for information and advice. If public do approach locality offices, there are arrangements in place to re-direct and HSC Connects especially if an emergency. The existing Social Care Direct telephone will become the HSC Connects number. (Susan Thomson)

Comment and questions

Comment: Lorna who cares for her child with disabilities felt that the HSCP Maximising Independence Policy was already failing people, the service user pathways were difficult to navigate to access services, there was a lack of response from HSCP staff when people are requesting information and caring responsibilities are being put back onto families especially women and female relatives in the household. 'If you are at Social Work asking for something you are usually at the point of no return – there is a need for crisis prevention'.

Q When are people going to get their SDS assessment? They have a Statutory Right to an assessment. There are lots of 'blockages' to stop people getting an assessment. (Lorna Carter)

Q. When are safe guardianships going to be progressed? Other services are making safe guardian referrals. She also felt the eligibility criteria was not fit for purpose and another barrier to accessing service. (Lorna Carter)

A. Glasgow City HSCP have made a huge investment in Localities to get people assessments quickly to determine what services and supports they need. It is hoped HSC Connect will clear 'blockages and staff will be able to deal with and respond to referrals/enquiries immediately. Where we can sign post referrals to services and supports, we will sign post people. More complex referrals will be allocated to the locality teams.

Presently Social Care Direct re direct 70% of referrals/enquiries onto Locality Teams. It is hoped that the new HSC Connect model, which is a multi-disciplinary team will deal effectively with 70% of enquiries/referrals – early intervention, low level support, stop people going on/reduce waiting list - and only 30% of more complex referral/enquiries going to Locality Teams. We would refer onto Locality team when required - like any referral/enquiry there would be initial assessment and get to the right team. (Mhairi Henderson, HSCC Service Manager)

Mhairi offered to meet the Lorna after the meeting to address individual concerns.

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HSC Connect Team

Q John Ferguson (NE LEF) asked when the new service is going start, will there be enough staff employed and has it been costed?

A. The service would start in late October 2022 (the exact date has to be confirmed) and that there has been a £1.4 M investment in developing the HSC Connect service. An additional 28 Social Workers, 6 Occupational Therapists and 40 Social Care Workers along with matching in existing Social Care Direct and Locality duty staff which brings knowledge and experience to the new service. (Ann Marie Robertson)

Q. What is the Thistle Approach (Louise Lawson)

A. Thistle Foundation do strengths and asset-based approach training. It's great. (Nicky Thomson). It was agreed to send out information on the Thistle Approach with the Report.

Q. Will there be a lead person where there is a multi-disciplinary approach require? (Paola Doyle)

A. Team leaders will work across services and Multi-disciplinary Team would provide a co-ordinated approach. Workers will also link in with colleagues in different care groups to access services within HSCP (Ann-Marie Robertson, Social Work)

Q. Is the staff in HSC Connect experienced staff? Is there are range of staff? Are the staff knowledgeable about what services and supports are available in the community? (Ruth Matheson)

Q. Did you just say over 400, or over 100 staff coming in to support the new service? (Anita Eley)

A. There are around 120 new staff including occupational therapist qualified social workers and social care workers supported by a management team and admin workers (Ann-Marie Robertson Social Work)

Q. Asset based approach sounds great and spot on. How will the change be made? Is there going to be investment in training focussing on behaviour /conversation change? (Anita Eley)

A. Yes - agree Asset approach is very positive, there is planned training programme which includes focus on the asset-based approach to practice for all new staff. All new team members including existing staff joining HSC Connect will be provided with ongoing guidance and specific training around the asset-based approach to practice. Many of the qualified staff as part of their qualification would be trained on a strength-based model which would be expanded on with this training. (Ann-Marie Robertson Social Work)

Comment: Sounds good. Just thinking it's difficult for 'new' people to come and do things differently, if people they're working with are still set in the old ways. (Anita Eley)

Q. What qualification/s do the staff undertake? Just as we run volunteer-driven initiatives to find, vet and share information on services. Looking at health/social care employment/study pathways for them. (Cat Divers)

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A. Social workers have a degree qualification and the same for occupational therapists - social care workers have various levels of qualifications appropriate to the post. (Ann-Marie Robertson Social Work)

Q. Where does the Sensory Impairment Team fit in?

A. This operates as a separate service within HSCP however HSCC can link referrers to that service if appropriate or colleagues from that service will support us. If for example, we get a referral from someone where sign language support is required, we could arrange a video interview and they are present to assist.

Homelessness

Q. Why is the Health Board going start providing Homeless services?

A. Glasgow City HSCP provide Homelessness services however the number of people coming into our offices to seek support with homelessness concerns is very low. There was also a need to streamline the services to reduce waiting lists, the use of Bed and Breakfast and supported accommodation as well as help sustain people in tenancies. HSC Connect will streamline services for people effected by homelessness. We intend to engage with Registered Social Landlords (RSL's) with presentations to the Homelessness Alliance, attend the Essential Connections group and local Letting Initiative meetings.

Comment: Karen Edgar expressed concern about the lack of engagement with RSL's. She felt it was 'a late in the day' to engage with RSL's especially with HSC Connects is due to start in October.

Comment: Think it's a bit late to be bring RSLs in at this late stage when it seems it's already a 'done deal' and going live in October. (Paola Doyle)

Mhairi Henderson advised that selected RSL's were invited to a meeting in June 2022 to find out about the HSC Connect development and several attended. They agreed to cascade the information to all RSL's. There is various existing structure established to support this communication so Mhairi will link to ensure this is shared wider.

Welfare Rights Support

Q. The Scottish Welfare Fund application – when is that happening and why is the HSC Connect dealing with this? How many staff have you got to deal with Scottish Welfare Fund applications?

A. There is no change to this process, but HSCC would support people to access this support along with offering further advice and assistance as required. (Susan Thomson)

Q. Where is HSC Connect going to sign post people for financial assistance – will people be referred to HSCP Welfare Rights workers or passed out to 3rd Sector services? (Ruth Matheson)

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Q. Glasgow Golden Generation charity already do a lot of Welfare work, benefits assessments, and income maximisation application etc with older people.... Will you be working with this kind of 3rd sector organisations or doing it with in HSCC Connects Team? (Anita Eley)

A. The HSCP have established links and fund some of the Advice and Information services in Glasgow as well as referring to our own Welfare Rights staff. The HSCP is building links with Glasgow Help and food banks as well. (Susan Thomson)

Your Support Your Way and Signposting

Q. Is it the Your Support Your Way (YSYW) website that the HSC Connect staff will use to signpost enquiries? (Ruth Matheson)

A. Yes and it will be updated regularly with new services and as services change. The HSCP Communication Team are gathering and updating contact information on 3rd Sector, voluntary organisations, and community group service providers. There is still more work needed to update our information in the HSCP Resource Directory and it will be refreshed regularly.

The demand for service is over 4,600 referrals per month and it is anticipated that HSC Connect staff will sign post and provide information to *3000 enquiries. The more complex enquiries (1,600 per month) will be re-directed to Locality Teams.

Participants were encouraged to check that your organisation is in the Your Service, Your Way Glasgow (YSYWG) ensuring information is up to date in the Resource Direct- contact is ysyw@glasgow.gov.uk (Susan Thomson)

Mhairi Henderson (HSCP Social Work Services) advised that updating the Resource Directory and Your Support Your Way (YSYW) would identify gaps in services therefor may be a need to commission new services.

Comment: Ruth Matheson felt it was quite late in the process to start talking to the 3rd sector – the launch is scheduled in October. The new HSC Connect appears to have a high reliance on the 3rd sector.

Comment: Agree with Karen, this is the first session we have been invited to. It's too late in the day. (Paola Doyle)

Q. What funding if any will be given to 3rd sector organisations that will be involved with this? All funding as we know has been cut for 3rd sector (Kathleen Robertson) (2 likes)

A. This is being looked at and progressed via the Maximising Independence and HSCC will link with that, as gaps in provision are identified.

Q. Is information on services available to third party signposting sites? An API? (Cat Divers)

A. Your Support Your Way Glasgow is available on the HSCP website? (Ann-Marie Robertson, Social Work)

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Comment: Happy to share information on over 2,000 support national services to plug into YSYWG directory. Covers health, money, work problems etc. cat@nsn.org.uk (Cat Divers)

Q. How do you see the boosted YSYW service working with e.g., ALISS and Glasgow Helps websites, and Community Links Practitioners? (Nicky Thomson)

A. Any appropriate supports would be listed on YSYWG website (Ann-Marie Robertson)

Review of HSC Connect

Q. Is there a review date built into the new service to see that it is working?

A. Monthly statistics will be produced and will be reviewed on a regular basis as the service evolves. We plan to do a more extensive review within 6 months especially to look at lessons learned for the next phase. We also intend to build in customer feedback through the process as this will be informative and assist to address any issues quicker.

Carers Services

Q Should Carers still contact the Carers Line – is that going to be still available? (Jenny Douglas)

A. There is no change to carers services – the Carers Line should still be used. It is the intention to strengthen the links with Carers Centres so we can refer onto them via HSCC.

Comment: Carers section within the website including legal rights of carers, carers assessment and how to access supports at [Your Support Your Way Glasgow - Carers \(yoursupportglasgow.org\)](https://yoursupportglasgow.org) (Gail Bridges, Social Work)

Thanks and Next Steps

May Simpson thanked both participants and speakers for their interest, questions, comments, answers, and informative discussion. The new HSC Connect service model will provide 'one stop' access to services quicker and have the benefit of qualified and experienced staff supporting people through the process of accessing services and supports.

A report of the meeting, the presentation and information on the Thistle Approach would be sent out and posted on Glasgow City HSCP website.