

Maximising Independence

August 2023
Issue 1

Welcome

Welcome to the first newsletter about 'maximising independence' the name that's often used to describe the approach by the HSCP and its partners to enable people to live safely at home for as long as possible, with the right support in place.

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. This is an extended first edition to bring you all the news. 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 contact:

marion.ballantyne@glasgow.gov.uk



What is the ‘maximising independence’ approach and why are we doing it?

Our city’s population is changing. More people are living longer, and we want to support them, and those who care for them, to live independently at home for as long as possible.

However, against this positive background of more people living to reach old age, the long-term need for health and social care services is growing and budgets are challenging, so we need to look at how we invest most effectively in our citizens’ health and wellbeing.

Glasgow City Health and Social Care Partnership (HSCP) is working with its partners and communities to transform Glasgow into a city with a strong, sustainable and reliable health and social care infrastructure so that everyone can achieve their full potential for health, wellbeing and independence.

This approach isn’t new, it builds on key health and social care principles, focusing on early intervention and prevention in a kind and compassionate way. It means including people and communities right at the heart of decisions that affect them early on, and recognising their assets, needs and strengths, as well as the difficulties they may have experienced. You can read more about how we plan to do that [here](#).





What maximising independence means to me

Being able to live independently is very important to me. I like to get involved in a lot of activities in my community, and that keeps me active and connected to other people, as well as helping to tackle local issues. It's important to have community services available so that people can get support where and when they need it, helping them to stay healthy in their own home for as long as they can.

John Ferguson MBE, Glasgow resident and Integration Joint Board member

We're thinking about how to maximise independence for the people we support every day, so that they can apply the things they do with us here into their own lives when they get back home.

The team at Muirhead Road Day Care Centre

We urgently need to transform local services – investing more in the things that keep people well; taking a more flexible, user-centred approach; and designing and delivering services collaboratively. The maximising independence approach has a central role in building that new system.

Ian Bruce, Chief Executive, Glasgow Council for the Voluntary Sector (GCVS)

For me, this approach means the HSCP creating the conditions where people retain maximum control and responsibility over their own lives, and where health and care services come into their lives only where all better and less intrusive alternatives have been exhausted. And even then, only for as long as they are making a positive difference to a person's wellbeing.

My ambition for maximising independence is that it delivers better outcomes for our city's people and at the same time helps create a sustainable future for the health and care system in the city, including local community organisations. My contribution is to provide strategic direction and sponsorship for the programme of work, including the resources to deliver the programme.

Stephen Fitzpatrick, Assistant Chief Officer Older People's Services and South Locality Operations, Glasgow City Health and Social Care Partnership



Maximising independence in practice

A youth club for older people

As soon as you walk in the wide welcoming doors of Muirhead Road Day Care Centre in Baillieston, you realise it's not what you're expecting. The traditional notion of 'day care,' just doesn't seem to fit the place or the people there.

The huge light filled airy space feels like a welcoming café or relaxing lounge, with the day's papers, books and board games on hand, leading out into tranquil well-tended gardens with seating areas around lavender bushes and raised beds full of colour.

If anywhere embodies the approach of enabling people to increase their own capabilities and remain independent, it's here. The team are constantly looking for ways to keep the people they support physically and mentally agile, building and maintaining skills they can take home.

"People often think it's just a lunch club, but it's so much more" says Manager, Rose McLeish. "It builds confidences and life skills, reduces loneliness and social isolation. We offer a programme of exercise and activities here called CAPA (Care About Physical Activity), and because we get to know people well, we can spot any changes in their wellbeing early, and see if support is needed, even just short term to get them through a difficult time."

"It's more like a youth club for older people" says Day Care Worker Lorraine Thomson. "At a recent game of choosing your ideal dinner guests, Freddy Mercury was going to be a very busy man, the age profile here isn't what a lot of people expect."

All staff are fully trained in supporting people discreetly with personal care and medication needs, and work hard to make sure the mobility and other skills practiced at the centre can be applied and sustained back home.



L-R Fiona Keane, Lorraine Thomson, Rose McLeish, Sandra Coyle and Dawn Gillan



Just as importantly, they're skilled at bringing the best out in the people they support, being interested in their younger lives, jobs and interests "People's sense of self-worth and dignity is a priority" says Day Care Worker Fiona Keane. "People feel important here. We don't forget they're individuals." Having a good laugh is important too. One man told the team recently that he hadn't laughed like this in years.

The examples of how the team are maintaining people's independence and resilience are endless. Often, they hear from families that going along to the centre has made the difference between someone going into residential care and being able to stay supported at home.

And even for people who aren't at the stage of making that decision, the maximising independence benefits are clear. There's the woman who was a very reluctant visitor to begin with, but who's now first off the bus and marshalling others into the centre, reusing all the skills she used as a community volunteer in her younger days. Or the man who didn't get out of bed in the morning, who's now ready and waiting to be picked up, fully dressed, with his aftershave on!

One woman, who was supported to get to the supermarket for the first time in years, was so delighted to see they had lemon sole, an old favourite that she hadn't been able to get in so long, that she now proactively phones the supermarket and asks them to put some aside for her!

After help dealing with a boiler repair bill, one man now has the confidence to phone utilities providers to query and pay his bills himself. Another, who had lost a bit of his independence, having got into the habit of wearing what others thought would be easy for him to manage, visibly brightened at the prospect of a supported shopping trip to choose his own clothes, also offering the opportunity to refresh his practice of managing his money. He's now feeling more confident in his decision making.

So, how are they doing it? The team at the centre are always on the lookout for how they can support people to maintain their independence, although it's mostly done in very subtle ways. Day Care Worker Maureen Watt says "We're continually assessing, so that we can notice any differences, and so that we can keep encouraging people to maintain their abilities. For example, if we know someone can transition from a wheelchair into a chair for lunch, we'll support them to do that, rather than just wheel the chair up to the table. And while we'll look after lunch money for our clients who don't have capacity to do so, we encourage those who do to manage their own money each week."

Day Care Worker Dawn Gillan says "We work on the principle of 'if you don't use it you could lose it,' and we use everyday activities to incorporate physical exercise in ways that people can replicate once they go home. So, as well as the structured exercise sessions through our CAPA approach, we'll build exercise in throughout the day in ways that you hardly even notice. We set out lunch and teas at a table at the other end of the room, so people can get up out of their chair, and walk a wee bit to get there, and we'll ask those who're able to help clear their dishes afterwards, so they don't get out of the habit of doing these everyday things and maintain their





confidence they can do it at home. The ability to get up out of your chair is vital, because it affects so much else.”

What the team describe as ‘seeing the bigger picture’ throughout the daily activities, is a great example of the maximising independence approach in practice. So, it’s not just about helping someone to complete a task there and then, it’s enabling them to do it for themselves in a sustainable way, so they have the confidence to cope and thrive at home.

The team know that for some recently widowed people, or those whose partners have lost capacity, taking on new responsibilities and decision making for the first time can be daunting. So, they’ve helped with everyday situations like paying bills, shopping and going to the bank or the hairdressers where needed, and their approach is ‘Come on and I’ll do it with you at a pace that suits you’ rather than ‘I’ll do it for you.’

A lot of thought goes into coming up with stimulating activities in line with people’s interests, and always with an eye on building and maintaining mobility, social connections, health and wellbeing. So, gardening is an opportunity to get out into nature, chat with others, learn new skills or revive old ones for those who can no longer take care of their own garden, but it also gives the wider group a shared interest, seeing how the plants and produce will be coming on each week. And the home-grown potatoes and other produce leads to discussions about cooking and nutrition.

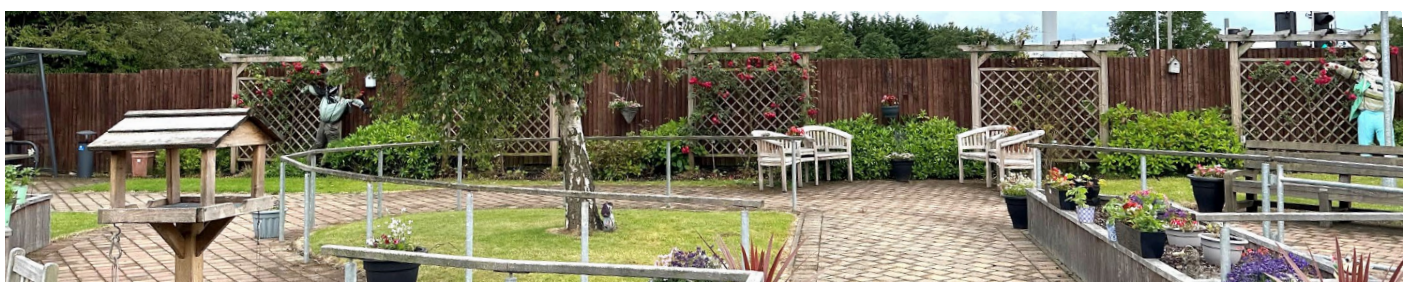
For those who want to, even if they’re not particularly tuneful, there’s singing, as well as Abba dancing - the centre’s most popular event of all - even for those in their chairs. There are also exercises, reminiscence chats and mindfulness. “And of course, we take any excuse to celebrate, says Rose, “Celebrations like Glasgow Fair, Christmas and Diwali give us the opportunity to share traditions from various cultures and mark the seasons and events on our welcome screens and seasonal tree, and we get involved in the big sporting events with themed activities and food.” It goes up a whole other level at birthdays with a high tea.

Outings around the local area are popular too, recently on a barge trip, and regularly to a church singing group, and the Lions Club at Parkhead, pubs and cafes.

The impact on families and carers is important to the team, who are keen to encourage family members to drop in any time, or keep up to date with activities at the centre’s social media pages. “Families tell us that they notice a difference after their loved one has been here,” says Day Care Worker Sandra Coyle, “They’ve got more to talk about, and they’re more engaged. And knowing that day care is there when a family member has to go to a medical appointment, or the like, can take the pressure off.”

As one family member said recently, “I don’t know what you do in there, but whatever it is, keep it up!”

For more information about day care centres in Glasgow, contact Janice Young: janice.young@sw.glasgow.gov.uk or Donnie McKinney: donnie.mckinney@glasgow.gov.uk





Living Well in Glasgow

One of the benefits of living in a vibrant city like Glasgow is having a wide variety of award winning sporting and cultural activities on your doorstep. But for many Glasgow citizens, there are multiple barriers to getting involved, from the daunting prospect of joining a new and unknown activity to financial and practical barriers to knowing what's on where, and being able to get there.

Now, a programme by Glasgow Life aimed at removing barriers and giving people a helping hand to access activities is showing early signs of making a remarkable difference.

The Live Well Community Referral (LWCR) programme is working to improve health equality and wellbeing in the Calton area, and has recently expanded into Shettleston.

100% of respondents in an interim independent survey of participants said that their confidence and general happiness had improved, and that they were more physically active and better connected to people in their community as a result of taking part. Crucially, 92% of people who took part in an activity agreed that they would not have taken part without the LWCR support.

A full range of free local activities are on offer including art and creative activities, social groups, museum activities, walking groups, exercise classes and sports, family activities, computer basics, learning and skills classes as well as volunteering opportunities.

72% of participants said that the support from the Live Well Health and Wellbeing Advisers was a key factor in finding out what was available to them, and 91% of survey respondents reported that they felt listened to, and that the information they received was relevant and useful.

Overall, 68% reported that they're now taking part in more community activities as a direct result of the support of the LWCR team.



Photo courtesy of Glasgow Life



So far, over 200 people have been referred to the programme, since it began in June 2022, either by health or community workers or through self-referral. Participants are linked with an adviser who can help them find local activities and programmes they may be interested in, and even go along with them if they feel the first visit could be a bit daunting.

The social aspect is often seen as being as important, or even more important than the activity itself, with lots of examples of people making new contacts and friends at the groups. 92% of survey respondents agreed that the activities had helped them to feel less lonely or alone. One participant summed up her experience as “I’ve met some wonderful people, had fun and improved my health.”

Another participant who took part in Live Well’s Singing for Fun sessions summed up what it meant for them, “It allows us to express that our voices matter. I love singing. I know how good it is for my health and my wellbeing. I’ve struggled to find my voice before now.”

The team of friendly wellbeing advisers are based locally and offer a range of support from simply letting people know about local activities they might enjoy or, if a little more support is needed, by:

- Listening to what matters most to the person and working with them to find activities they will enjoy
- Introducing them to activity and club leaders and helping to book a space and get more information if needed
- Accompanying participants to activities until they feel more confident
- Helping participants find the right people to speak to if they have any other issues affecting their wellbeing
- Having a cup of tea and a good chat!



Photo courtesy of Glasgow Life



Stephen Fitzpatrick, Assistant Chief Officer for Older People’s Services at Glasgow City Health and Social Care Partnership (HSCP) commented, “We are constantly looking at ways we can support people to maintain their independence, living safely in their own homes for as long as they’re able to. Live Well is a great example of this ‘Maximising Independence’ approach in practice. It’s offering practical local support, in response to community demand, to enable people to improve their wellbeing. Our research shows that loneliness and isolation affect people’s wellbeing across all age groups, and Live Well is helping to connect people in their own communities. Community responses to local health and wellbeing issues are a vital way of addressing needs early on and minimising the need for more intensive statutory services further down the line.”

Irene Cree, Community Referral Project Manager at Glasgow Life, believes the success of the scheme is down to the partnership approach, drawing experience and enthusiasm from a number of organisations, together with a strong emphasis on listening to what people in the local community actually want. “We’re working in partnership with other organisations and communities to take a collaborative approach to finding the best solution for the people we serve.

We’re not precious about the services on offer – if people are telling us that they want something different, we’ll look at how we can provide that locally, or accompany them on their journey to find it. For example, as well as the existing range of wellbeing activities provided by Glasgow Life and community organisations in the pilot Calton area, we have co-produced three new tailored programmes. The Singing for Fun, Healthy Body Healthy Mind and Coffee and Culture initiatives were created in response to a local need for more accessible sessions.

There’s no wrong door, if we can’t help, we’ll point people towards the right support for them. We can also connect people with other services if they have other issues or concerns affecting their wellbeing.”

Early evaluation suggests that the main reasons that Live Well can help people improve their health and wellbeing are around personalised support and the accessibility of activities. Participants are finding out about activities they were unaware of, and also telling us that the support they’ve received is a major factor in their continuing attendance.

People are supported in different ways according to their need, this ranges from general encouragement to being accompanied and introduced to people at the first session.”

The results of the interim survey are encouraging, 96% of people who engaged with LWCR were supported to identify individual wellbeing goals and 72% went on to achieve them. Overall 95% of survey respondents said that, based on their own LWCR experience, they would recommend the programme to others

Following a full analysis of the interim survey and the expansion into the north east of the city, a full evaluation will take place in autumn to inform the potential roll out of a phased city-wide approach.

If you’d like to find out more information on the programme, or to have a chat with one of the Live Well team, email livewell@glasgowlife.org.uk or irene.cree@glasgowlife.org.uk Call free on 0808 175 1956. Visit the [website](#) for more information.



Project news

A number of projects and activities are underway. Some are being delivered directly by the maximising independence team and others are being delivered elsewhere across the health and social care network in Glasgow, based on the approach of maintaining independence. You can find out more about the range of projects here and read more about some current projects below.

Community engagement in Haghill and Carntyne

Glasgow City Health and Social Care Partnership (HSCP) and Glasgow Council for Voluntary Sector (GCVS) are working in partnership to find experienced local voluntary organisations to undertake community engagement in the areas of Haghill and Carntyne, in the east end of the city.

The HSCP will support voluntary organisations to undertake engagement work in Carntyne and Haghill with the aim of understanding what local people need to help them to stay well, what their health and care needs are and how any future investment in communities can help people live independently and as happily as possible. Funding of between £500 and £2,500 was made available to support the work.

This fund and associated activities form part of the 'Communities and Wellbeing' work, which focusses on testing new approaches in working with communities to take a cooperative approach to building wellbeing. Feedback from the people of Haghill and Carntyne will help to shape more comprehensive work and investment linked to the maximising independence approach.

An important feature of the project is making contact with people unknown to existing groups who may face barriers not of their making, stopping them from participating in existing provisions. Work is due to start shortly and a report of the findings and feedback from the communities is due in October. Sheena Arthur, Partnership Manager, Glasgow Council for the Voluntary Sector (GCVS) sees the maximising independence approach as creating change to better support Glasgow's citizens to live as well as they can, based on their own abilities and priorities.

'We need to develop practice to enable: listening to people about their lives and what they need; learning from each other, what works and what doesn't; working together to feel comfortable to have these discussions and then act on them. And we need reflection and review, to support everyone in the process to respond, adapt and improve.'

When we talk about people, this means everyone - people using services, their families, carers and friends, people in supporting roles paid and unpaid and decision makers across all sectors. At times we may be one or many of these roles which hopefully means we care about making this happen."

If you'd like more information about the Haghill and Carntyne project, please contact:
healthandcare@gcvs.org.uk



Community asset mapping

Work is underway with sixty communities across Glasgow to create a 'heat map' of community assets across the city. Community assets are buildings or other assets like land that have a main use or purpose of building the social wellbeing or social interests of the local community. The aim of the community asset mapping project is to generate a map of both known and currently unknown resources to inform targeted work and future investment decisions.

The map will contain information about where and when services are available, as well as who they're aimed at, costs, benefits and practical information about transport, access etc.

The project will also help raise awareness among the people who live, work and volunteer in local communities about what opportunities and support is on offer, improve signposting, local knowledge and collaboration, in turn strengthening the assets for the community.

Another key aim of the project is to identify where there are gaps within communities so they can be addressed.

The map will be regularly updated and used to provide reliable and up to date information for **Your Support Your Way Glasgow** and the **Glasgow Helps** directories, so that people can easily find the information they need about what's on offer locally. The team has been working with a range of other organisations and colleagues across the HSCP to co-ordinate work on the map, so that the information can be easily shared and updated, and can be used on a 'self-service' basis by members of the public as well as by those looking to signpost people they support.

Work on the map is due to complete in autumn this year, and the next stage will be to develop it further with more demographic information to support decision making on issues such as access to benefits and serious health conditions. For more information on the asset mapping project, contact Raymond Traynor:

raymond.traynor@sw.glasgow.gov.uk





Socially connected Glasgow

Tackling loneliness and social isolation is crucial because of the potential health impacts of feeling disconnected. Some studies have compared the health impact to smoking cigarettes. But knowing where to start when you're looking for information about local services and opportunities to reduce isolation can be challenging.

So, work is now underway to follow through on the recommended actions in the HSCP's **social isolation and loneliness strategy** including making connections and support easier to find through **Your Support Your Way Glasgow**, an online and telephone 'front door' to finding health and social care opportunities across the city. Support is also in place for people who don't find it easy to use digital channels at **Digi PALS**.

You can find information about how to support someone who is experiencing loneliness and isolation here.

It's good to talk – overcoming communication barriers to engagement

If it's good to talk, it can be even better to listen. So, we've taken the opportunity to hear from groups of local people about what matters to them when it comes to communicating about the maximising independence approach.

We wanted to know what barriers can get in the way of communicating and engaging with us, and find out the most effective ways getting the message out about supporting people to maintain their independence, especially among groups we haven't reached in any depth before. This is important so that as many people as possible can benefit from the opportunities and support that are available to help them live safely at home as part of their community.

The research, which builds on an earlier survey is now complete, and the findings are being analysed. Look out for more news about how we'll be sharing the findings, and there will be an update in the next issue of this newsletter. In the meantime, for more information, contact marion.ballantyne@glasgow.gov.uk

Governance refresh

The governance structure to support the programme of work has been refreshed to reflect the stage we're at, moving from planning into delivery. The new structure will support us to co-design and deliver projects and activities that embed the maximising independence approach throughout everything we do. You can see this on the updated structure chart also attached.

The Board will meet every three months with the next meetings scheduled for 24th October 2023 and 16th January 2024.



Diary Dates

Glasgow Life wellbeing events

A series of **free public events** to discover local activities, information and support that could help you and the people you support to live well. Open to all, particularly the 50+ age group, and those with disabilities. Activities include:

**health walks • boccia • table top cricket • easy exercise
• table tennis • health checks and information • gym and
venue tours • free refreshments • prizes**

- Tuesday, 29 August 2023, 10am to 1pm - Tollcross International Swimming Centre
- Tuesday, 26 September 2023, 10am to 1pm - Glasgow Club Scotstoun
- Friday, 27 October 2023, 10am to 1pm - Glasgow Club Bellahouston

For further details please call 0808 175 1956 or email livewell@glasgowlife.org.uk

Public Funding Challenges in Scotland - Health, Care and the 3rd Sector

Tuesday, 3 October 2023, 11am to 1pm – Online

Part of the GCVS Health and Social Care collection. Join GCVS and the Institute for Fiscal Studies to explore public funding challenges in Scotland and what this means for key services and the third sector.

For more information and to book, see [Public Funding Challenges in Scotland - Health, Care and the 3rd Sector Tickets](#)

GCHSCP Community Teams Interface Meeting

Thursday, 5 October 2023, 9:30am to 12:30pm - Calton Community Heritage Centre, 423 London Rd, Glasgow G40 1AG

An opportunity for those working in roles that interface with local communities across the health, wellbeing and social care sector to share information and find out more about what partners across the city are doing in this area.

For more information contact Chris.furse@glasgow.gov.uk

Find out more and get involved

You can find out more about **maximising independence**. And if you want to speak to us about how you can implement a maximising independence approach in your area, or arrange an awareness session for your team, please contact MaximisingIPT@glasgow.gov.uk