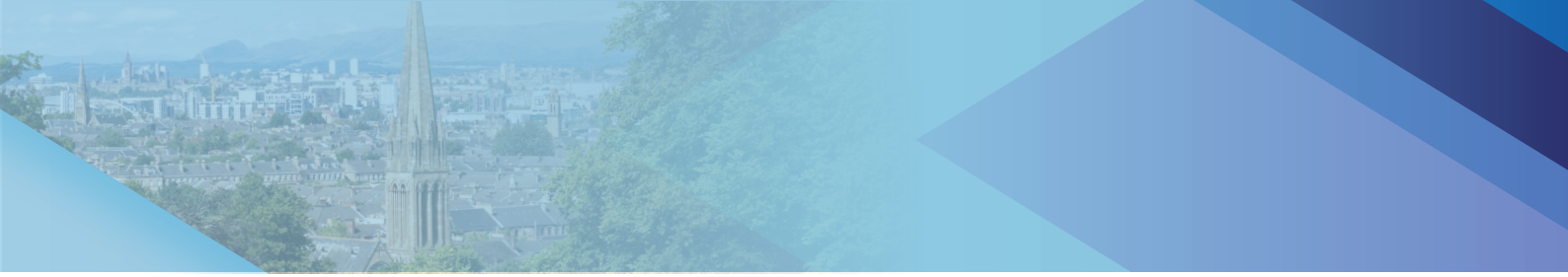


# Maximising Independence

June 2024  
Issue 4

## Welcome

Welcome to issue four 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. What MI means to me

## What Maximising Independence Means to Me

### **Karen Lockhart, Interim Chief Officer, Adult Services**

As a qualified Occupational Therapist who started my professional working career in Glasgow 30 years ago, I have seen many transformational changes to structures and services, however the promotion and delivery of the maximising independence programme is one that resonates most with my professional training and my personal vision for the citizens of Glasgow. Both my professional and personal values align with maximising independence.



Karen Lockhart  
Interim Chief Officer,  
Adult Services

The main goal of Occupational Therapy is to empower people to improve the skills needed to live life as independently as possible, regardless of physical, psychological and emotional challenges that have resulted from a significant event or health episode in their life.

The maximising independence model of service delivery means we can enable the HSCP integrated staff to support people who want to remain living at home in their own communities, while encouraging self-management and optimising on self-worth and independence.

As Glasgow City's population is changing and more people are living longer there is a challenge to meet demand in services within the city's finite resources. Maximising independence gives permission to explore what people can do for themselves without them becoming a 'patient' or 'service user' in what is a complex system. Often people have their own solutions to challenges they are experiencing and this model supports us to help promote that self-management.



## OT Adaptations

A household change has transformed the lives of a Glasgow family, enabling 15 year old Guy to take part fully in family life, and his family to feel able to care for Guy by themselves.

Glasgow City Health and Social Care Partnership (GCHSCP) Occupational Therapist Estelle Thomson worked closely with the Pentland family and Glasgow City Council's Neighbourhoods Regeneration and Sustainability (NRS) Grants team to support the family with changes they were making to their home so that Guy would no longer have to live in a limited number of rooms.

The family previously lived in a home that couldn't be adapted for Guy's needs as a full-time wheelchair user with complex care needs. Guy is assisted with personal care, feeding, showering, moving and handling (using a hoist), and postural support when in bed and any wheeled chair. His circumstances mean that large pieces of equipment need to be stored at home. So the family moved to a bungalow that was more suitable to adaptations but needed extensive extending to enable Guy to have full access to both family rooms, and to a wet floor shower room, as well as suitable space to help or support his movement.

Guy's mum Denise explained, "We were unable to independently look after our son due to lack of space, accessibility, and the challenges this caused in both accessing the shower, and assisting Guy to be moved in and out of bed.

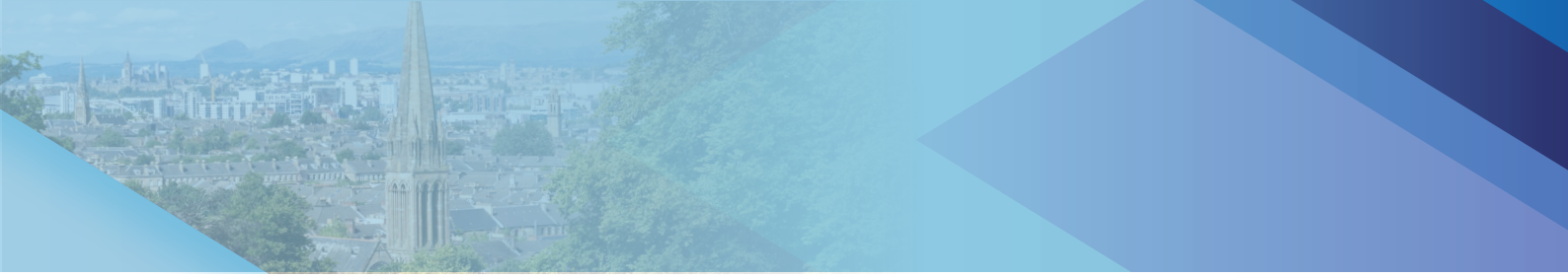
The house was restricting our ability to care for Guy, and the lack of space was also limiting Guy's ability to access family rooms. He was restricted to living in the bedroom and living room, without access to the kitchen, and was unable to suitably access the shower or toilet, which was too small."

This meant when Denise was cooking in the kitchen, Guy would be alone and often distressed.

The family provided an extension with additional living area and open plan kitchen, and the HSCP supported them to provide a wet floor shower as part of their works. The family chose their own contractor, in a new approach that gives people the choice of appointing their own builder as opposed to Assisted Living (City Building) who currently carry out the majority of grant aided adaptations on behalf of HSCP for home owners and private tenants.

The overall aim was to allow an affordable solution that enables Guy to be safely included in family rooms and family life, and also means the family can continue providing most of Guy's care independently, with only a minimal number of carers attending twice a week for after school care through to bed time, allowing family respite time.





Denise explains how the change has affected all their lives, "Guy loves baking, and can now join me in the kitchen when baking and be included in other kitchen activities as well as mealtimes. I can also prepare dinner without worrying about him in another room and he no longer gets upset being alone.

The relocated ramp has allowed the school bus to park in a safe area, and also access to the back garden and swing, rather than previously having to come through the front narrow door and onto a busy main road where parking is restricted.

Guy loves his en-suite shower room, he's not freezing cold going up and down the corridor, and has much more privacy."

Estelle explained the impact the change has made, "The en-suite and tracking hoist allows his mum to transfer Guy to and from the bedroom herself. Previously she couldn't have done that because of the size of the trolley and the difficulty manoeuvring it.

She's now able to manage tasks in the space available with the tracking hoist and height adjustable shower plinth in place, so there's no more need for such bulky equipment. The old bathroom has become a storage area for Guy's other equipment such as a standard, wheelchair, specialist nutritional feed packages, medication, and personal care aids.

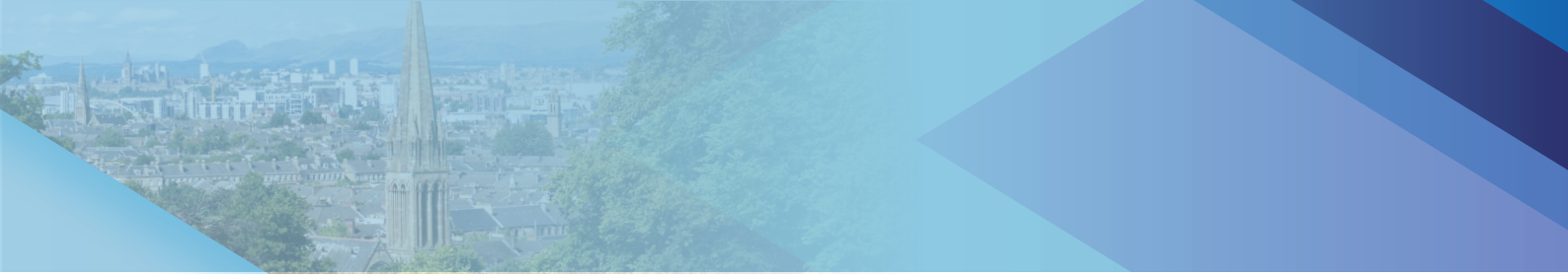
Longer term, the design of the new rooms allows space for overnight support if needed. We also feel Guy can live long term with his family if he so chooses, preventing additional care needs elsewhere."

Denise summed up the difference the work has made at home, "We feel much more like a normal family, rather than a family of a disabled child.

I feel the difference day to day for example, when my husband Scott had Covid, I was able to look after Guy myself, including all showering, getting in and out of bed and getting Guy ready for school. Previously I wouldn't have been able to do that, and would have needed to have asked for help.

We can have Guy in all areas of the home, and we can interact with him. This has been life changing."





## Greater Easterhouse Supporting Hands

Within five minutes of walking into GESH in Garthamlock you're in the middle of a conversation and there's a cup of tea in your hand. It's completely bustling, with the best tuck shop you've seen since your school days, people of all ages playing pool, animatedly discussing last night's football results, cooing over a visiting baby, catching up with friends and getting the lunch ready. It feels like instantly being at the heart of a community.

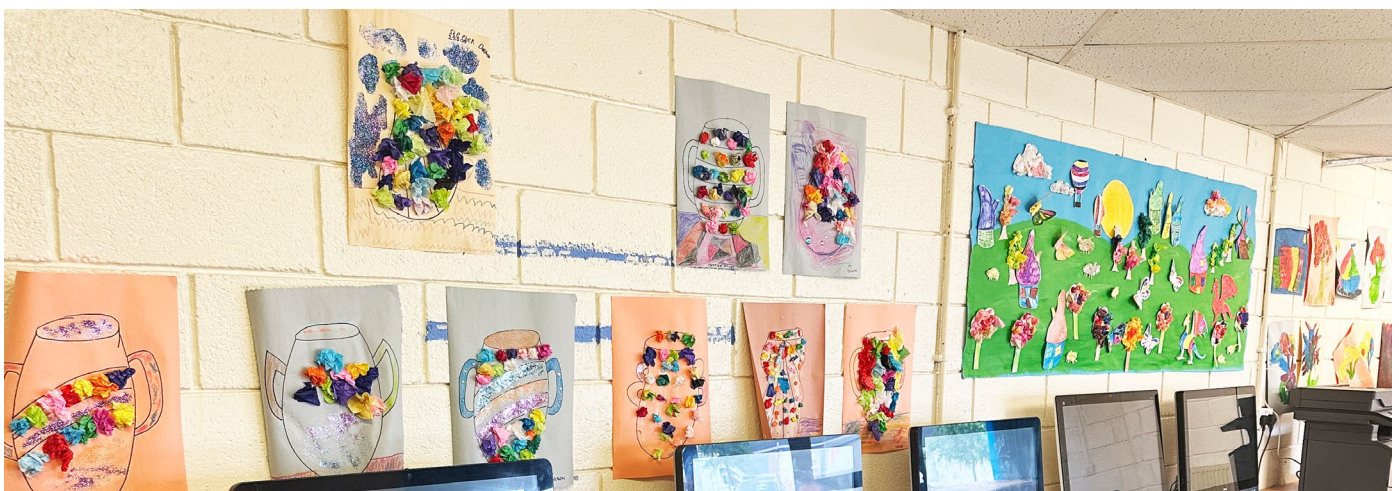
The welcoming atmosphere doesn't happen by accident. "Everybody gets treated like Royalty when they walk through the door," says the founder Maureen Ferrie. Maureen has been running the award winning voluntary organisation GESH - 'the GESH' or Greater Easterhouse Supporting Hands to give it its full title, for more than 40 years, when she and her late husband Michael took the building over to save it from demolition. There are now three staff and 15 volunteers supporting people seven days a week.

GESH offers a positive hub of community, friendship and care to over 600 members, particularly those with mental and physical disabilities. It's also used to provide training, social and recreational services for the wider community. People around the Greater Easterhouse and Garthamlock area use the centre on a weekly basis as a thriving social club and as an entertainment and activity venue.

It's probably quicker to list what doesn't happen here. The activity schedule covers everything from drama, games, arts and crafts clubs for people with disabilities to a stroke clinic, outings, bingo, carpet bowls and the famous Friday night disco for disabled members which regularly attracts around 150 people and has been running for 25 years. You can't help wondering how many of the people who've been married or held their wedding reception at the GESH's beautifully decorated function hall who also met at the disco.

It also provides a safe and welcoming environment for everyone "We wanted to provide a place where a young disabled person could go for a pint and a dance on a Friday night and feel safe, relaxed and welcome," says Maureen.

The function hall is very popular, with bookings for birthdays, weddings communions and more already lined up well in advance. "We're self-financing. Members pay an annual fee of £5, and there's a small donation for lunch and activities so the venue with its bar and DJ hire is a big part of our fund raising, explains Maureen. We've got bookings right up until Christmas."





Things chill out on a Sunday, when there's massage, acu-detox and other activities at the Recovery Café, where those living and recovering from addictions and their families and supporters can get together.

Families and carers are always welcome, and there's always space for them to meet up, and to give them and the people they care for much needed time on their own too. Carers organisations across the city use the GESH.

It's a busy place - Wednesday is the day for the vaccination clinic, there are monthly Community Council meeting nights, and local community partners are using the GESH to engage with the community around local building plans.

The GESH also supports people carrying out Community Service Payback orders, offers a foodbank with support from a local supermarket and Fare Share and there is a computer room using locally donated equipment, so that members can get support with CVs, form filling and getting online. All of this helps them flourish in their day to day lives outside the centre. As the cost of living crisis continues to challenge local families, the opportunity to have at least one hot meal a day at the GESH can be very welcome.

Stephen Taylor, the HSCP Local Area Co-ordinator who works closely with the GESH team says, "The GESH is an invaluable community resource for those living in the Garthamlock and Greater Easterhouse area. Multiple agencies worked in partnership to identify reconditioned computers, assist with grant applications for additional equipment, then set up and install it all in a dedicated IT suite. It is anticipated that the computers will be used by specific groups, such as adults with additional support needs, older adults, children and job seekers, as well as by all members of the local community looking to develop their own skills; some of whom are not able to afford their own computer."

Of all the varied opportunities and activities that GESH offers, and for all the various groups of people it offers a helping hand to, the common factors of reducing loneliness and isolation and offering a sense of purpose within a safe environment are what unites everyone here. No matter what mood you're in when you walk through that door, you leave with a huge smile on your face, and if you're lucky, a treat from the tuck shop and a diary date for the bingo.





## Empower Women for Change Event

The Gallery of Modern Art was the venue for a very special exhibition recently. Over 50 members and workers of Empower Women for Change (EWfC), shared not only their wonderful art but to launch the findings of their **Reaching Milestones** report with partners and stakeholders.

The artwork was the result of the Reaching Milestones project - eight diverse art workshops encouraging creative expression and dialogue on health and wellbeing. Taking part in the workshops, which included Mandala art, acrylics on wood, stencilling, felt brooches, acrylic painting on wooden circles, and glass painting, enabled participants to express themselves and facilitated meaningful discussions. The workshops were inclusive, bringing together people of various ages, nationalities, and geographic backgrounds, enriching the exchange of perspectives and experiences.

The research conducted by the project resulted in the Reaching Milestones Report. Asma Abdalla, Chief Executive of EWfC said "The report makes a valuable contribution to the ongoing development of the maximising independence and Asset-Based Practice approaches. This practice aims to transform how the Health and Social Care Partnership (HSCP) engages with communities to identify, nurture and mobilise their strengths and resources. The Reaching Milestones report introduces an innovative approach tailored for MI to engage with the community, fostering more inclusive and effective engagement in this specific context."

Empower Women for Change is a black and ethnic minority women-led community organisation, established in 2015 in response to the growing needs of the diverse women in Scotland. The group aims to nurture leadership skills and promote active citizenship among women around empowerment, equality, rights, and participation in civic, social, economic, and political aspects.

Feedback from the launch event was very positive and an action plan is being developed to take forward the report's recommendations, especially including how to continue the valuable engagement that's been established through the project to sustain and develop links with communities and organisations. Through our partnership with EWfC the MI team is developing a better understanding of how to create more opportunities to co-produce our research and service design.





## Local Area Co-ordinators (LAC) Support Volunteers at Global Event

Following on from the great success at previous large scale sporting events, including the UCI (Union Cycliste Internationale) and the World Cycling Championships in Glasgow, the Local Area Co-ordination Team again supported a group of adults with learning disabilities to volunteer at the World Indoor Athletics Championships Glasgow 2024.

Working as part of the Spectator Experience Team at the Emirates Arena, the group provided a warm and cheerful welcome to spectators from all over the world. They excelled in their role ensuring the excitement was cranked up and that everyone had smiles on their faces on arrival at the venue, and assisted with many selfies over the three days which spectators really appreciated.

Those of a certain age within the LAC Volunteer Team were delighted to meet a number of famous faces, none more so than Lord Coe who was a great sporting hero to many back in the day.

Raymond Traynor LAC Manager explained "As always this was a wonderful experience for us all and we had great fun while enjoying all the physical and mental wellbeing benefits associated with the volunteer experience.

We all felt very special taking part in such an iconic event for our city. We are all very proud of what we have achieved and look forward to future volunteering opportunities like those which will be part of next year's Glasgow' 850th birthday as we celebrate the city being awarded its City Borough Charter status."







great for you  
great for everyone

## Volunteering - Great for You. Great for Everyone.

If you've been inspired by hearing about the LAC volunteering adventures, David Maxwell, Chief Executive of Volunteer Glasgow tells us how to get involved...

"The positive power of volunteering to transform our lives for the better has never been more important. We can all benefit from the feel-good factor of taking action and helping out, making connections and having fun. The health and wellbeing benefits of volunteering opportunities to us as volunteers are beyond doubt.

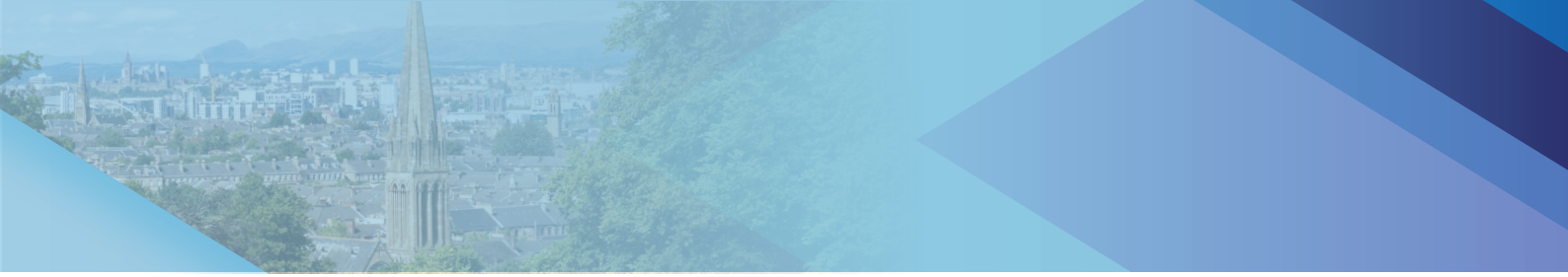
And the city can deliver much more with the support of people helping out and taking action for communities and for the people who benefit from services and activities in virtually every area of life across Glasgow. You will be genuinely surprised by the wealth of different things you can do."

Volunteer Glasgow continues to work to make it easier for people to volunteer:

- You can search and find opportunities at: [opportunities.volunteerglasgow.org](https://opportunities.volunteerglasgow.org)
- You can #LendAHand this summer with the [Big Help Out](#)
- If you work for the HSCP or for a partner organisation, you can find out more about how to make best use of Volunteer Glasgow services to encourage and support people into volunteering at [volunteerglasgow.org/partners](https://volunteerglasgow.org/partners) where you can also subscribe to regular email news/latest opportunities.

As part of national Volunteers Week (3 -9 June), Volunteer Glasgow social media channels have been featuring a range of volunteering stories from across Glasgow to show everyone. Follow and share!





## Occupational Therapy Professional Networks

The benefits of Occupational Therapy can improve people's ability to do everyday tasks if they're having difficulties, so it's a very important part of the maximising independence approach.

The creation of an Occupational Therapy (OT) Professional Network across our HSCP's OT Care Groups e.g. Rehabilitations, Mental Health, Local Authority, Learning Disabilities, and Specialist Children Services has been a staff priority for some time.

Over 120 Occupational Therapists attended the first online and in-person network sessions last year, which were hosted by a range of OT Care Groups Leads and facilitators, with representation from frontline practitioners and current students within all care groups. The OTs introduced their services, discussed effective joint working, and were given options to note any issues across their service that needed ongoing discussion outwith the network session.

In response to feedback from the sessions, in-person events have now been established in each locality. These will enable development and improvement of integration, working relationships, communication and awareness of other Occupational Therapy Care groups and roles across the HSCP.

Spring and Summer events have already taken place and a fuller annual citywide event will be planned for early November to reflect, celebrate and integrate OT services across the city. Watch this space for more information, communications will be sent out through the usual HSCP channels.



## MI Project Update

### 1

#### Community Hubs

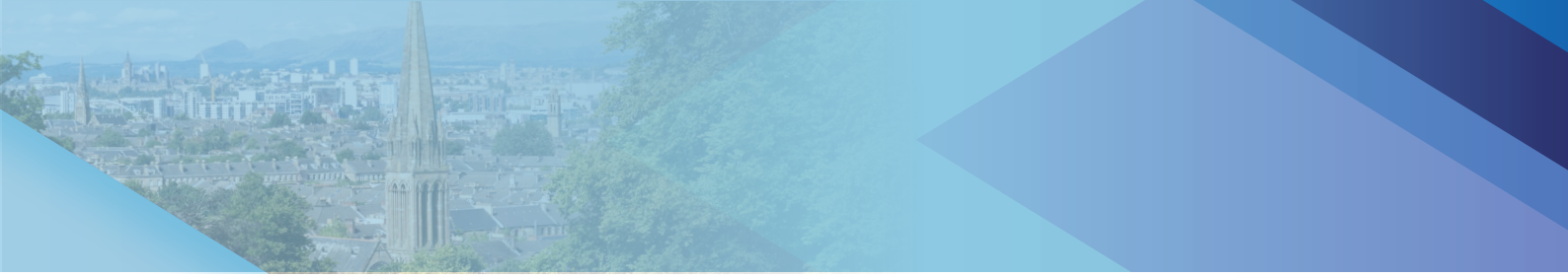
Around 25 community-based projects came together recently for the initial information event on MI's community hubs programme. The event brought together representatives from community and third sector organisations, Glasgow Life and the HSCP to discuss options and opportunities for developing the concept of community health and wellbeing networks across the city.

Our ambition is to work in partnership to develop community health and wellbeing models as a 'test of change'. These community hubs will be linked to existing health and care centres providing places where people can get access to a range of local health and wellbeing resources and meet others. The overall aim is to support people early to prevent more serious health conditions later on.

We plan to work with community organisations who are already providing valuable local services and who are keen to share ideas, cultivate relationships and explore opportunities to develop their services in partnership with other organisations across the city. The partnership approach recognises that experience of providing services within communities, and by those owned and delivered by community resources, can often be more effective in meeting the needs of the population than traditional health and social care services.

A number of gaps and opportunities were identified at the information event as potential services that the hubs could offer. We'll be developing these over the coming months, aiming to take a co-production approach by working in partnership with organisations. As an example, themes included:

- getting information about what's available in your community
- sharing resources and information with others in the community
- accessing welfare and benefits information
- addressing food poverty, nutrition and wellbeing
- using technology at home to help health and wellbeing
- managing long term health conditions and frailty
- combatting social isolation and loneliness
- addressing issues at an early stage instead of responding to crises
- accessing respite and carer support



- opportunities to improve mental health, wellbeing and recovery
- access to transport to engage with community led resources

A steering group has been set up to take the Community Hubs work forward and an engagement and communications plan has been developed to inform the work.

If you'd like more information about the Community Hubs project, please email: [chris.furse@glasgow.gov.uk](mailto:chris.furse@glasgow.gov.uk)



## 2

### Home Technology Roadshow

Our Helpful Hints With Home Technology drop-in sessions are going on the road! The project team have been invited by community organisations to add sessions in a variety of venues to their original series of library drop-ins.

The team are helping people learn how to use technology as part of their support to live independently at home. Over the past few months, there have been drop-ins at libraries, community centres, clubs and health settings, and feedback has been positive.

The drop ins are available for anyone who would like free, friendly face-to-face help and advice with everyday home technology for themselves or a family member.

Some of the most popular topics include how to get onto the internet to stay in touch with friends and family; make appointments; use smart phones, tablets and speakers, smart plugs and bulbs; pay bills or join in with things that interest you. The team has also helped with questions and support around doorbell cameras and technology devices that help people stay safe while living independently at home.

Partners in the pilot are **Glasgow City HSCP, Alzheimer's Scotland, Abilitynet** and **Glasgow Life**

If you'd like more information about the Helpful Hints with Home Technology project, please email [helpfulhints@glasgow.gov.uk](mailto:helpfulhints@glasgow.gov.uk)

Details of the dates / times of the drop in [sessions](#)



# 3

## Circles of Support

Circles of Support is a new approach to encourage the people we support, their families and those who work with them to think about the importance of support networks. We aim to empower the people we support, and those close to them, to make decisions about how best to support them at home and in the community.

Circles of support is a way of making decisions, led by the person who needs support, and the people closest to them, rather than being led by the organisation providing care. It recognises people's strengths, skills and abilities, as well as their challenges, and it doesn't just look at the person in isolation but recognises any support they have from people currently involved in their life.

The project team is currently meeting with a range of colleagues and partners to scope out how the new approach can be piloted with up to 100 people and their families over a 12 month period.

Meetings are also taking place with carers centres to make sure carers' support is built into the ways of working, and awareness and training sessions for all staff involved in Circles of Support will be planned. Leaflets to promote awareness of the service are being designed, and information and resources will be available on **[Your Support Your Way Glasgow](#)**

For more information about Circles of Support, please email: **[nonie.calder@glasgow.gov.uk](mailto:nonie.calder@glasgow.gov.uk)**





## Diary Dates

### **Self Care Online Workshop**

Join GCVS and COPE Scotland for an online workshop on Wednesday 19 June 10am – 11am. This is the second in the series where we will focus on communication and tools that can be used to improve team wellbeing and reduce the impact of time pressures. Please [register online](#) to access the zoom link.

### **Aldi Scottish Sport Fund: Glasgow and Central West Scotland**

Grants up to £2,500 are available for community sports clubs to enable people of all ages to take part in sports and physical activity within their local community. Apply before Sunday 23 June at [aldi.co.uk/scottishsportfund](https://aldi.co.uk/scottishsportfund)

### **Foundation Scotland: Scottish Building Society grants**

Grants up to £5,000 are now available for community groups and voluntary organisations for a wide range of projects and events. Priority to support vulnerable people living with a disadvantage. Apply before Friday 12 July at [foundationscotland.org.uk](https://foundationscotland.org.uk)

You can keep up to date with diary dates and funding opportunities with the Glasgow Council for the Voluntary Sector Bulletin. Email [comms.team@gcvs.org.uk](mailto:comms.team@gcvs.org.uk) to sign up.



