

Maximising Independence

December 2024
Issue 5

Welcome to issue five of our maximising independence (MI) newsletter. We aim to bring you a regular update on the main news and developments, and keep you up to date with how you can get involved with initiatives in your own area. If you have any questions or suggestions about what you'd like to see in the newsletter, we'd love to hear from you. Please email [**marion.ballantyne@glasgow.gov.uk**](mailto:marion.ballantyne@glasgow.gov.uk)



What is MI?

Maximising independence 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 can, making choices about the things that matter to you, 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 will talk, listen and collaborate to build a sustainable way of supporting people, so that everyone can achieve their full potential for health, wellbeing and independence.

The maximising independence approach informs the way we design and deliver our services. It's at the core of everything we do, not a separate project.

What MI means to me

As a qualified Social Worker working in Glasgow for over 26 years, maximising independence shares the core values of Social Work: engaging, listening and communicating with the people we work with, recognising them as individuals and supporting them to live a full life within their community with a focus on their strengths, assets and abilities. It is essential that we view people as experts on their own lives.

Maximising independence as an approach will support people to remain living at home as independently as possible and with the right support at the right time. We will only achieve this by working together with communities, the third sector and the citizens of Glasgow.

Personally, I have been leading in supporting a review of the way social workers move away from a deficit model of assessment to a more trauma informed, asset and strength based model, ensuring that carers are front and centre of this work, recognising the crucial role that they provide in supporting people to live in the community.

Technology enabled care will play a vital role as a way of enhancing the opportunity to support the citizens of Glasgow City to be connected while living independently for as long as possible. Advances in technology will continue to support the ethos of maximising independence in supporting individuals to self-manage their lives.



Jacqui McGoldrick,
Head of Older
People & Primary
Care Services (North
East)



The MI approach in practice

Wellbeing for Longer Fund making a difference in Glasgow

Over 2,500 people across the city have benefited from the **Wellbeing for Longer in Glasgow Fund** during the past year. The Fund, which is managed by Impact Funding Partners (IFP) on behalf of the Glasgow City Health and Social Care Partnership (GCHSCP), supported people of all ages to take part in everything from cooking to cycling, creative writing, cyber security and musical activities.

Nineteen organisations were funded during the year, and what they all have in common is that they contribute to tackling social isolation, strengthening communities, supporting vulnerable people, and enhancing the overall wellbeing of Glasgow residents across the city.

Fiona Moss, Head of Health Improvement and Equalities for the HSCP explained, "The activities have fostered strong community ties and provided safe spaces to connect with others. Targeted support was provided to vulnerable populations, including those with health conditions, women experiencing violence, and isolated people, through peer support groups, holistic therapies, and essential services. Overall, there is an emphasis on building resilience, with participants becoming more aware of their mental health, enabling them to self-manage or seek support when needed."

Creative initiatives, including music, drama, and writing groups have increased communities' cultural engagement and offered the opportunity to discuss social issues. Health and wellbeing programmes including fitness classes and mental health support, contributed to participants' overall wellbeing. Organisations also expanded their impact through building partnerships and using digital platforms to keep engagement going and share information in a sustainable way.





Some of the comments from participants show just what a difference taking part in the projects has made:

Good Morning Project



It's so good to have an impartial sounding board. All have become friends and do care about what I'm up to. Makes me feel I'm still part of this world and not just another old biddy.

Glasgow Association of Mental Health

I have gone from being a lady that lived in my jammies, lonely and depressed to a glamorous granny that's living her best life!

For more information about the Fund visit the [Wellbeing for Longer in Glasgow Fund](#). You can read how it's making a difference to people like [Susan](#) who was diagnosed with dementia and found it difficult to find social activities she could enjoy with her husband Eddie. That was before they found the Memory Spinners programme run by Scottish Opera which uses music and performing arts to help reduce social isolation for those living with dementia.





Project news

Several MI projects and activities are underway. Some are being delivered directly by the MI Team, and others are being delivered elsewhere across the health and social care network in Glasgow, with advice and support on building in the MI approach. You can find out more about the range of **MI projects** and read more about some current projects below. One of the most significant things about the projects at this stage, is that they are coming together and complementing each other, and the maximising independence approach is becoming evident in our 'business as usual' activities.

So, for example, we can see how the way we approach the people we support is changing – looking at their strengths as well as the areas they're less strong in, considering how previous trauma may be a barrier to how people access health and social care, and routinely looking at innovative technical solutions and building on local community organisations' areas of expertise to support more people to live independently.

1

Make it Local Hubs - falls and frailty event

The Maximising Independence Community Hubs team got involved with Falls Prevention Week recently at Woodside Day Care Centre. Around 40 people came along to the very popular event, where the HSCP's Falls Prevention and Rehabilitation teams shared a slide show about home safety, demonstrated the correct way to use equipment such as walking aids and held a chair exercise class.

The event promoted and encouraged networking between local organisations, local people and HSCP staff involved in falls prevention and daycare. On a practical level it also provided advice and support on preventing and coping with falls and frailty. Feedback from the event is being used to explore opportunities to develop partnership working and potential further events within the frailty theme.

As well as the networking activity, attendees from day care and local community organisations visited a range of stalls to chat to people and pick up information. Among the stalls offering advice were Strathclyde Fire and Rescue, Glasgow Carers Partnership, The Plugged in Service- Maryhill Central Halls, Glasgow HSCP Rehabilitation Service, Glasgow HSCP Falls Prevention team and Glasgow HSCP Telecare Service.

The majority of those attending wanted to find out information for themselves about how to prevent falls and what to do if you do fall. Many people who attended said they found the information at the event useful for themselves and would share it with friends and family members.

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Some of the most useful things that people felt they learned included simple seated exercises, the importance of exercise, how to prevent a fall, what to do if you fall, the importance of keeping warm, exercises to help strengthen the shoulders, learning how to get back up if you fall and the importance of taking your time if you fall or help someone up from a fall, the importance of exercising several times a week and wearing shoes with a good sole.

Chris Furse who is leading on the Hubs project for the HSCP commented, "The feedback from the event was very positive and the combination of advice and information from local projects and HSCP staff and the specialist input from the Rehab and Falls Prevention Teams worked very well. We are going to use the learning from the event to influence how we develop future activity within the Community Hubs programme of work including further events that bring together Community projects, local residents and HSCP staff."

For more information on the Maximising Independence Community Hubs project, contact chris.furse@glasgow.gov.uk

For information about falls and frailty, please contact:
Glasgowcityhscpfallsgroup@ggc.scot.nhs.uk





2

Strengths Based Practice training gets underway

The pilot phase of our Strengths Based Practice (SBP) staff Training Programme is now underway and early feedback has been positive. The pilot phase started in September and will run until June 2025. The training was very well received, and we are listening to feedback from the initial groups who took part so we can effectively develop the next training phases.

The pilot phase includes staff from across a range of care groups and roles and the training is being developed and delivered in partnership with The Thistle Foundation. We have built in the opportunity for reflection and development after each group or 'cohort' goes through the training, to understand its impact and ensure people feel confident in practicing the SBP approach in their roles, before rolling the training out more widely across the HSCP.

The key things learned from the pilot phase are:

- We need to continue to work closely with colleagues developing the Support Needs Assessment (SNA) process and forms to make sure the SNA is completely aligned with the Strengths Based Approach.
- The language we use can currently still be 'deficit-based' meaning that we are only talking about what people can't do when we're assessing their care needs, rather than looking at what their strengths are as well.
- Taking a Strengths Based Approach doesn't mean that we're trying to make a negative situation positive, or ignoring the challenges and difficulties people face. It means that we look at all their abilities, assets and supports that they have around them, and we think about how these can help make their situation as positive as it can possibly be.
- We know that where people can describe what matters to them and are able to develop goals and achieve objectives that they build personal capacity to remain independent and a greater sense of purpose.

Alison Noonan, Head of Maximising Independence and Transformation for the HSCP, said, "We're committed to recognising the strengths and resources of the people we support as well as the areas they need help with so that everyone can achieve their potential for health, wellbeing and independence.

The benefits of taking a strengths based approach include supporting people to be more empowered and resilient, and in ways that are more personal to them and sustainable in their day to day lives. For example, we will support

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them to set and work towards goals that matter to them and reduce the stigma and labelling that traditional deficit-based practice can often create.

Many of our services are already working in this way, and we have learned from this experience. Now, we are introducing SBP training across all services so we can ensure there is a consistent approach across all core services. The SBP approach complements the Trauma Informed Approach, helping us to support people in compassionate and constructive ways, all with the aim of maximising their independence."

The kind of training staff receive will vary depending on their role, either in-person practitioner sessions, briefings or online e-learning modules. Phase 2 training is planned to start in August 2025 following reflective sessions.

For more information on Strengths Based Training and the training programme, contact Alison.Noonan@nhs.scot



3

Helpful Hints for Home Technology goes on the road

The Helpful Hints for Home Technology team has taken their show on the road, supporting people across the city to use everyday technology to help stay safe and connected in their everyday lives.

Karen McKenna, one of the Local Area Coordinators who demonstrates everything from doorbell cameras to voice based assistants such as Alexa says that many people find they already have useful technology at home but aren't using it to its full capacity.

"We've been showing people how using a voice assistant can help them to make a call to a loved one or care provider if they need support when they don't have a phone or alarm to hand, she explains. "And finding out how to 'drop in' on friends and family from your own home can be a lovely way of keeping in touch and seeing familiar faces even when you can't get out and about as much as you used to.

Some of the most popular items at this time of year are simple and inexpensive, but can make a big difference to how safe and secure people feel living independently at home, such as motion activated lights, which activate when you get out of bed or move through the house at night."

The team recently took part in the open day at Woodside Day Care centre as part of falls prevention week, as well as in community spaces including Byres Community Hub, lunch clubs and day centres. They have further sessions planned until Christmas.

For more information on Helpful Hints for Home Technology, contact Michael Gillespie, Principal Officer, Older People (and South Locality) Planning and Transformation Team michael.gillespie@glasgow.gov.uk or visit Helpful Hints for Home Technology. They have further sessions planned until Christmas, and dates will be published soon for 2025.



4

Changing the Support Needs Assessment

A project is well underway to revise the HSCP Support Needs Assessment (SNA) tool, so that it's more strengths based. The aim is for the assessment process and forms to reflect strength-based assessment and Self Directed Support (SDS) Standards.

An advisory group of senior managers, and a reference group of frontline team leaders and social workers have been set up, and the SNA has been widely shared among staff for comment to inform how it is developed. The prototype will also be shared with external stakeholders.

We want theory and training to inform practice, and practice to inform the tools we use to support that good practice in relation to assessments. So, although it's still in development, the prototype SNA is already being shared through the strengths based practice training so that the tools and the practice are consistent.

For more information on the SNA review contact project leads, Nonie Calder, Team Leader Circles of Support, nonie.calder@glasgow.gov.uk or Lorraine Fields, Team Leader, Self-directed Support lorraine.fields@glasgow.gov.uk





News

Live Well expands across the city

The Live Well Community Referral service, established to help combat health inequality in Glasgow, has delivered such strong, early indicators of success that it has secured funding to expand citywide. The innovative pilot programme, which is managed by Glasgow Life, has received £1 million from Glasgow City Council to create provision across the whole city, over the next three years.

Live Well, which was trialled in the north-east of the city, has shown that by working with local communities it is possible to remove barriers and help people access a variety of activities and services, which can improve their physical and mental wellbeing.

Live Well will initially focus on ten priority areas in the city, those with the highest levels of health inequality.

Over the coming year the team at Glasgow Life will build on those areas that participated in the initial programme – Calton in the east of the city – to deliver a life-changing service in Denniston, Drumchapel and Anniesland, Garscadden and Scotstounhill, Milton and Possil, Springburn and Roystonhill, Govan, Greater Pollok including Nitshill, Govanhill and the Gorbals, and Castlemilk and surrounding areas. In addition, the team will work with some GP Practices in Easterhouse.

Bailie Annette Christie, Chair of Glasgow Life, said: “The success of the Live Well Community Referral pilot speaks volumes and merits the huge investment Glasgow City Council is making in this incredible programme. Live Well is a key part of Glasgow Life’s vision to improve the mental and physical wellbeing of local communities across the city. Our ambition for this expansion is to see the programme grow from a small trial of this new approach to a citywide offer. One that will be able to support up to 2,500 participants every year, to engage with cultural and physical activities and enjoy the many wellbeing benefits that brings.”





Glasgow Life has recruited additional Live Well advisors who have joined the existing team. Advisors will work with people to address their needs in a holistic way, by supporting individuals to co-create a wellbeing plan focussed on achieving the goals that are most important to them and by supporting people to take greater control of their own health and wellbeing. The ambition is to expand Live Well to become a sustainable and mainstream, citywide initiative, which could support around 2,500 people each year. Resource will be focused within communities with the greatest levels of deprivation.

People can self-refer, with other referrals into the programme coming from a range of partner agencies, including Community Link workers within GP practices, Glasgow Helps and Police Scotland. Live Well will work closely with voluntary organisations in each community to encourage more referrals into Glasgow Life programmes and activities, and they will support participants to enable them to engage with activities based within their own community. The team will also continue to work with the city's Health and Social Care Partnership to offer specific family wellbeing support to several GP practices identified across Glasgow. The main reasons for referral throughout the pilot phase were to increase physical activity; connect with the community; and improve low mood.

Participants are linked with a Live Well adviser who works with them to find local activities they're interested in, and even attend with them if they feel their first visit could be a bit daunting. This includes walking groups, sports and fitness sessions, family activities, learning and skills classes, volunteering opportunities, arts and creative workshops, and museum visits.

Last year an independent evaluation of the pilot programme found 100% of participants felt their general happiness had improved. 98% of people questioned said they were supported to identify individual wellbeing goals, with 75% going on to achieve them. Almost every participant agreed that taking part in activities had helped them to feel less lonely and be more physically active. Crucially 96% agreed they would not have taken part without Live Well support.

Throughout the planned phased three-year expansion, ongoing evaluation will allow the Live Well team to refine the model, whilst gaining important insights into the impact the programme has on participants. Conducted by an external organisation the evaluation will also seek to establish the social return on investment for local communities and stakeholder organisations, such as the NHS and Police Scotland. By spring 2027 the programme will be embedded across the city.

Andrew Olney, Director of Libraries, Sport and Communities at Glasgow Life, added: "Everyone involved in Live Well is delighted it will be extended across Glasgow, and that anyone in any part of the city will be able to access the programme and the many benefits it offers. Our advisors are based in local communities. We know that changing outcomes for communities is only ever possible when you work with the citizens of that community placing them at the very heart of leading that change. People are the experts in what their daily challenges are, and by shifting the relationship to allow an individual to take charge of their life and what they want to do, we have seen real success. The Live Well team is hugely excited to be expanding across the entire city."

For more information visit [Live Well Community Referral](#)



New Wintering Well guide available

For many people, winter can be a particularly difficult time, Wintering Well is a set of resources designed to help people who are usually depressed, suffer low mood or identify as having Seasonal Affective Disorder (SAD) symptoms in autumn and winter seasons. The resources have been developed by the University of Glasgow based on research from the Wintering Well SAD Programme.

As part of these resources the Wintering Together Toolkit has tips on how community groups and individuals can run walks, or small groups around the theme of winter light and helping people to notice new things about winter life, or to talk about winter depression. This is a positive psychological approach, and the resources are all adapted to suit communicating these tips to all participants, including pieces of art and visual prompts. The resources have been very well received by Community Link Workers who will use them through the winter months and participate in the evaluation with the research in the spring of next year.

For more information and a copy of the resources, visit [**Wintering Well**](#).

Reference: Bodden, S., Lorimer, H. And Parr, H. (2023). "Wintering Together: A Toolkit for Building your own Wintering Well Community." Digital toolkit. University of Glasgow.





Diary Dates

Dementia friendly concerts, various dates, Glasgow Royal Concert Hall.

World music, 60s and 70s classics and Gaelic and Scots music, in an accessible, relaxed and dementia friendly environment. Free but advance booking required. Details at [Glasgow Life Tickets](#)

NHS Greater Glasgow and Clyde 2022/23 Adult Health and Wellbeing Survey, North West Locality Key Findings

GCVS and the HSCP North West Health Improvement Team are hosting a session with partners to share the key findings from the 2022/23 Adult Health and Wellbeing Survey in North West Glasgow.

Health Improvement staff will provide an overview of the survey, key messages, and provide time for discussion / reflection. We will show comparisons with Glasgow City and trends over time. Similar sessions have been delivered previously in the North East and South, so this one will focus on North West.

The North West survey report is available [here](#). The Glasgow City survey report is available [here](#). The event will be online, on Teams on **Tuesday 28th January 10-11.30am**. Information is available on GCVS website. To register, visit [Glasgow Council for the Voluntary Sector](#)

