



# Brighter Futures Newsletter

## Welcome message from Chief Officer - David Leese

Welcome to Renfrewshire Health and Social Care Partnership's first newsletter. My name is David Leese, Chief Officer of Renfrewshire HSCP, the organisation which leads community healthcare and adult social work services in Renfrewshire. Our organisation became fully operational in April 2016 and is a partnership between NHS Greater Glasgow and Clyde and Renfrewshire Council. In our first year, we have developed a Strategic Plan for our services and established robust quality and care governance arrangements. We have worked hard to develop the right culture for our new organisation and have been building a brand and identity which reflects our values. Our vision is that

Renfrewshire is 'a caring place where people are treated as individuals and supported to live well'. We want to make sure that people living in Renfrewshire are kept up to date with the latest news and information from Renfrewshire HSCP and that you are able to contact us easily. Our newsletters will include articles about our services and people, and information about our strategic direction and achievements. We hope that by sharing information about what we do, we will help build recognition and awareness of the HSCP and provide useful insight to the services we provide. We will publish regular newsletters, making them available in print and online when our new website launches in the next few months.



**Our Vision :**  
Renfrewshire  
is a caring  
place where  
people are  
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# Spring/Summer 2017 Newsletter



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*Brighter* Futures

# What is Renfrewshire HSCP?

Health and Social Care Partnerships exist in every local authority area of Scotland. The Public Bodies (Joint Working) (Scotland) Act 2014 was passed in the Scottish Parliament as a law and meant that adult community health and social work services became part of the same organisation – known as Health and Social Care Partnerships (HSCPs). In Renfrewshire, children’s community health services are also managed by the HSCP.

Now, instead of Social Work services being run by Renfrewshire Council and healthcare services run by NHS Greater Glasgow and Clyde, many services are now managed by the HSCP. For example, district nursing and adult social work services are now managed by the HSCP. The driver behind this is that we know services working jointly, collaboratively in partnership, improves patient care because services are more joined up and efficient. The HSCP also works with other organisations to improve

Renfrewshire’s health – like working with our colleagues in Education Services to encourage and promote the health and well-being of our young people. We also work with many third sector organisations to ensure the right care is available for older adults, people living in our communities with a learning disability or with a mental health condition. Research tells us that people living in poverty have poorer health and we also work in partnership with many other organisations to reduce these inequalities.

Renfrewshire HSCP is governed through the Integration Joint Board (IJB) which is made up of four local councillors, four Health Board non-executive members and other representatives including members of the public. The IJB is responsible for ensuring the HSCP meets targets and works within an agreed budget. It meets six times a year and a full set of agendas, minutes and papers are available online at: [goo.gl/mPyRaU](http://goo.gl/mPyRaU)



Renfrewshire  
Health & Social Care  
Partnership

# Meet the Senior Management Team



## David Leese

### Chief Officer

*"I am responsible for all aspects of the strategic and operational leadership of the Health and Social Care Partnership to ensure effective delivery of local services and ensure effective collaboration on service planning and delivery with partner organisations"*

## Dr Stuart Sutton

### Clinical Director

*"I'm responsible for offering strategic leadership for Clinicians working in Renfrewshire HSCP. This involves developing and supporting GPs to develop Clusters - which encourage Practices to come together in a more collaborative way - learning, developing and improving care and treatment together. Cluster working allows us to explore best practice and use data to identify and understand variation whilst supporting each other to generate new ideas and ways of working"*



## Karen Jarvis

### Senior Professional Nurse Advisor

*"I work in conjunction with operational managers to provide professional leadership, support and advice, in relation to nursing services across the HSCP, including Adult and Children and Families Nursing Services. I am involved in the influence of policy and practice across nursing, both Board-wide and within Renfrewshire HSCP, to ensure nursing is represented from a professional perspective"*



## Jean Still

### Head of Administration

*"My role is wide and varied. I have responsibility for the business and administration function within the HSCP. This includes Complaints, Freedom of Information requests, Health & Safety, property improvement (including premises management) Risk Management, support to the Integration Joint Board, Business Continuity and Records Management"*



**Sarah Lavers**  
Chief Finance Officer

*"The CFO is the section 95 officer, responsible for financial management of the HSCP, ensuring public money is safeguarded and used appropriately, economically, efficiently and effectively"*



**Fiona MacKay**  
Head of Strategic Planning and Health Improvement



*"I lead a small team to co-ordinate planning and performance reporting for the HSCP. We aim to improve Renfrewshire's health and well-being and reduce inequalities. We also lead communication and engagement work"*

**Ian Beattie**  
Head of Health & Social Care (Paisley)

*"I have responsibility for providing leadership and management of locality based adult health and social care services in Paisley. This includes Social Work Professional Leadership and delegated Council Adult services provision, as well as Care at Home and Care Homes across the HSCP"*



**Mandy Ferguson**  
Head of Health & Social Care (West Renfrewshire)



*"I have responsibility for providing leadership and management of locality based adult health and social care services in West Renfrewshire and for NHS children's service provision across the HSCP"*

**Caroline Burling**  
Acting Head of Mental Health, Addictions & Learning Disability Services

*"I provide strategic direction and leadership and to plan, develop and manage integrated community Mental Health, Learning Disability and Addiction services within Renfrewshire"*



## Choosing the best route to feeling better

When you are feeling unwell, you want to get the right treatment in the shortest possible time to start feeling better quickly. That does not always mean going to your GP. Here are details of some of our services and how you can access them.

### General Practitioner Services (GP)

When you have an illness or injury that won't go away, turn to your GP.

#### What is a GP ?

GP is another name for a family doctor and is the first point of contact for most patients.

Before you can turn to a GP, you must register with a GP practice, which you can do at your local surgery. You can find out more information about registering with a GP at [www.nhsinform.scot](http://www.nhsinform.scot)

Turn to your GP for:

- Vomiting
- Ear pain
- Stomach pain
- Backache

**For minor illnesses such as cold or flu, you should turn to your pharmacist**



## Pharmacist

When you need healthcare advice or help with medicines

### What is a Pharmacist?

A pharmacist prepares, dispenses and gives help and advice about medicine. They can also give advice about treating minor illness and injuries.

When to turn to your pharmacist:

- Coughs and colds
- Sore throat
- Indigestion
- Diarrhoea or constipation
- Aches and pains
- Help when you run out of your repeat medicine

### How will your pharmacist help?

Your pharmacist can help by:

- Dispensing prescriptions and organising a repeat supply if you run out
- Selling you over-the-counter medicines for minor injuries or illness
- Giving advice about your health and medicines
- Supplying emergency contraception

When your GP and pharmacy are closed:

If your GP and local pharmacy are closed and you have an illness or injury that just can't wait, phone NHS 24 on 111. They can arrange for someone to see you at your nearest out of hours service.

For more information about finding the best route to feeling better visit [www.knowwhototurnto.org/](http://www.knowwhototurnto.org/)

# Within your local services

## Dentist

You should register with a dentist for regular check-ups, planned routine treatment and emergency care. If you have an emergency out of hours dental issue, contact the dental out-of-hours service by calling NHS 24 on 111



## Adult Social Care

The Adult Services Response Team is the single point of access for social care services including adult protection, Care at Home, community care and occupational therapy

0141 207 7878 or email  
[adultservices.sw@renfrewshire.gcsx.gov.uk](mailto:adultservices.sw@renfrewshire.gcsx.gov.uk)

## Mental Health

For mental health problems contact your GP who can refer you to Community Mental Health Services in your local area. For help with mild to moderate mental health problems in Renfrewshire, call 0141 849 2208.



## Optometrists

Optometrists can carry out free NHS eye tests or help with eye problems. Visit your local opticians or access via NHS 24 on 111 in an emergency



## Addiction Services

For alcohol and drug addiction problems either self-refer directly to local specialist teams in Renfrewshire by calling 0141 618 2585 (Renfrewshire Drug Service) or for alcohol misuse call ASeRT on 0300 300 1199 and choose option 2.



## Self Care

For a speedy recovery, self care is the best option when you have a minor illness or injury. A well-stocked medicine cabinet means you'll receive the right treatment immediately.



# Our Brand

Our communications team have been working hard to develop our new brand and identity. They have created a bright new logo so our HSCP services can be easily recognised. Look out for it on social media, correspondence and on our new website.



Renfrewshire  
Health & Social Care  
Partnership

Our new HSCP logo is a positive symbol for change and inclusion.

It's open, friendly and welcoming. You can find out more about the concept of how the logo was developed in a short video we created by checking out our Twitter feed.



Our new social media accounts are also up and running. They are the quickest way to stay up to date with what's going on in your HSCP.



Follow us: @RenHSCP

Like us: [facebook.com/RenfrewshireHSCP](https://facebook.com/RenfrewshireHSCP)



# Our Services

Renfrewshire HSCP delivers a wide range of inpatient and community based services. In this issue we highlight

## Family Nurse Partnership

The Family Nurse Partnership (FNP) is a voluntary home visiting programme for first time young mums, aged 19 or under. A specially trained family nurse visits the young mum regularly, from the early stages of pregnancy until their child is two. The FNP programme aims to enable young mums to:

- Have a healthy pregnancy
- Improve their child's health & development.
- Plan their own futures and achieve their aspirations.



The FNP team can be contacted on 0141 207 7448 or at [Family.NursePartnership@ggc.scot.nhs.uk](mailto:Family.NursePartnership@ggc.scot.nhs.uk)

## Flexicare

### What is Flexicare?

Flexicare is a service for young people and adults with a learning disability or autism. The service provides a range of tailored support to enable individuals to take part in social and recreational opportunities within their local community. Support is delivered through a network of trained volunteers and sessional workers.

### Eligibility Criteria

Individuals may be able to access Flexicare if they:

- Live in Renfrewshire and have a diagnosed learning disability or autism.
- Are aged 14 years or over.
- Require support to maintain or develop social and leisure skills.
- Can have their social needs met by trained volunteers within group settings.
- Would benefit from regular contact with their peers.

Support is delivered through a network of trained volunteers and sessional workers who provide support with:

- Social activity groups based in local areas for young people and adults.
- Small social groups sharing popular pursuits in the wider community.
- Befriending where individual support is preferred.

To contact Flexicare call - 0141 618 6536



# Our People - A day in the life...



Care at Home Service Manager, Scott McNeill

## Tell us about Care at Home.

The Renfrewshire HSCP Care at Home Service employs over 500 staff who support around 4,500 service users at home each week. The Care at Home service deliver a number of functions, like providing meals, personal care, emergency response and support to maximise independence and to support people to live at home. The service is critical to ensuring appropriate use of the wider health and social care system, mostly enabling discharge from hospital.

## Tell us about your role.

I am the Care at Home Service Manager and have been in post for just over a year. I have worked within the Care at Home field for most of my working life. I'm constantly struck by the volume of compliments we receive that highlight the difference staff make to the lives of service users and their families.

## What motivates you?

Providing the highest quality services that meet the needs of service users will always be what motivates me personally. I'm immensely proud of the work our staff do and the impact they make. Supporting and developing staff is also something I find rewarding. I've always seen developing staff as a key responsibility and there is no greater reward than seeing staff develop and advance in their career.

RES Team Lead, Craig Ross



## Tell us about the Rehabilitation and Enablement Service (RES).

RES has over 60 staff. Our service works to prevent people going into hospital and maximise their independence at home, as well as supporting them when they come out of hospital. For RES, collaborating with colleagues in Care at Home and Locality Teams is important to ensure we give the best care.

## Tell us about your role.

I'm the RES Team Lead for West Renfrewshire. The other part of my role is as Falls Lead. Half of all people aged over 80 have a fall each year and many aren't reported, so it's incredibly important that we have a robust way of preventing and treating falls.

## What motivates you?

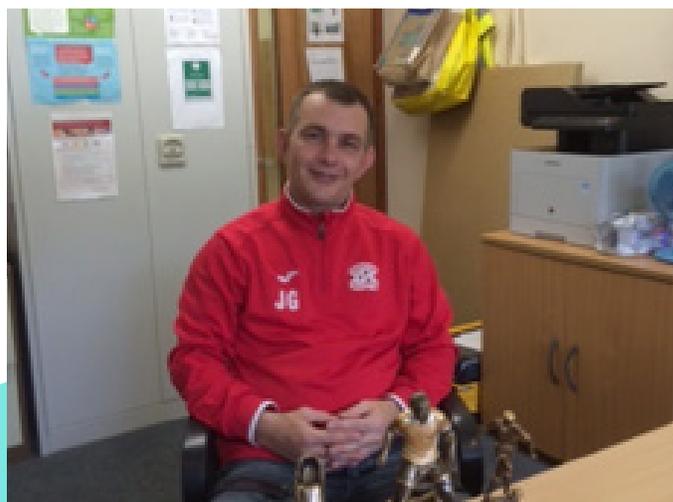
For me, it's about doing things better. Making a service that cares for patients, that offers a high quality service, improving access, even in the face of shifting demands. Doing better is also about doing better by the staff I manage, whether that is in terms of improving support, training and development, or how people feel about their job satisfaction and trying to make it a better place to work. Nothing is more satisfying than knowing someone within your service has made a difference to someone's life. Sharing those success stories motivates me.

# Awards & Good News!

## Renfrewshire Head Injuries Project

A partnership between Quarriers and Renfrewshire HSCP, the Renfrewshire Head Injuries Services (RHIS) offers practical support for people who have sustained a head injury. John (pictured) had a subarachnoid haemorrhage at the age of 17 and was left with mobility as well as some cognitive impairment. John was referred to RHIS who have helped with practical aspects of his life including housing, referrals to other agencies and assistance to attend hospital appointments. John has gained confidence by sharing his experience with others. He was also supported to become a member of the West of Scotland Football Club for the Physically Disabled ([www.westofscotlandfcpd.com](http://www.westofscotlandfcpd.com)) and has worked with St Mirren Football Club and the SFA to establish a disability league.

He has received trophies for football and recently won Coaches' Player of the Year for encouraging young people and fundraising for the club. John has come a long way since his brain injury. With the help of RHIS he has regained his confidence in life and now enjoys helping others.



## UNICEF Baby Friendly Initiative

Renfrewshire HSCP has been reassessed as part of the Baby Friendly Award and has maintained its status as a Baby Friendly organisation. The UNICEF Baby Friendly Initiative, recognised worldwide, was introduced in 1995 and is designed to support breastfeeding and parent-infant relationships by working with public services to improve standards of care. Renfrewshire HSCP's maintaining of the standard is testament to the hard work of Health Visitors and staff in the Children and Families Team during the assessment process. Congratulations to all involved.



# Awards & Good News!

## Renfrewshire HSCP Celebrates Recovery

Renfrewshire Alcohol & Drugs Partnership (ADP) is a multi-agency group which has responsibility for addressing alcohol and drug issues in the community and is aligned to the HSCP. This involves making sure that addiction services are Recovery focused, meaning people who access these services are offered treatment and care plans that focus on supporting the person to recover from their alcohol or drug problem. Renfrewshire ADP has provided funding to the Sunshine Recovery Café, a local volunteer-led project which offers a safe, alcohol and drug free space where people in Recovery can link up with peers and get involved in activities to support their continued sobriety. Most recently, The Sunshine Recovery Café recently won the NHS Greater Glasgow and Clyde Facing the Future Awards Renfrewshire category,

to the delight of Stephen and Debbie (pictured) who are Chair and Vice-Chair of the Café. The success of the Sunshine Recovery Café is a great example of how we work in partnership with community groups to improve the lives of local people.



## Inter-Generational Quiz

This year's annual inter-generational quiz, hosted by The HSCP's Community Links team was a huge success. The quiz aims to encourage older people to become more involved in their local community and children and young people to benefit from the wisdom and experience of older people by learning about each other and benefiting from each other's experience, energy and skills. Primary 7 children meet up with older people before the quiz takes place to get to know each other while learning and teaching one another something new (e.g. the older people show pupils how to hang up washing properly and the children show the older people how to play Mario Kart on the Wii!). Johnstone High school pupils helped compile the questions and completed the scoring on the final day

play-off competition. In total, around 300 people attended the finals day at the Lagoon Leisure Centre on Friday 25 November 2016. Provost Hall opened the event and welcomed everyone, as well as handing out the medals and trophy. The winning team was a delighted Meriott Heroes (Montrose Day Centre/Heriot Primary), A short video of the day can be found online here - <https://youtu.be/4oxlXK9l-hM>



## Renfrewshire Positive About Youth Awards

The annual 'Positive About Youth' Awards recognises the positive difference that young people make in their school communities. Kenna Campbell (HSCP, Health Improvement) and Fi Taylor (Renfrewshire Council Youth Services), have been working with Castlehead Girls' Group who won the PAY Awards' 'Youth Group of the Year' in recognition of their work raising awareness of sexually transmitted infections. As part of their work, the girls have produced posters and a short film, delivered a presentation to Senior Management within their school, designed and delivered a peer education workshop on sexual consent, and joined a group which created two short films for the new Young People's Sandyford website. Well done to the Castlehead girls!



## Disability Resource Centre Rated Excellent by Care Inspectorate

The Disability Resource Centre (DRC) had an unannounced visit by the Care Inspectorate in October 2016. The Care Inspectorate regulates and inspects care services in Scotland to make sure they meet the right standards and provide safe, high quality care that meets the needs of their service users.

The Disability Resource Centre is a single storey, purpose built facility set in its own grounds close to Paisley town centre. The centre provides a day service to a maximum of 60 people with physical disabilities or sensory impairment. The aim is to support the service users with personal, social and employment aspects of life and to promote and assist individuals to achieve a greater level of choice and control over their lifestyles. The Care Inspectorate found that the centre makes good use of community resources and has a very strong emphasis on advocacy, empowerment and engagement.

The inspection graded the service as:  
Quality of care and support 6 – Excellent;  
Quality of staffing 6 – Excellent.

The Care Inspectorate also reported that staff were very good at finding out what people wanted to do and providing support to help them get involved in activities and achieve their goals. Good examples included: various advisory groups, gardening, sewing, music, movie making, photography, art and woodwork.



# Awards & Good News!

## Anne Burns - Queen's Nurse

Anne Burns, Family Nurse Partnership Supervisor, has commenced training towards obtaining the prestigious title of Queen's Nurse. The Queen's Nursing Institute Scotland (QNIS) is a charitable organisation that exists to promote excellence in community nursing and aims to improve the health and wellbeing of the people of Scotland. 20 nurses from across Scotland, representing a variety of community disciplines, are invited by QNIS to work towards becoming a Queen's Nurse, the title being recognition of clinical leaders who demonstrate their impact on communities and patients as expert practitioners. As respected authorities on patient care, Queen's Nurses are expected to inspire others by making a difference, use their exceptional skills and experience to improve patient care and share their knowledge to influence healthcare strategy. Anne, who manages the Family Nurse Partnership programme, which supports teenage mothers and their babies across Renfrewshire, has extensive experience of nursing and is thrilled to be nominated for the Queen's Nurse title. Anne said, "It is an honour to be accepted as a Queen's Nurse. I am excited to support Renfrewshire HSCP to lead the way in ensuring the best patient care for people living in Renfrewshire".



## Paisley 2021 - City of Culture Bid

The race to be UK City of Culture is hotting up and with the final bid submitted, Paisley is in it to win it! The bid is part of wider plans to use Paisley's unique and internationally significant cultural and heritage story to transform the area's future. The town is the home of the Paisley Pattern and the one time centre of the global thread industry, as well as boasting the second highest concentration of listed buildings in Scotland and an internationally significant museum collection. Winning UK City of Culture 2021 would mean hosting a year long programme of major events, bringing a massive economic boost for the whole area, while putting Paisley on an international stage and making the benefits of culture available to everyone in Renfrewshire. The competition is run by the UK Government's Department for Culture, Media and Sport every four years with Hull hosting the title in

2017. Paisley's bid was lodged at the end of April, with the winner to be announced at the end of the year. There are a number of ways you can show your support for the bid:



- Follow us on social media at @Paisley2021 on Twitter or /paisley2021 on Facebook and tweet about what Paisley means to you.
- Go on our website at paisley2021.co.uk and 'push the button' to show your support.
- Sign up to the newsletter via the website.
- Download a Back the Bid poster from the website and put it up in your place of work.
- Spread the word among friends and colleagues about what Paisley and Renfrewshire has to offer, be creative and have fun!

You can see more at [www.paisley2021.co.uk/get-involved](http://www.paisley2021.co.uk/get-involved)

## Well in Renfrewshire (WiRe)

The Community Link team has developed an information portal to make it easier for the public and professionals to find local resources which can improve their health and wellbeing.

Originally developed in response to the roll-out of Self Directed Support, Well in Renfrewshire (WiRe) is now an important part of the wider health and wellbeing agenda, aiming to provide information that is up to date, local and relevant to the person searching for it. WiRe links to websites and social media profiles to make clubs and groups, services and organisations easy to find, searchable by topic and location.

The logo for Well in Renfrewshire (WiRe). It features the word 'WiRe' in a large, white, cursive font. Below it, the words 'Well in Renfrewshire' are written in a smaller, white, sans-serif font. The entire logo is set against a black rectangular background.

To view the portal visit:

<http://www.renfrewshire.gov.uk/article/4071/well-in-Renfrewshire-WiRe>

The portal is still in development and the team would welcome as much constructive feedback as possible, so if you have any comments or if you are aware of any groups or services who would benefit from featuring their details on WiRe please contact: Raj Dabeea - [rajiv.dabeea@renfrewshire.gcsx.gov.uk](mailto:rajiv.dabeea@renfrewshire.gcsx.gov.uk) - 0141 618 4620

# Our Contact Details

Renfrewshire Health and Social Care Partnership can be contacted via:



Email - [Renfrewshire.HSCP@ggc.scot.nhs.uk](mailto:Renfrewshire.HSCP@ggc.scot.nhs.uk)



Phone - 0141 618 7629



Social Media - Follow us (details below)

## Watch out for...

We hope you enjoyed our first newsletter.

Our next edition will be published in Autumn/Winter 2017, with lots of news on what is going on in your local services and more. If you would like to subscribe to the newsletter or have any suggestions on content and or format please email:

[RenfrewshireHSCP.Communications@ggc.scot.nhs.uk](mailto:RenfrewshireHSCP.Communications@ggc.scot.nhs.uk)

Don't forget to follow us for all the latest news and events:



Twitter: [@RenHSCP](https://twitter.com/RenHSCP)



Facebook: [facebook.com/RenfrewshireHSCP](https://facebook.com/RenfrewshireHSCP)

Our new website will be launching in early Summer 2017 - information about all of our services can be found here.

[www.renfrewshire.hscp.scot](http://www.renfrewshire.hscp.scot)