

Glasgow City Integration Joint Board Public Engagement Committee

IJB-PEC (M) 22-05-2024

Minutes of a virtual meeting held at 10.00am on Wednesday 22nd May 2024

Present:

Voting Members

John Matthews	NHSGG&C Board Member (Chair)
Cllr Elaine McDougall	Councillor, Glasgow City Council
Anne Marie Monaghan	NHSGG&C Board Member
Cllr Lana Reid-McConnell	Councillor, Glasgow City Council

Non-Voting Members

Gary Dover	Assistant Chief Officer, Primary Care and Early Intervention
John Ferguson MBE	Health Service User Representative

In Attendance

Craig Cowan	Business Development Manager
Gillian Currie	Independent Sector Advisor
Tony Devine	North East Community Engagement Development Officer
Morag Donnelly	BSL Interpreter for Paul Hull
Kelda Gaffney	Assistant Chief Officer, Adult Services
Michael Gillespie	Principal Officer, Older People Planning & Transformation Team
Afton Hill	Lead for Equalities and Fairer Scotland
Paul Hull	Health Improvement Specialist for the Deaf Community
Stephen Leighton	Operations Manager for Day Services
Claire MacLachlan	Governance Support Officer (minutes)
Lynn MacPherson	Head of Learning Disability Services

Apologies:

Sheena Arthur	Third Sector Advisor
Fred Beckett	Carers Representative
Allison Eccles	Head of Business Development
Katrina MacFarlane	North West Community Engagement Development Officer
Francis Shennan	NHSGG&C Board Member

Actions

1. Declarations of Interest

There were no declarations of interest.

2. Apologies

Apologies for absence were noted as above.

3. Minutes

The minutes of the meeting held on 21st February 2024 were approved as an accurate record.

4. Matters Arising

There were no matters arising.

5. Rolling Action List

Craig Cowan presented the rolling action list (RAL) and provided the following update:

Action Ref No. 24 – Engagement and Consultation: Technology Enabled Care and Support (TECS) – Further discussion on risks and social work practice, as well as Maximising Independence, and respond to the concerns raised relating to ongoing engagement with service users on the use of TECS and the general approach to supporting people to remain living independently in their communities. Officers advised that an Engagement Update on TECS will be covered on today's agenda.

6. Engagement with Deaf British Sign Language (BSL) Users

Paul Hull presented a report providing an overview of the role of the Health Improvement Specialist for the Deaf Community and engagement with the Deaf Community.

The Health Improvement Specialist highlighted that the Deaf Community, particularly BSL users, often face significant barriers when accessing healthcare due to communication issues with medical professionals. BSL, being a visual and manual language, is the preferred mode of communication for many deaf individuals, contrasting with English, which is verbal and auditory. The Health Improvement Specialist engages directly with the Deaf Community to gather evidence of the barriers they face. This evidence serves as a foundation for advocating for necessary changes and improvements within the healthcare system to better accommodate the needs of deaf individuals.

Members questioned if individuals themselves can book a BSL interpreter for their appointments instead of being dependent on staff booking them. The Health Improvement Specialist advised that NHS GG&C and Glasgow City Council are the providers and therefore the responsibility lies with them to book interpreters for their patients / service users. The Video Release (VR) interpreting app is also available for BSL users which can be used if a BSL interpreter hasn't been booked, the app provides access to online interpreters.

Officers advised that as part of the BSL Action Plan, it is critical to raise awareness for staff. There is still a gap in relation to staffs understanding of how to book an interpreter, and there is a commitment from Officers to issue regular communications to all staff to provide information in relation to BSL, interpreters and the VR app ensuing that this information reaches a wider audience.

The IJB Public Engagement Committee:

- a) **Noted the consultation and engagement activity undertaken by the Health Improvement specialist for the Deaf Community;**
- b) **Noted that Glasgow City HSCP has worked in partnership with NHS GG&C and Glasgow City Council to develop a BSL action plan in line with the BSL (Scotland) Act, following the directive of the Scottish Government; and**

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- c) **Noted that Glasgow City HSCP will produce an annual report for the HSCP Equalities Group, highlighting progress towards delivering the BSL action plan and any areas for improvement.**

7. Safer Drug Consumption Facility – Update on Engagement

Kelda Gaffney delivered a presentation updating on the Safer Drug Consumption Facility (SDCF) engagement. The presentation is available on the HSCP [website](#).

Members questioned if drug checking would put individuals off using the facility. Officers advised that it is the individual's choice for their drugs to be checked. Individuals will not be told not to use, but advice will be provided in relation to the possible mix of drugs they would be using and advice on dosage levels. Drug checking is a harm reduction measure and lets staff know when there could be a potential overdose.

Officers highlighted that the SDCF frequently asked questions are regularly updated on the HSCP [website](#).

Members thanked all those involved in the SDCF for the tremendous work that's ongoing.

Officers advised that there will be open days arranged for the facility and Members are welcome to visit.

The IJB Public Engagement Committee:

- a) **Noted the contents of the presentation.**

8. Technology Enabled Care and Support (TECS): Engagement Update

Lynn MacPherson presented a report updating on the engagement activity undertaken by Glasgow City HSCP in relation to the work to develop and increase the use of TECS across the City. This report also informs Members of the current status of the 'test of change' TECS programme, set in the context of GCHSCP's wider, ongoing work to embed assisted technology supports.

Officers advised that the roll-out of the TECS programme in North West was primarily on existing day support provision, funded through a self-directed support package, and to look at ways in which TECS could enhance existing day support arrangements for individuals. However, due to the scale of the financial challenges currently facing Glasgow City HSCP, it has been necessary to pause the intended roll-out. The ability to re-start in North West will be revisited in 2025/26. In the meantime, the HSCPs approach will be to progress consideration of TECS incrementally through individual assessments.

Whilst the journey to introduce TECS as part of this programme of work currently has limited reach, it remains the ambition to continue developing the services as finance and capacity permit. In comparison with other HSCP assisted technology solutions, the TECS journey is still at a relatively early stage of development.

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There was a discussion in relation to the use of mainstream technology, such as smart phones and Alexa. Members suggested when going forward with this programme, to help bring individuals and families on board with TECS, this type of technology should be used.

Members confirmed that they are now satisfied that this update can now close Action Ref No. 24 on the rolling action list.

The IJB Public Engagement Committee:

a) Noted the contents of the report.

9. Modernisation of Day Services for Adults with a Learning Disability

Lynn MacPherson and Stephen Leighton presented a report informing of engagement activities being undertaken in connection with a programme of work underway to review how best we can improve and modernise day services for adults with a learning disability.

Officers advised that families and carers expressed a preference to be kept informed of progress through regular newsletters and through meetings at the day centres with staff. Action is being taken to do so, including the potential for meetings to be held online where this may better suit some families and carers. The modernisation group will oversee communication and engagement activities to ensure they are inclusive and in line with the principles of GCHSCP's Participation and Engagement Strategy.

Much of the initial engagement has sought views on the prospect of new build accommodation. This preparatory scoping work will continue in readiness should capital funding become available at a future point. However, moving forward, the engagement will focus more on exploring the short-to-medium term areas for improvement.

The IJB Public Engagement Committee:

a) Noted the contents of the report.

10. Consultation and Engagement Log

Craig Cowan presented the Consultation and Engagement Log.

The IJB Public Engagement Committee:

a) Noted the contents of the log.

11. Next Meeting

The next meeting will be held at 10.00am on Wednesday 21st August 2024.

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This was John Matthews, Anne Marie Monaghan and Francis Shennan's last meeting and Members and Officers thanked them for their contributions and wished them well for the future.