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North West Local Engagement Forum

Thursday 2 December 2021

2.15 – 4.00pm

**MS Teams and in Knightswood Community Centre
Lincoln Hall, Alderman Road, Glasgow**

Agenda

Welcome and Introductions (Robert Smith, Chair)

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| 1. NW LEF Report – 31 August 2021 | 2.00 - 2.10 |
| 2. NW Locality Accommodation Plans Update (Janet Hayes) | 2.10 – 2.40 |
| 3. Glasgow City HSCP Strategic Plan Engagement
(Janet Hayes/May Simpson) | 2.40 - 2.50 |

Break

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| 4. Maximising Independence Information Presentation
(May Simpson) | 3.00 – 3.30 |
| 5. NW LEF Planning 2022 (All) | 3.30 – 3.45 |
| 6. AOCB | 3.45 – 4.00 |

Date of Next Meeting – to be agreed

For more information or to become a member of NW LEF contact: May Simpson,
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Item 1



NW Locality Engagement Forum (LEF)

**NW Locality: Focus on Learning Disability Services
Engagement Session on 31 August 2021 @ 2.00pm**

Introduction

Jackie Kerr, Assistant Chief Officer Adult Services and North West Locality, welcomed members of Locality Engagement Forums and the wider NW Locality partner and stakeholders to the online engagement session focusing on Learning Disability services and developments.

Learning Disability Team: an Integrated Approach

Yvonne Johnstone, NW Service Manager, described the Locality Disability Teams multi-disciplinary team's integrated approach which is person centred and aims to meet the needs of individuals in order to promote choice and independent living. There is 18 staff in the NW Team including social workers, psychologists, social care staff etc carrying out support needs assessments and working with carers exploring support options in the community.

Day Services

Angela McHendry, NW Service Manager with responsibility for Day Centre services described the services provided from Riddrie and Carlton Day Centres, which both closed due to restrictions, during the pandemic. During that time staff provided outreach home visits or phone calls to support and provide access to services such as food delivery, Glasgow Helps services, online resources etc. Maintaining the link with day centre staff, a trusted friendly face, was vital and reassuring for service users during this often frightening, confusing and isolating time.

Connecting Scotland Funding allowed the HSCP to supply ipads to service users and carers in order to stay connected and access online resources.

The community based team normally worked with service users in community halls, swimming pools etc so they changed activities to outdoor activities such as golf, walks in the park and hill walking which proved to be very popular. Outreach and outdoor community supports will continue after restrictions are lifted as it proved very popular with service users, carers and families.

Both Day Centres have now re-opened offering 15 places per day but as restriction ease and the infection rate declines it is hoped to increase daily numbers attending.

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Day centre places are allocated on a needs based assessment using a traffic light system Red – high needs, Amber – medium priority and Green - low priority. It was noted that some service users were reluctant to leave home and return to the day centres so these service users will continue to receive home visits.

Another new development in the Day Centres is that two rooms have been set aside to enable visiting services such as OT, physio services, podiatry, nursing services etc to provide services.

Q. Is the visiting services open to anyone living in the community with a learning disability? (Colin Menabnay, Enable)

A. Presently this service is only available to daycentre service users but hoping to open up to the wider learning disability population as restrictions ease.

Modernisation of Day Services

Angela advised that prior to the pandemic the HSCP had begun to look at modernising day services. The initial ideas and discussions looked at replacing the 2 existing day centres with two new centres – one 40 place unit and one 60 place unit - however the due to the learning and experience from delivering services during the pandemic the HSCP has decided to revisit the initial ‘scoping out’ exercise.

Our day centres had to close due to restrictions during the pandemic with services and supports delivered online, through outreach and community supports. The HSCP has decided to engage and consult with services user and wider learning disability community to find out what are the priorities and needs service users, carers and families. Should the building be more flexible – offering services like hydro therapy pools, be more of a community hub providing accommodation for health, counselling and visiting services etc? Just now the daycentres tend to provide services for people with high care needs - should the new centres provide services for a range of care needs?

Q. How many people use the service? (Gordon McInnes, MHN)

A. We currently provide 90 places from the two Day Care centres and roughly 3,500 individual care packages across the 3 Localities.

Q. What steps are being taken to ensure service users are safe in our day centres? (Cllr Kerr)

A. The HSCP followed Guidance from Healthcare Scotland such as reduced numbers, safe distance rules, staff double vaccinated, PPE in place, twice weekly staff testing etc

Central Review Team

Lynn MacPherson, Service Manager advised the Central Review Team was created in 2019 to carrying out a structured programme of over 1600 service users care reviews. There are now plans to create Locality Review Teams which would continue

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to be managed centrally but will work closely with Locality Teams to continue to work through service user care reviews.

Technology Enabled Care and Support (TECS)

Lynn advised that all care reviews will consider the use of Technology Enabled Care and Support (TECS) to enhance both day and night service provision. Initially TECS was being considered as an alternative to 'sleepovers' but the ethos has moved on to look at enhancing peoples' quality of life through the use technology.

In early 2019 two Connecting Neighbourhood pilot areas (in Castlemilk and Shettleston) were established to explore the use and potential of TECS to replace 'sleepovers'. Between the two pilot areas over 100 service users, their carers and guardians, families, local Care Providers, Advocacy project, SOL Connects (3rd sector TECS provider) worked in partnership to explore the potential of using TECS. A huge amount of learning has been gained through individual, family and group information and engagement sessions, completing care needs assessments and TECS risk assessments resulting in the development of a care assessment pathway, referral process and in May 2021 the SOL Overnight Responder Team went live. Three people went 'to trail' using TECS and now 2 people have changed to TECS overnight. Lynn assured participants that services users overnight staff remain in place during the TECS trial periods, A comment from one of the service users who has now transferred to overnight TECS was 'you believed in me'.

Q. What does the change to TECS sleepover entail? (Kathleen Robertson, Cope)

A. It's very much a collaborative approach – empowering people. The assessments involves all relevant people in a person's life - the individual themselves, carers, guardians, family members, care providers and advocacy services. The Support Needs Assessment (SNA) begins with a discussion looking at personal priorities, goals and needs, then the Just Checking tool is used to build up a picture of a person care needs and if recommended a TECS risk assessment will be carried. Sol Connect submit a report to all the parties involved and discuss the findings before moving to trail period if recommended.

Comment: John Ferguson (NE LEF) was very impressed with the work going on in Learning Disability services and hoped the pilot could be concluded and rolled out across the city.

Maximising Independence Programme.

Lynn MacPherson also spoke about the Maximising Independence programme which is changing the nature of care by looking at how to help people to stay in their own homes and communities, building capacity, supporting carers, early intervention and investing in preventative type of support. Shifting from responding to crisis to planned reviews and support. This programme requires a cultural change for both staff and service users. There are five work streams in the Maximising Independence programme

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- Changing the way we design, commission and deliver care around/for the people we care for.
- Communities – focusing on their assets as well as their needs.
- Workforce and Culture - supporting changes in ways of working and culture.
- Health and Equality - maximising wellbeing for independent living.
- Communications and Engagement – focusing on communicating and involving people in this change process.

Family Group Decision Making

This way of working started in Children and Families work - putting the child/children at the centre of the family and developing a care plan and support around the child/children. This way of working is at the early stages of being introduced into Adult services work.

Carers Services

The Carers Centres have continued to operate throughout pandemic – adapting services to support carers and families. At the beginning of the pandemic some families were reluctant to allow staff into their homes and the HSCP responded by arranging visits/doorstep contact in the garden, external services to provide respite, signposting, telephone support etc There is plans to set up a carers support group in each locality and open a weekly help line in each of the Localities. Jackie Kerr reassured the audience that “we are now stepping up the number of carers assessments and young carers statement”. It was noted that some carers don't recognise themselves as carer so don't access services or support groups.

Q What feedback has been gathered from carers on what that they gone through? It has been very difficult time for carers coping with increased caring responsibilities for over 18 months resulting in many carers being physically and mentally exhausted? (Gordon McInnes, MHN)

A Jackie Kerr said that this was a good point and suggested contacting Fred Becket to find out if carers had been asked what the impact the pandemic has had on them and how we move forward with the service recovery.

Action: contact Fred Becket and circulated response to participants.

Q. Is the needs and priorities changing for younger carers?

A. Many children with additional needs go to main stream schools and a young person does not automatically go to a day centre. There are more options now available - employability opportunities, college courses, one to one support etc – it is no longer 'one model suits all'.

Angela advised the HSCP working in partnership with Glasgow Life tackling inequalities by exploring the possibility of introducing a new holiday service that would provide places at sports and leisure facilities for service users during the summer and holiday periods

Supported Employment

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Angie Black, HSCP Service Manager – Glasgow Supported Employment Services spoke about services available to assist young people transition from Youth to Adult Services. Many who have mild to moderate needs are attending local colleges or are accessing supported employment opportunities such as Project Search which is an NHS work experience initiative for young people. An example of the success of Project Search is that 40 graduates have found permanent employment within the NHS. But there is uncertainty with future funding due to Brexit, as some of these initiatives are 40% funded by European Social Fund which ends in 2023. Angie is also working on a one year business led transition programme for young people with a learning disability or autism.

Comment: Gordon said he knew from his own experience the challenges of finding employment opportunities for young people with learning difficulties or autism and he appreciated the passion Angie had for her work.

Fortune Works – Enable

Anne Ainsworth, Manager – Fortune Works spoke about their service how it had responded to the challenges brought by the pandemic. They had very little time to organise the change from a face to face service to a virtual service model but they were able to achieve the transition online due to support they received from Communities Scotland who provided iPads and other I.T. equipment.

Fortune Works have gradually introduced more outdoor activities such as the 20 new allotments and created common outdoor spaces in order to run a programme that offers diverse training opportunities with a focus on personal and social development. Fortune Works presently provides a service to 104 service users and it is hoped to be at full capacity with 117 places in the very near future.

Jackie Kerr spoke about the importance of giving service users a voice and invited Fortune Work and Enable to capture and contribute to the HSCPs Strategic Plan engagement and consultation which is due to begin later this year.

Final Comments

Jackie Kerr spoke about the benefits and proposal of introducing an integrated service model of care for Learning Disability – a multi-disciplinary joint team of both health and social care/worker staff. A report outlining the proposal would be going to the HSCP Integrated Joint Board for approval in the near future.

Jackie thanked all the presenters and participants for a very informative exchange of information and discussion.

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Item 4 - NW LEF - 2020 – 2021 Planning

Date	Topics	NW	Locality	City	Venue & Time
27 April 2021	Planning meeting	NW LEF			MS Teams
27 May 2021	NE HUB		NE Locality		MS Teams
1 June 2021	Feeley Report	NW LEF			MS Teams
23 June 2021	NW Carers Service	NW LEF			MS Teams
28 July 2021	Homecare Services			Citywide	MS Teams
31 Aug 2021	Learning Disability Services	NW LEF			MS Teams
30 Sept 2021	Primary Care			Citywide	MS Teams
30 Nov 2021	Diabetes and NE Hub Update			Citywide	MS Teams
2 Dec 2021	NW Accommodation &Max Independence	NW LEF			MS Teams/ in person
Jan 2021	Sensory Impairment			Citywide	MS Teams
Jan 2022					
Feb 2022	LEF Annual Survey			Citywide	Online
March 2022					

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