

Maximising Independence

March 2024
Issue 3

Welcome

Welcome to issue three 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



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.

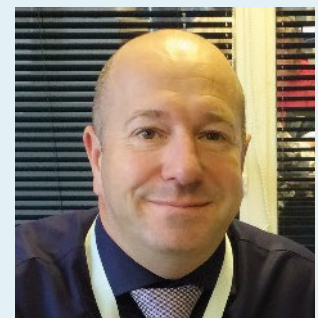
This doesn't mean living without any support at all – it's about living as independent a life as you can, making choices about the things that matter to you, to live as full a life as possible, with support when you need it.

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

Gordon Bryan - Head of Care Services

What does maximising independence mean to me? Firstly it is not a service, or a magical answer. It should bring together all of the core principles and values that the HSCP is built upon. **Communities will be empowered to support people to flourish and live healthier, more fulfilled lives, by having access to the right support, in the right place, at the right time.**



Gordon Bryan
Head of Care Services

It is the understanding that we are a partner not provider or assessor, and we need to listen as well as having an honest transparent conversation. The HSCP can't provide all of the answers or services, so we need to work with others to influence the way we work together in the future to maximise the offerings that are available to people in Glasgow. This will, in turn, improve outcomes for people.

It is not about the service provision, rather about improving health and wellbeing for people by listening to what they feel would make a real difference to them. People are experts in their own lives.





Maximising independence in practice

Specialist bed helps Glasgow woman maintain her independence

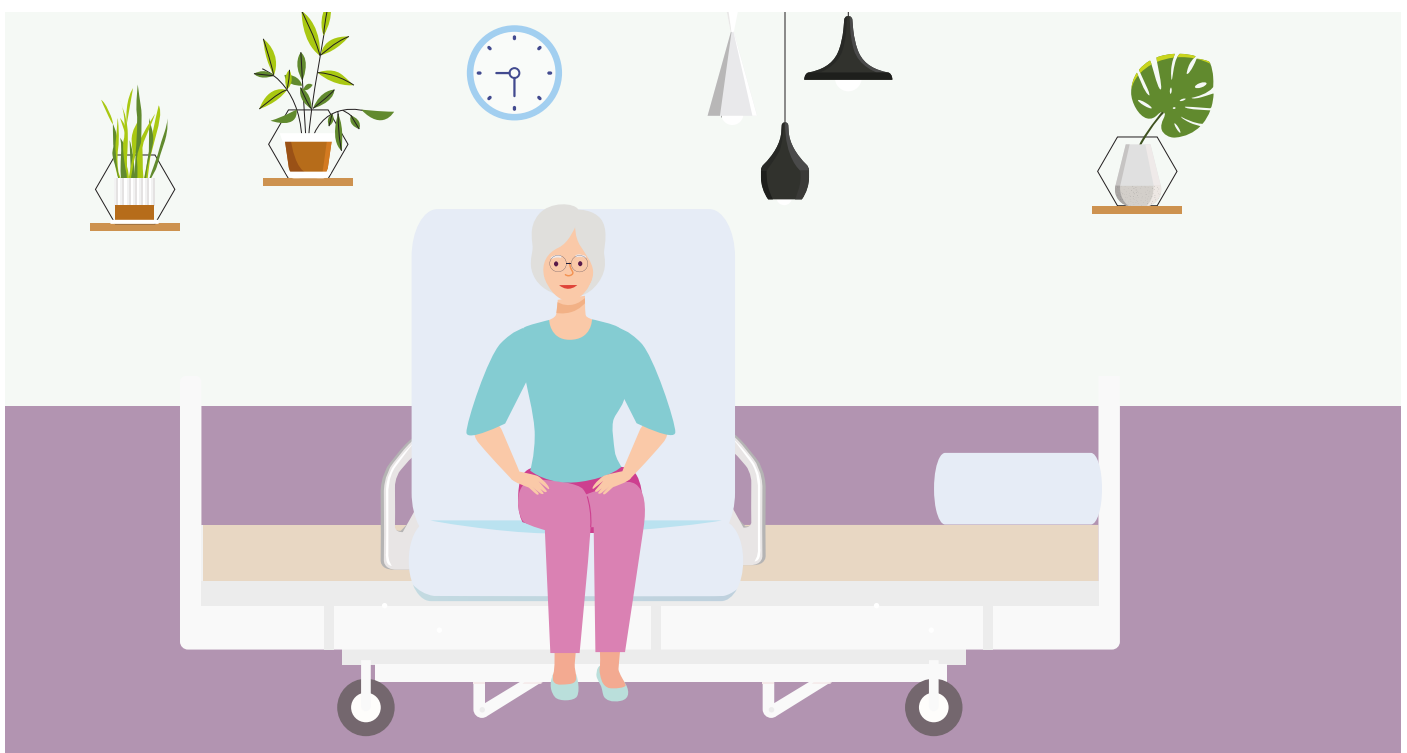
A Glasgow woman is living independently at home now, thanks to some bigger picture thinking by the HSCP's Occupational Therapy Team.

Mary Kean, who has had severe rheumatoid arthritis from a young age and has undergone a significant amount of joint replacements, wasn't able to get in and out of bed without the help of her husband, so her independence was severely curtailed, and both of them were risking potential injury during the complex lifting and moving process. Jennifer Johnston, Occupational Therapist (OT), in the South Sector Rehabilitation Service, saw the potential to transform the situation not just for Mary's daily transfers in and out of bed, but for her opportunity to live independently in future.

"It was a sliding doors moment," says Jennifer "As an OT, you're always looking at the bigger picture. And I just thought how a day in Mary's life could look if she had a new piece of equipment, in contrast to how it would be if we went down the traditional route of using a hoist and having carers come in."

Jennifer worked closely with Mary, supported by Shona Ballentyne, Care Group Lead Occupational Therapist for Rehabilitation, to source a specialist rotating bed from **EquipU**. The bed's movement means that getting in and out of bed can be done independently without the aid of carers.

"From the very first visit, I was convinced the bed would transform Mary's independence. She knew what she needed to help her get out of bed, and once she was up, she could get on with her day. Through listening to the couple and hearing how they wanted their future to look, I understood the impact that taking the usual pathway would have and why they didn't want it. It would have taken everything away from them and made them reliant on the HSCP rather than building their capacity for independent living."





Mary is a young, independent woman, but she would have lost her independence if she'd had to depend on carers coming in to hoist her in and out of bed twice a day, typically being back in bed when the carers were scheduled to visit in the evening rather than when she wanted. We would have been disempowering her to have choices in life that we all take for granted."

The process had its challenges, "The process can take longer than you expect when you're doing something new that isn't the typical route," says Jennifer, "But we had help from colleagues across the organisation, which is important during complex cases."

"It's also challenging to be brave enough to accept the risks of doing something new, and hearing someone's voice that's stronger than doing what the organisation usually does. But we're trained to look at a person's strengths and Mary could build her independence and mobility on her own, she just needed help to get over the initial barrier of getting in and out of bed."

"This has been a great example of some innovative thinking and of everyone working together, to find the best possible outcome for the person we're supporting as well as for the organisation," says Shona.

"We considered various options from sliding sheets to a hospital bed, but none gave the rise and fall functionality that we needed. All the options we looked at would have deconditioned Mary, increased the risk of potential injuries to the couple during the transfers, and would have cost the organisation more. The clinical decision to provide the rotating bed made complete sense because of Mary's particular medical condition and circumstances. I'm delighted to see how some innovative thinking and some teamwork have benefited everyone involved"

Mary says she's delighted with the positive impact the bed has had on her life now and for the future, "I was concerned about how my future was looking as I knew my condition was something I would never recover from, and I am finding it difficult to put into words how life changing this equipment has been for me.

This bed has made such a positive impact on my quality of life, pain relief alone has been incredible not to mention allowing me to maintain my independence and provide much needed help for my husband.

The bed is clearly great quality and will last me a long time. It has been the single best item I have ever been given, including my powered wheelchair, and that says a lot."

For more information, please email shona.ballentyne@ggc.scot.nhs.uk



A Glasgow community worker has been recognised in a national award for her work helping to reduce loneliness and isolation and improve health and wellbeing in her local area.

Ann Harvey, Community Engagement and Activities Coordinator for the Knightswood Connects Project, won the Wheatley Group **Think Yes Together Award** in the Outstanding Commitment category.

There were over 100 nominees for the awards and in Ann's particular category, the judges were recognising people who deal with huge and complex workloads, but always deliver fantastic results on time, every time, and with a smile on their face.

Colleagues and others across Knightswood have welcomed the fantastic recognition of Ann's work in the community, and of the difference that community projects like Knightswood Connects make to people's lives.

Zofia McFarlane, who was Ann's manager at the time of the nomination, said "Ann makes things happen through her relentless commitment to sourcing the right activities and volunteer tutors, and supporting individuals to overcome any barriers to engagement they are facing.

Ann always looks for opportunities for partnership working to achieve the best outcomes for the individuals.

Despite only working part time, Ann manages to engage with over 100 people each month. She signposts people to relevant agencies and services, and facilitates a number of activities promoting health and wellbeing, maximising independence, and improving social connectedness. These activities have a huge positive impact on the older people in the Knightswood area.

Ann organises regular weekly activities such as art and exercise classes and health walks, short-term programmes, and one-off events. One of the very successful short-term programmes was a six-week accessible golf course delivered in partnership with GP link worker Wullie Pearson based at the Cairntoul Practice in Knightswood.

This programme was specifically aimed at men who might be more at risk of isolation, and who could benefit from a bit of support to get out to play golf and meet new people. It was only the second accessible golf programme in Scotland and received a lot of praise, both from participants and the external agencies.





The outcomes were fantastic – six men who previously felt lonely and isolated built their confidence, developed skills, and created a great peer support group. This inclusive men’s group has gone from strength to strength, has doubled in size, and the group are now attending weekly indoor bowling classes.

One of the very successful signposting events was the Seniors Information Fair organised in partnership with Age Scotland and Active Seniors, with 170 older people attending throughout the day. People were impressed with the quality of information stalls and the advice available, as well as the entertainment and the opportunity to connect with others. External agencies all commented that it was a great event, and they would like to be involved in the future.

The fact that there are new referrals to the project each month is a testament to Ann’s commitment and just how much she manages to do for the local community whilst working three days a week. Ann is passionate about reaching individuals who haven’t previously engaged and are most at risk of exclusion, isolation, and loneliness. This is why she facilitates different programmes of activities, sources opportunities in different languages, and ensures we implement equality, diversity, and inclusion in all aspects of the project.

Ann encourages the people she works with to co-produce the programme of activities and to take ownership of the project, so that a number of initiatives are sustainable long term. She is very committed to promoting our values and ensuring each person gets the right support.

Ann said, “It was a lovely surprise and honour to receive the award. The project has been very well received by the seniors who engage with it, and we get to do some fantastic things. It is also well supported by the HSCP and Wheatley management, so I am always able to ask and take good advice from those around me - including local seniors!”



Project news

A number of MI projects and activities are currently 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.

1

Helpful Hints with Home Technology

The TEC (Technology Enabled Care) Clinic Project has been renamed as **Helpful Hints with Home Technology** to explain what it does more clearly. Planning for the pilot project is making good progress and is on track to launch drop-in sessions at six libraries across the city this month. The sessions will help people who want to find out more about how everyday technology can help them live more independently at home.

Staff have been trained by partners in Alzheimer's Scotland, demonstrator equipment has been purchased and locations have been confirmed for the drop-in sessions at Castlemilk, Pollok, Royston, Springburn, Partick and Maryhill libraries. Plans for an awareness raising campaign are also underway including the development of a leaflet planned for wide distribution.

The project will be evaluated at the end of the six-month pilot period and recommendations made for the next steps, we hope to hold a small number of similar events in third sector organisations to help us to decide how best to move forwards.

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 **helpfulehints@glasgow.gov.uk**

Details of the dates / times of the drop in sessions are **[here](#)**.



2

Community Engagement in Haghill and Carntyne

Four organisations have received funding to engage with their local communities in Haghill and Carntyne in the east end of the city, following an extensive engagement process by **Glasgow Council for Voluntary Services** (GCVS) and **Glasgow City HSCP**.

Following an initial engagement with the Northeast Voluntary Sector Network to help link with colleagues and organisations active in the area, PEEK Possibilities for Each Kid Ltd, Horizon Housing, Halliday Foundation and Bluevale Community Club have been funded to undertake the local engagement work.

The aim is to understand 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. An important feature of the project is contacting people unknown to existing groups who may face barriers not of their making, stopping them from taking part in existing provisions.

Funding of between £500 and £2,500 was made available to support the work. A final report will be shared with the maximising independence Project Delivery Board in April, and the next steps agreed.

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



3

Community Hubs

The first stakeholder information event about the Community Hubs project is set to take place on 6th March. The event will bring together representatives from community and third sector organisations, **Glasgow Life** and **Glasgow City HSCP** to discuss options and opportunities for developing the concept of community health and wellbeing hubs across the city, with the initial focus being on a 'test of change' pilot hub in Parkhead later this year.

These Community Hubs would be linked to existing health and care centres to provide places where people could get access to a range of health and wellbeing resources and meet others locally, with the aim of supporting people early to prevent more serious health conditions later on.

We would like to work with community organisations who are already providing valuable local services and who are keen to share ideas, develop relationships and 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.

There will be opportunities at the event in March to discuss and influence the range of services that the hubs could offer, but some potential themes include:

- getting information about what's available in your community
- welfare and benefits information
- food, nutrition and wellbeing
- using technology at home to help health and wellbeing
- managing long term health conditions and frailty
- combatting social isolation and loneliness

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**



4

Strengths Based Practice

Training our workforce in new ways of working to support the maximising independence approach is crucial to enable the culture shift we are aiming for. One of the key focus areas is Strengths Based Practice (SBP) which focuses on individuals' strengths, including personal strengths, family and friends and social and community networks, instead of focusing only on their deficits.

The Thistle Foundation has now been appointed to develop and deliver the first phase of our SBP workforce training along with providing consultancy expertise and an internal project team. The project team has been formed and work is underway to develop the approach which will incorporate training at an introductory, practitioner and subject matter expert level, as well as 'training the trainers.'

The team will develop the plan and the timing of the rollout phase over the coming weeks

The SBP team is working with the Trauma Informed Practice Team to make sure that both approaches are aligned and complement each other. They will also be working with a cross care group team who will be working on the reform of the Support Needs Assessment because of the significant interdependencies between these two areas.

Approximately 500 staff will be included in the first phase of training from across all areas of the business, taking part in a range introductory, practitioner and train the trainer topics. The training programme will be rolled out in a number of phases, with an evaluation built in after the first phase to inform what works well and what needs to be improved for future phases.

Phase one will begin in March 2024 and with evaluation planned for June / July, and we're aiming to roll out the second phase in the autumn. Look out for more details coming soon about the training plan and how you'll be involved.

For more information on SBP, please email Ashleigh Voigt:

ashleigh.voigt@ggc.scot.nhs.uk





News

Maximising independence video launched

Our new maximising independence (MI) [video](#) shows how people and organisations are putting the MI approach into practice across the city.

The video has been produced by the HSCP's Communications Team, working with the MI team, key partners, community organisations and people we support, to help raise awareness and understanding about the MI approach.

Alison Noonan, Head of maximising independence and Transformation, said "We know that the best way to share the message about how the maximising independence approach can make a difference is to show it in action, and I think the video shows the valuable work that our partners and colleagues do to improve outcomes for the people they support and the wider community.

I hope the video will be a useful resource for anyone looking to find out more about maximising independence, or to share information with their own partners and stakeholders

I'd like to extend a huge thanks to everyone who gave their time, energy and creativity to make the video happen."

The video will be shared across the HSCP's communications channels, and also used for staff induction and training, as well as a range of partner and stakeholder engagement events to raise awareness and understanding about maximising independence approach. Shorter versions will also be produced over the coming months, focussing on specific topics.

If you would like more information, please email marion.ballantyne@glasgow.gov.uk





Overcoming communication barriers to engagement

The findings of our research into how we can communicate most effectively about MI were shared with the MI Project Delivery Board, the HSCP Senior Leadership Team and key stakeholders and partners recently.

The research built on the findings of earlier surveys, and focussed on hearing from groups of people who can often be under-represented.

Some of the main themes include the use of jargon and clear language, how to make information easy to find and use, and the importance of being and feeling listened to when you come into contact with the health and social care system.

We'll be sharing the findings more widely across the HSCP through a series of information sessions, so look out for details of these coming soon. The presentation will also be shared with partners so they can communicate the findings with their own audiences.

If you would like more information, please email marion.ballantyne@glasgow.gov.uk



Diary Dates

Glasgow Life Dalmarnock Health Walk. Part of the Live Well Lifestyle Management programme of events, these walks are becoming increasingly popular. The walks take around an hour, along riverside paths, walkways and boardwalks, and participants say they enjoy getting out and about, even when they didn't particularly feel very motivated to in the bad weather! They've also enjoyed meeting and chatting with friends and new people in a very welcoming atmosphere.

Thursdays from 11am – 12 noon, leaving from the Emirates Arena Café. For more details, email livewell@glasgowlife.org.uk or call 0808 175 1956.



The Glasgow City Health Improvement team's latest calendar of training sessions has been published, including their own and those provided externally. They are offered on a first-come, first-served basis and include a wide range of topics and levels. Download the full [calendar](#).

Human rights and equalities - what are they, and why do they matter? Get the basics on this and more on a series of free two-day courses. Book this or other related sessions on [Eventbrite](#) - more dates are coming soon!

Find out more about maximising independence 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 email MaximisingIPT@glasgow.gov.uk