

North West Locality Engagement Forum

Thursday 16 August 2018
10.00 – 12.30pm
in
Maryhill Health and Care Centre
Agenda

Welcome and Introductions (Robert Smith, Chair)

1. **Previous Minutes – 5 July 2018** **10.00 – 10.05**
 - i. Matters arising
 2. **Volunteers Charter** (Fiona Moss,
HSCP Head of Health Improvement) **10.05 – 10.35**
 3. **National Services Directory** (Sara McLaughlin,
Macmillan Engagement Lead, NHS 24) **10.35 – 11.10**
- Break
4. **Suicide Prevention – Citywide and NW Locality** **11.20 – 12.00**
(Pauline Toner, Principal Officer & Christine Tait NW Health Improvement)
 5. **Disability, Diversity and Doing It for Ourselves –** **12.00 – 12.10**
Friday 7 September 2018
 6. **Reports** **12.10 – 12.20**
(i) NW Locality Older People’s Planning Group – 1/8/18
 7. **AOCB** **12.20 – 12.30**

NW LEF Meetings - 2018

- 7 September 2018 – Disability, Diversity and Doing It for Ourselves
- 27 September 2018 - Housing and Homelessness & Weight Management Service
- 8 November 2018 – Communication Strategy & HSCP Strategic Plan 19-22

NW LEF Meetings - 2019

- 24 January 2019
- 7 March 2019
- 18 April 2019
- 23 May 2019
- 27 June 2019

Item 1(i)

North West Locality Engagement Forum

Draft Minutes of meeting held on 5 July 2018 in Maryhill Health and Care Centre

Present:

Alan McDonald (AMc)	Sadie Gordon (SG)	Robert Smith (RS) (Chair)
Abdul Benjellon (AB)	Roy Greatorex (RG)	Mary McShane (MMcS)
Lilian Woolfries (LW)	Jean Dougan (JD)	Winnie McPhail (WM)
Ann Kilgour (AK)	Margaret Smith (MS)	Nan Wilson (NW)
Florence Alison (FA)	Mohammed Jamil (MJ)	John McVicar (JMcv)
Barbara Wark (BW)	Gordon McInnes	

Apologies:

Alison Horner (AH)	Kate Walker (KW),	Alan Gow (AG)
Janet Murphy (JM)	Nicky Neilson (NN)	David Thomson (DT)
Ruby Chalmers (RC)	Bill Rossine (BR)	Rita Hepburn (RH)
Colin Davidson (CD)	Mark McBay (MM)	Jane Maguire (Jane M)
Muriel Anderson (MA)		

In attendance

Linda Benedetti, (HSCP, Service Manager – Residential and Day care Services)
Deirdre O’Reilly, (Criminal Justice Team, NW Locality)
Paul Hayes, (Scottish Health Council)
May Simpson, (Community Engagement Officer, NW Locality)

Robert Smith welcomed everyone to the NW Locality Engagement Forum meeting

Minutes, Reports and Matter Arising

- i. **NW LEF – minutes of 19 April 2018** – agreed
- ii. **Report of NW LEF Meeting – 24 May 2018** – content noted. MS asked if anyone was interested in attending and representing patient and service user views on the Board wide Out of Hours Expert Stakeholder Group – no volunteers or nominations.

1 Older Peoples Residential and Day Care Service (Linda Benedetti, HSCP, Service Manager – Residential and Day Care Services)

May Simpson provided the meeting with a summary of the HSCP’s Older Peoples services, developments, plans and key priorities both NW Locality and city wide. The Residential and Day Care service is one element of the services for older people.

Linda Benedetti started her input by giving an overview of Glasgow City Tomorrow’s Residential and Day Care programme – a 10 year programme to transform Residential and Day Care services for older people in Glasgow by building new care facilities and residential homes that are specifically designed around the needs of older people.

There will be 5 Residential Homes across the city providing 550 beds across the city. Three developments - Bardowie Street Residential and Day Care Unit Riverside, Residential and Day Care Unit and Orchardgrove Residential and Day Care Unit have already been completed and occupied.

Victoria Gardens (the name chosen by residents for the new development) will be a new 70 bedded unit on the Blawarthill site and will replace Rannoch House and Drumry House which presently provide 87 beds combined. Victoria Gardens is due to open in April/May 2019. Leithland Avenue Residential and Day Care Unit will be the final unit to open and complete the 10 year Programme.

Each of the new buildings are modern, cost efficient and provide residents with en suite rooms, improved community facilities, IT improvements, treatment rooms etc. Linda advised LW, after assessing the existing stock 10- 15 years ago it was found that it was more cost effective to invest in new build residential units rather than upgrade existing residential units.

RS expressed concern about the loss of 17 beds in the west of the city and asked what would happen to those residents who did not secure a place in the new residential unit. Linda advised that the beds should be viewed as a city wide provision and all moves will be discussed with residents and their family prior to the new unit opening in order to accommodate resident's wishes. Linda explained that often residents were placed in residential units in an emergency situation (not necessarily near their home) or family members live in a different part of the city and may wish to move to be nearer family etc. Some residents may now require additional support such as Nursing Care rather than Residential Care. Linda assured the meeting that non-one would be moved to a unit that would cause distress or upset.

RS expressed concern about the misleading language used by the HSCP – 'a new Residential Home' when in fact it is 'a new build Residential Home to replace two existing Homes'.

Linda gave a brief summary of the new replacement Day Care facilities in the city – 12 in total – offering modern, flexible day care facilities designed to support people live longer in the community and in their own home. Linda offered update the members nearer the completion of the new unit and distribute information sheets on the new development that could be shared with the wider community.

2	<p>Glasgow City HSCP Strategic Plan 2019 - 22 (May Simpson, NW Locality, CDEO)</p> <p>The following priorities were highlighted and need to be included in the new HSCP Strategic Plan 2019 – 22;</p> <ul style="list-style-type: none"> • More transparency and honesty about service developments, changes and reviews of services, • More effective communication with the wider public about HSCP services and how to access them, • More investment in Self Directed Support (SDS)– service user’s hours and allocation of funds is being reduced. If the HSCP wish patients and service users to utilise community supports they need to fund the support to enable people to participate/access them. • Reduce the ‘in and out’ cycle of hospital admission and discharge that some patients experience. Medical staff need to make sure that a patient is both fit enough for discharged and that all the supports are in place in order they can live well in the community • More money for home support • More investment in the 3rd sector and community organisations who provide valuable services and supports in the community. Over the years the funding for 3rd sector projects have continually been reduced and often to yearly funding which doesn’t help with staff retention and stability within an organisation. • More emphasis on continuity of care – consistent quality of staff and co-ordination of service delivery.
3	<p>Disability, Diversity and Doing It for Ourselves – Friday 7 September 2018</p> <p>Members welcomed this event for people who had Long Term Conditions and Disabilities. AMcD asked that Glasgow Centre for Inclusive Living be included in the notification.</p>
4	<p>GDPR – NW LEF Membership</p> <p>Robert Smith asked members to complete the membership sheet that was being circulated in order to comply with the GDPR regulations.</p>
5	<p>HSCP Criminal Justice Services Update. (Deirdre O’Reilly, NW Locality Criminal Justice Team)</p> <p>Deirdre’s presentation covered the Criminal Justice policy context, priorities, performance and statutory reporting requirements. She described the ongoing challenges including variations due to retrospective recording, maintaining Court and Sheriff Clerk processes for level 1 Community Payback and sometimes engaging with the chaotic nature of associated with the service user group.</p> <p>Deidre concluded the presentation with development in the service including – the review of unpaid work processes; review of commissioned providers of unpaid work, unpaid work events; increase personal placements and working with other partners, introduction n of Carefirst e-form, the Caledonia Bid (Domestic Abuse initiative), PASS electric monitoring, Restorative Justice Pilot and working with the Scottish Prison</p>

	<p>Service around the new Community Custody Unit at Maryhill (located on the old Maryhill Health Centre site).</p> <p>Deirdre and members discussed the links between domestic abuse/violence against women, addiction, power, alcohol misuse and poverty – difficult cycle to break. There are also links between trauma/mental health and prison/being arrested. GMCl asked what Football Teams were doing to challenge domestic abuse and LW asked if there was any evidence of links between domestic abuse with the introduction of Universal Credit. Deirdre agreed with AB that it was a huge problem tackling drug use/abuse in prison.</p> <p>The meeting then discussed example of positive outcomes for some young people on unpaid work placements/community orders and young people being given a ‘second chance’ can make all the difference to their lives and futures. Deirdre advised Youth Justice Service was based in the Children and Family service – working along with the Children’s Panel.</p>
6	<p>Patient and public involvement in SIGN guideline On Management of bacterial urinary tract infection. Information circulated for information and interest.</p>
7	<p>Reports (i) HSCP Performance Report</p> <p>https://glasgowcity.hscp.scot/publication/item-no-16-hscp-q4-performance-report-201718</p> <p>MS agreed to sources a summary of the top performing and bottom performing service targets. Action : MS</p> <p>GMCl advised that there has been significant progress over the last few years of reducing Suicide rates</p>
8	<p>AOCB</p> <p>(i) HSCP Newsletter – distributed for information</p> <p>(ii) Health & Wellbeing Programme – Maryhill Women’s Centre – starts 11/7/18</p> <p>(iii) Schedule of Meetings – MS asked if there were any other topic or speakers members wished to invite to the meeting. Paul Hayes (Scottish Health Council) suggested NHS 24 who wish to speak to groups about a new National Directory they are developing and Gordon McInnes (Mental Health Network) suggested an input regarding Suicide Prevention work – both agreed.</p>

NW LEF Meetings - Schedule 2018

- 16 August 2018 – Volunteer Charter, National Directory & Suicide Prevention
- 7 September 2018 – Disability, Diversity and Doing It for Ourselves
- 27 September 2018 – Housing & Homelessness, Weight Management Service
- 8 November 2018 – Communication Strategy & Strategic Plan 19-22

