



Renfrewshire
Health & Social Care
Partnership

Issue 2
Autumn/Winter 2017

Brighter Futures Newsletter



In this issue:

Know Who to Turn to

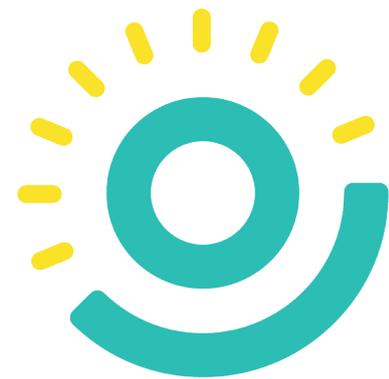
A Day in the Life

Your HSCP Services

Good News Stories

Our vision is for Renfrewshire to be a caring place where people are treated as individuals and are supported to live well

Autumn/Winter 2017 Newsletter



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Welcome message from Chief Officer David Leese



David Leese

Welcome to the second newsletter from Renfrewshire Health and Social Care Partnership, the organisation which leads community healthcare and adult social work services in Renfrewshire.

Now in our second year, we are working hard to provide high quality, effective care and support to the people of Renfrewshire. Feedback from patients, service users and carers is particularly important to us in the development and improvement of our services in our efforts to deliver person-centred care and to deliver on our vision, that Renfrewshire is a caring place where people are treated as individuals and are supported to live well. To find out more about the Partnership's performance, please visit the new Renfrewshire HSCP website at www.renfrewshire.hscp.scot in the Publications and Newsletter section and read our first Annual Report. It summarises what we achieved in our first year as Renfrewshire Health and Social Care Partnership, from April 2016 to March 2017. It also highlights our performance against the nine National Health and Wellbeing outcomes by service area, and includes informative case studies and some interesting statistics displaying our wide-ranging service provision.

However, none of our work would be possible without the effort, dedication

and professionalism of our staff, so I would also like to extend a sincere thank you to all staff and volunteers. Our recent Staff Awards ceremony highlighted just some of the outstanding work taking place daily in Renfrewshire. Read more on page 12.

I would also like to take the opportunity to welcome Dr Donny Lyons, our new Renfrewshire HSCP Integration Joint Board Chairman. The Integration Joint Board (IJB) is responsible for making sure the Partnership delivers the right results for the people of Renfrewshire and their carers. Regular performance reports will be presented at IJB meetings on the progress we are making.



Donny Lyons

The voting members of the Board are made up of Councillors and Health Board representatives. To find out more, visit the About Us section on our website. Integration Joint Board meetings are open to the general public. If you would like to attend, please call 0141 618 4000. We hope you enjoy the second edition of our newsletter and as always we welcome any feedback, suggestions for content, or any information or news you may have about local services. Email, call, or contact us via social media – full details are on the back page. All that remains, as we head towards the festive season, is to wish you a safe and healthy Christmas and New Year. We will be back with our next Newsletter in Spring 2018.

Staying Healthy



Fighting Flu

The flu vaccination is available every year to help protect adults and children at risk from flu and its complications. It is recommended the following groups of people receive the vaccine: anyone aged 65 or over; pregnant women; children and adults with an underlying health condition (e.g. long term heart or respiratory disease); children or adults with a weakened immune system; and carers – the flu jab is the best way to protect you and the person you care for. To get your flu jab, contact your GP, local pharmacy, or midwifery service if you're pregnant.

NHS inform

NHS inform is a Scotland-wide website, web chat and phone service to help you look after you and your family's health. Find answers to a wide range of everyday health questions, with up to date information covering subjects such as conditions and treatments, healthy living, and information on health services across Scotland. Visit www.nhsinform.scot



Recovery Across Mental Health (RAMH)

Promoting recovery from mental ill health, RAMH provide professional care and services to those affected by mental ill health, including depression, self harm, bipolar disorder, anxiety and other conditions. Tel: 0141 847 8900 or visit:

<http://ramh.org/>



My Diabetes My Way

NHS Scotland interactive diabetes website My Diabetes My Way supports people who have diabetes and their family and friends. Featuring leaflets, videos, educational tools and games containing information about diabetes, you can now use the site to help you manage your condition and view your own up-to-date diabetes clinic results. Visit www.mydiabetesmyway.scot.nhs.uk to find out more.



Staying Healthy

Weigh to Go

Are you a young person and worried about your weight? Weigh to Go is a free service for people aged 12-18 who are overweight and want to lose or manage their weight. The free, 24-week plan promotes healthy, sustainable and successful weight loss, as well as encouraging you to increase your physical activity. It also aims to improve confidence and self-esteem. Tel: 0141 451 2727 or visit: www.nhsggc.org.uk/your-health/health-services/weigh-to-go



Drinkaware

The short and long term effects of alcohol can affect your body, lifestyle and mental health. It is advised that both men and women should not exceed the weekly limit of 14 units to lower possible health risks. If you do choose to drink that amount, it is best to spread your drinking evenly over three or more days. Tel: 0300 123 1110 or visit: www.drinkaware.co.uk

drinkaware

Eat Better Feel Better

Cooking tasty, healthy meals for your family doesn't need to cost you lots of time or money. Eat Better Feel Better can help you make changes to how you shop, cook and eat, so you and your family can eat better and feel better. From top tips to recipes and advice, you'll find all the help you need at www.eatbetterfeelbetter.co.uk



Active Communities

Delivering physical activities, community sport and health and wellbeing classes across Renfrewshire, Active Communities encourage and support you to get involved regardless of age or ability. Their youngest member is two months and their oldest is 91! So go on, join in the fun! Tel: 0141 258 9923 or visit: www.activecommunities.co.uk



Know Who to Turn to...

Choosing the best route to feeling better

Going directly to the person with the appropriate skills is important. This can help make a speedier recovery and ensures all NHS and Social Care services run efficiently.

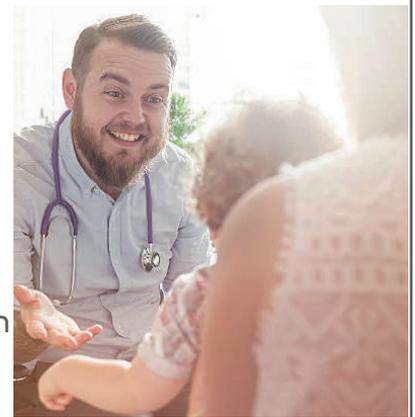
999

Turn to 999

In a life-threatening emergency, always call 999 if someone is seriously ill or injured, and a life is at risk.

Turn to your GP

If you have an illness or injury that will not go away, make an appointment with your General Practitioner (GP). Your GP will carry out a detailed examination and provide advice, information and prescriptions. Your GP can also refer you to specialist healthcare professionals.



Everyone needs to register at their local GP surgery. More information about registering with a GP is available at

www.nhsinform.scot



Turn to your Pharmacist

Drop into your local pharmacy to receive expert advice and information on healthcare, as well as help with your medicines. Your pharmacist sells a wide range of over the counter medicines to treat minor ailments such as coughs, colds, sunburn, hay fever, constipation, aches and pains, cold sores and mouth ulcers.

If necessary, your pharmacist may refer you directly to your GP or ask you to make an appointment.

If your GP is closed and you have an illness or injury that cannot wait, call NHS 24 on 111. They can arrange for you to be seen at your nearest Out of Hours' service.

Turn to your Optician/Optomtrist

If you have an eye problem, you can make an emergency appointment with an optician (also known as an optometrist). Telephone your optician or contact NHS 24 on 111.



Turn to your Dentist

Do you have persistent mouth, tooth or gum problems? Arrange an appointment with your dentist for a dental check up. If your practice is closed, you will hear a message providing details of Out of Hours arrangements for providing advice and treatment.



Turn to Adult Social Care

The Adult Services Response Team (ASeRT) is the single point of access for social care services including Adult Protection, Care at Home, Community Care and Occupational Therapy.

Call 0141 207 7878 or email:
adultservices.sw@renfrewshire.gov.uk



Turn to Local Support Services

If you need help with your mental health or are finding it difficult to cope, contact your GP who can refer you to Community Mental Health Services. For help with mild to moderate mental health problems in Renfrewshire, call 0141 849 2208.



Turn to Addiction Services

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



Turn to Self-Care:

For a speedy recovery, self-care is the best option when you have a minor illness or injury. NHS inform is Scotland's health information service. The website, web chat and phone service provides information to help you look after you and your family's health. Visit www.nhsinform.scot for further information.



Our Services

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

Renfrewshire Drug Service

If you need help to recover from drug addiction, Renfrewshire Drugs' Service offers a range of support.

Our team is made up of nurses, doctors, social workers, addiction workers and a psychologist. Support available includes psychological therapies, medicines including Methadone and Subutex, and group work programmes to help recovery.

We also offer services to reduce other types of harm that can result from drug addiction. You can come here for needle exchange, sexual health advice, overdose prevention awareness and Hepatitis C testing.

To refer yourself to Renfrewshire Drugs' Service, call 0300 300 1199.

Long Term Care at Home

Care at Home provides personal care and practical support to help you live independently in your own home.

Where you live will determine whether you receive Care at Home services directly or from an external provider. We operate 365 days a year and our care workers can help you with tasks such as getting out of bed, making breakfast, maintaining personal hygiene and continence care, getting dressed and taking your medication.



We also offer short-term overnight support for up to six weeks to help prevent admission to hospital, or help you get discharged.

Depending on your age and circumstances, there may be a charge for Care at Home services.

An assessment is needed to access all care services. New referrals and service requests are directed through the Single Point of Access by the ASeRT Team. You can contact the Team on 0141 207 7878.

Speech & Language Therapy

Our team of speech and language therapists and trained clinical support workers work with children up to 18 years of age. We aim to enable parents and other carers to support children's speech, language, communication or swallowing needs in everyday environments. We achieve this by training and supporting you and others to make the most of your child's unique abilities. We also work directly with some children.

If you have concerns about any aspect of your child's speech, language and communication development, or if you would like some advice, you can talk to your GP, Health Visitor or contact us direct by calling 0141 314 4601.

Primary Care Mental Health Team

Renfrewshire's Doing Well Primary Care Mental Health Team (PCMHT) offer a primary care service for people with common mental health problems. Our service is provided by healthcare workers offering treatment, information, advice and support.

Once your referral has been received, our team will carefully assess your mental health needs. Your first contact may be a telephone assessment or one-to-one appointment and a clinician will discuss and decide with you where and how the most appropriate treatment will be provided. We want to help you understand your difficulties and, in turn, develop ways to cope.



We usually receive referrals to the service either from your GP or other health or social care professional, or by self-referral. To self-refer, please call 0141 849 2208.

Our People - A day in the life...



Senior Management Accountant - Debby Johnston

Tell us about your role...

My role is to produce accurate and timely finance reports for service managers as well as senior finance personnel. Good working relationships are key as I am often the link between different areas of the NHS GGC Board and the Health and Social Care Partnership.

What motivates you?

I am currently a mentor for the NHS National Services Scotland (NSS) Finance Mentoring Scheme. Students and mentors are from Health Boards all over Scotland, which offers an opportunity to see how the finance functions operate across different areas. I am currently paired with an assistant management accountant from NHS Lanarkshire.

What do you find most rewarding?

My role offers the opportunity to meet and support a wide range of people from a variety of services and professions. Recently moving base to Renfrewshire HSCP headquarters has allowed me to build relationships and increase my understanding of the services that social work provide.



Health Improvement Practitioner - Suzie Davis

Tell us about your role...

I work in the Children and Young People's Health Improvement team. My role includes providing training to increase knowledge and build skills across areas such as sexual health, mental health and addictions. I work with education, community and voluntary organisations and provide health improvement leadership to services.

What motivates you?

Improving outcomes and reducing health inequalities for the most vulnerable children and young people in Renfrewshire. Due to limited resources, working directly with young people is not always feasible so local partners are of vital importance. I work collaboratively with a number of organisations including Barnardo's, Princes Trust, Youth Services, Homelink and Active Communities. I also support those working with Looked After children and young people.

What do you find most rewarding?

The good news stories I hear from colleagues working with young people. For instance, a recent participant of the weight management programme 'Weigh to Go' rated the service 5/5 and would recommend it to a friend. This shows our staff and programmes are really valuable to service users. I find it rewarding supporting services and providing resources so that collectively we can make a difference.

A week in the life of Renfrewshire HSCP

29,973

Care at Home staff visits, providing care for 1,673 people over 65

44

Responses to Adult Welfare and Protection concerns

2,653

District Nurse home visits

214,600

Hours provided by unpaid carers

32

Babies born

1,088

People visit A&E at the Royal Alexandra Hospital

3,473

Evening meals and 2,075 lunches delivered by Community Meals

308

Visits by the Rehabilitation and Enablement Services

770

People attend Addiction Services

538

People over 65 supported in Day Centres

31

Children receive their 30 month health check

212

People organise their own care and support with a direct payment

458

Requests made to Adult Services' Request Team

152

People attend Speech and Lanaguage Therapy

133

Visit the Carers' Centre every week (89 adults, 4 young adults and 40 young carers)

274

Places available daily for adults with learning disabilities to enhance their life skills

Awards & Good News!

Celebrating Our Success

The afternoon of Friday 29 September saw the 2017 Renfrewshire HSCP 'Celebrating Success' Staff Awards event take place at the Glynhill Hotel, Renfrew.

It was our biggest event yet, with over 60 nominations across eight categories:

- Integrated Working Category
- Resource Optimisation
- Impact on the People We Care For
- Impact on Culture
- Imelda Colton Award for Best Practice in Nursing
- Impact on the People Who Work in the HSCP
- Volunteers
- Leadership



Chief Officer David Leese and IJB Vice Chair Councillor Jacqueline Cameron presented the awards to our winners. Staff, volunteers and the Cotton Street choir invited guests attended the event which as usual was full of laughs, music and plenty of colour to acknowledge our vision of brighter futures.

Positive Steps – Jean's Story

It's always great when we receive feedback from our service users, so it was lovely when we were invited along to Ralston Day Centre to meet Jean and hear how the service helped her after a recent fall in her home.



A local Paisley resident, Jean had previously had a fall in her home and after failing to attract any help she remained on the floor overnight. Thankfully when staff from the Day Centre called for Jean the next day, the alarm was raised and Jean was taken to hospital.

When Jean later returned to the Day Centre, she took part in the Positive Steps Falls Awareness Programme aimed at older people who are at risk of falls. The training was so good Jean attended it twice, which proved to be very helpful especially when Jean unfortunately experienced another fall in her home. This time Jean was able to use the techniques shown at the training session and managed to get back on her feet safely.

Jean is so thankful to the staff at the Day Centre for all the help they have provided and now encourages everyone to attend the Positive Steps training course to help them in the event of a slip, trip or fall.

Promoting Peer Support Project

Renfrewshire Alcohol and Drug Partnership (ADP) is working together with The NetWork Service, Department of Work and Pensions and RAMH, with the key aim of building capacity for individuals who are in recovery from addictions to become qualified Peer Support Workers. Once qualified, the Peer Support Workers will provide recovery focused interventions, role modelling, inspiration and motivation towards recovery and employment for individuals accessing both addiction and employability services.

The participants reported significant improvements in self-esteem and enhancement of their own recovery journey. Informal feedback from workplaces, mentors and individuals using local services including Job Centres was also very positive. 13 individuals were part of the first cohort with 11 completions.

The Project recently won the Renfrewshire HSCP Award for 'Impact on the People We Care For'.



10 Years of The Buddy Beat



A huge Happy Birthday to award-winning drumming group The Buddy Beat, who have brought a decade of rhythm and help to people across Renfrewshire.

Founded by Jeanette Allan, Care Group Lead Occupational Therapist for Mental Health Clyde, Community Musician Dr Jane Bentley, and Karen Auld, Occupational Therapist, it was originally a six-week project that has gone on for 10 years!

The group has gone from strength to strength, with over 250 gigs and workshops now under their belts.

Being part of the group is all about inclusion, improving self-worth and self-confidence in an environment that is safe and non-threatening. It is also a great place to make friends and can act as a springboard to other things, including art groups and drama. Some members have ventured into volunteering, others into education and more into employment.

The group has also forged partnerships with many other organisations including Renfrewshire Mental Health Arts Festival, RAMH, ACUMEN, Penumbra, Flexicare and ROAR (Reaching Older Adults in Renfrewshire), providing a host of entertainment and workshops along the way.

To find out more visit www.thebuddybeat.com or follow them on facebook at Renfrewshire's The Buddy Beat, or on twitter @TheBuddyBeat

On the Shortlist! #Paisley2021

Paisley is now the only Scottish contender in the UK City of Culture 2021 competition. Up against Stoke, Swansea, Coventry and Sunderland, the winner will be announced in December 2017. So join the final push and support Paisley's campaign. Go online at paisley2021.co.uk/get-involved or email hello@paisley2021.co.uk with your ideas. And remember to push the 2021 button on the homepage at paisley2021.co.uk and ask your family and friends to do the same. You can also like and follow Paisley2021 on Facebook, Twitter, Instagram and YouTube. #paisley 2021



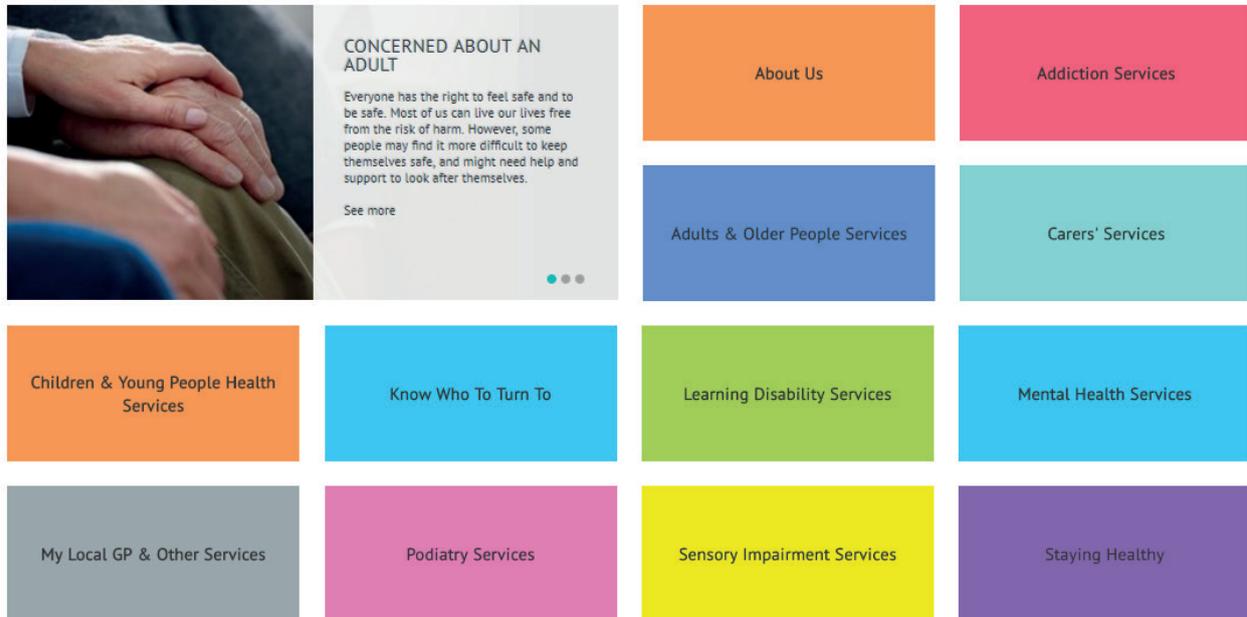
Well in Renfrewshire (WiRe)



Developed by the Community Link Team in response to the roll-out of Self Directed Support, WiRe has become an important health and wellbeing resource for the people of Renfrewshire. Providing local, up to date information, you can search for clubs and groups, services and

organisations by topic or location.

To find out more, visit: <http://www.renfrewshire.gov.uk/article/4071/well-in-Renfrewshire-WiRe> The portal is still under development so if you have any constructive feedback or know of any groups or services who would benefit from being featured on WiRe, please contact: Raj Dabeea at rajiv.dabeea@renfrewshire.gov.uk – 0141 618 4620.



Our new website provides an overview of all our services plus information on how to access them. We also have a Newsletter and Publications section where you can view our Strategic Plan, Annual Report, Integration Joint Board meeting papers and other key documents. The site is also a useful directory providing information on the following:

- About Us
- Addiction Services
- Adults & Older People Services
- Carers' Services
- Children & Young People Health Services
- Know Who To Turn To
- Learning Disability Services
- Mental Health Services
- My Local GP & Other Services
- Podiatry Services
- Sensory Impairment Services
- Staying Healthy

Within each section you will also find additional information and links to other services, which we hope will help you stay healthy. Log on now at:

www.renfrewshire.hscp.scot

Our Contact Details

Renfrewshire Health and Social Care Partnership can be contacted via:



Email - Renfrewshire.HSCP@ggc.scot.nhs.uk



Phone - 0141 618 7629



Website - www.renfrewshire.hscp.scot

Watch out for...

We hope you enjoyed the second issue of the Brighter Futures newsletter.

Our next edition will be published in Spring/Summer 2018, 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 please email:

RenfrewshireHSCP.Communications@ggc.scot.nhs.uk

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Brighter futures