



Renfrewshire  
Health & Social Care  
Partnership

Issue 3  
Spring/Summer 2018

# Brighter Futures Newsletter

In this issue:

Know Who to Turn to

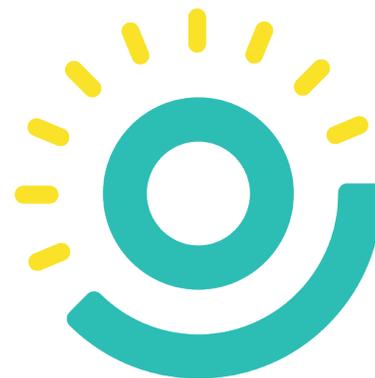
A Day in the Life

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

# Spring/Summer 2018 Newsletter



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## Welcome message from Chief Officer David Leese



David Leese

Welcome to the Spring 2018 newsletter from Renfrewshire Health and Social Care Partnership as we move into our third year of leading community healthcare and adult social work services in Renfrewshire. Throughout this issue you will find examples of our work to support people at home and avoid unnecessary hospital admissions.

As an organisation, person centred care is our priority and we continue to work hard to provide high quality, effective care and support to the local community. Feedback from patients, service users and carers is particularly important to us in the development and improvement of our services to deliver on our vision that Renfrewshire is a caring place, where people are treated as individuals and are supported to live well.

The Care Inspectorate and Healthcare Improvement Scotland have published a report following their joint inspection of our Adult Services. The report recognises our strengths and also shows key

recommendations that will support us as we continue our journey to integrate services and improve ways of working for the benefit of local people who need our support. Read the full report at [www.renfrewshire.hscpscot/article/4851/Publications--Newsletters](http://www.renfrewshire.hscpscot/article/4851/Publications--Newsletters).

We are now beginning work on our 2017-18 Annual Report, which will summarise our second year as Renfrewshire Health and Social Care Partnership. Published on 31 July, it will highlight our performance against the nine National Health and Wellbeing outcomes by service area, and include informative case studies and some interesting statistics.

In other news, the new GP contract will change the way we work with GPs in Renfrewshire. Its aim is to enable GPs to do the job they are trained to do and provide even better care for patients. Read more about this on page 4.

Finally, we would like to thank all staff and volunteers who coped brilliantly with unprecedented demand and adverse weather conditions over what feels like a very long winter. We look forward to recognising these achievements at our Staff Awards event later in the year.

We hope you enjoy the third edition of our newsletter. Please share your views or any news you may have about local services. You can email, call or contact us via social media – full contact details are on the back page.



## Staying Healthy

### 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](http://www.nhsinform.scot)

### Sandyford Sexual Health Clinic

Sandyford provides sexual, reproductive and emotional health care across the Glasgow and Clyde area that is supportive, non-judgemental and sensitive to your needs. Sandyford has two local clinics in Renfrewshire (Paisley and Joh50nstone) for adults and young people. For more information please visit: <http://www.sandyford.org/>



### New GP Contract

GPs now work together in clusters. Priority areas include: developing pharmacy services; improving childhood vaccinations; and working in partnership with physiotherapy and mental health professionals. Practices will also benefit from access to link workers, who will support patients to address a wide range of issues affecting their health and wellbeing.

### 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 complete the online form by visiting:

<http://www.nhsggc.org.uk/your-health/health-services/weigh-to-go-12-18/>



# Staying Healthy

The price of some alcohol is increasing from 1 May 2018.



For example, this will mean the proposed minimum price for the following:

Product	Strength (ABV)	Volume	Minimum Price
Whisky	40%	750ml	£14.00
Vodka/Ste	37.5%	750ml	£13.33
Wine	13%	750ml	£4.88
Beer	5%	4 x 440ml cans	£4.40
Cider	5%	2000ml	£5.00

For more information visit:  
[minimumpricing.scot](http://minimumpricing.scot)



## Minimum Unit Pricing of Alcohol

Scotland has a troubled relationship with alcohol. As a nation we drink 40% more than the low risk drinking guidelines of 14 units per week for men and women. Lots of evidence shows that as alcohol becomes more affordable, drinking increases, and as drinking increases so does harm. We know one of the best ways to reduce the amount of cheap alcohol consumed by people in any country is to make it less affordable. Scotland is the first country in the world to recognise this by adopting a minimum pricing policy. Further information can be found at:

[www.minimumpricing.scot](http://www.minimumpricing.scot)

## My Stroke Guide

My Stroke Guide is a self-management tool to support people who have been affected by stroke. It's been designed by the Stroke Association, working closely with stroke survivors and family members who have been involved in every step of its development. It provides practical tools to help stroke survivors understand and deal with its effects alongside peer support to combat feelings of isolation. Find out more at : [www.mystrokeguide.com](http://www.mystrokeguide.com)

**Stroke**  
association



## New Bowel Screening Test

The Scottish Bowel Screening programme introduced a new and improved test in November 2017 called a Faecal Immunochemical Test (FIT). The test has a stick attached to the lid this is used to take one small poo sample and pop it back into the tube. Full instructions and a detailed information leaflet will be sent to you with your invitation and test. You will receive your results in about two weeks. Bowel cancer screening can save lives. Screening aims to detect bowel cancer at an early stage, when treatment has the best chance of working. You will be invited to take this test every 2 years from your 50th birthday.

## Well in Renfrewshire (WiRe)

Well in Renfrewshire (WiRe), developed by the Community Link Team, uses information from ALISS (A Local Information Service for Scotland) [www.aliss.org/](http://www.aliss.org/) to help people find local clubs, groups, services and organisations that can support their health and wellbeing. With more than 200 entries for Renfrewshire already available, we will continue to add more information about resources in your local area. If you have any feedback or questions contact Allan Mair on [allan.mair@renfrewshire.gov.uk](mailto:allan.mair@renfrewshire.gov.uk).

**WiRe**  
Well in  
Renfrewshire

# Know Who to Turn to...

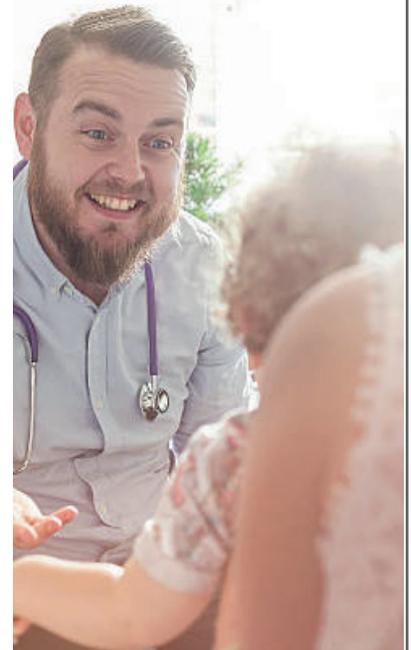
Over the winter period the RAH has been extremely busy. So if you are feeling unwell but it isn't an emergency, please consider some of the alternatives we have highlighted below. If you wouldn't call 999, please don't go to A&E.

## 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](http://www.nhsinform.scot)

You may find your GP receptionist now asks you some questions when you phone your practice for an appointment. This will ensure you see the most appropriate health professional for the most appropriate medical care at the most appropriate time. Any information you give them will be confidential and will also help staff to prioritise GP house visits and phone calls.



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

Call 0300 300 1380 or email:

[adultservices.sw@renfrewshire.gov.uk](mailto:adultservices.sw@renfrewshire.gov.uk)



## Turn to Mental Health 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](http://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:

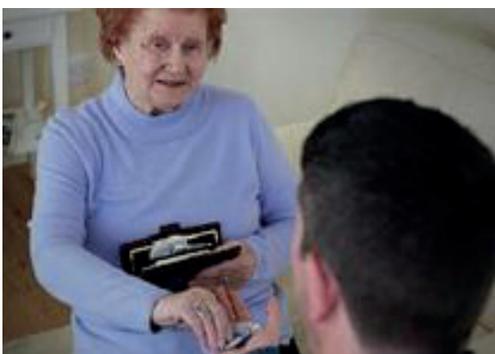
## Community Meals

Renfrewshire Council's Care at Home Community Meals Service support individuals to maintain their independence by providing hot and cold meals, twice a day, delivered directly to your door. Our aim is to help people to live safely and independently within their own home. Community Meals can cater for special dietary needs i.e soft diet, pureed, gluten free, diabetic or vegetarian at a cost of £2.56 per delivery. You can choose what meals you prefer, for example soup and a sandwich at lunchtime or a main meal and pudding at teatime. Should you need to cancel your Community Meals on a short term basis, i.e for one day, contact 0141 887 4466. If you give 24 hours notice, no charge will be applied for that day. Drivers will also report any concerns regarding clients as the Community Meals Service is a welfare check. Referrals are directed through the Single Point of Access by the ASeRT Team. Contact the Team on 0141 207 7878. There is no assessment required for this service.

## Adult Protection - Financial Harm

The Renfrewshire Adult Protection Committee has established a multi-agency Financial Harm Subgroup, with the aim of reducing the number of people in our communities being exposed to or suffering financial harm.

The group has representatives from



Renfrewshire Health and Social Care Partnership; Renfrewshire Council; Police Scotland; and voluntary sector partners all working

together to make Renfrewshire citizens harder targets for criminals trying to obtain their money through fraud, scams, intimidation or exploitation. People often think about the impact of such harm solely in terms of financial loss. But the impact can be devastating to those harmed and impact greatly on their confidence and health and wellbeing.

A recent awareness-raising event was held at Johnstone Town Hall, with over 80 people in attendance. Independent Chair of the Renfrewshire Adult Protection Committee John Paterson said: "Financial harm has been described as the risk of experiencing financial or material abuse. This includes theft, fraud, exploitation, pressure in connection with wills, property or inheritance, as well as financial transactions or the misuse of someone else's property, possessions or benefits. This description helps us think about the broad range of harm that can affect people in our communities and why it is important to raise any concerns you have with local services."

If you are concerned about yourself or know someone else who may be experiencing financial harm, please call Renfrewshire's Adult Services Referral Team on 0300 300 1380 for help and advice.

## Podiatry Services

If you have a condition that affects your lower limb, our Podiatry Service can provide you with screening, assessment, diagnosis, treatment and foot health education. We aim to make sure our service is driven by your needs. The support and care we offer is designed to help you care for yourself wherever possible, as well as involving you in the development and delivery of your treatment plans. All our podiatrists are registered by the Health and Care Professions Council (HCPC), who ensure we meet their standards for training, professional behaviour and health.



You can refer yourself by calling the podiatry appointment line on 0141 347 8909 or by emailing [AHP.Appointments@ggc.scot.nhs.uk](mailto:AHP.Appointments@ggc.scot.nhs.uk)

## PANDA Child Development Centre

If your child has disabilities, a long-term condition or a complex neurodisability, our Panda Child Development Centre offers assessment, diagnosis, treatment and management of their condition. Our team is made up of professionals who work with you to make sure your child reaches their full potential.

Community paediatricians and specialist nurses provide initial assessments and support before any necessary referrals to our wider team of physiotherapists, occupational therapists and speech and language therapists.

It's important we offer the support that is right for your child and take into account the needs of your family too. To help us do this, specialist staff work together with other agencies to make sure we're identifying and meeting the needs of your child in the right way.

If you and your family need additional support, the specialist nursing team will coordinate this care for you.

If you are concerned about your child's development, a referral can be made through your GP, health visitor, school or any other professionals who may be involved with your child. The Panda Centre is based at Royal Alexandra Hospital -  
Tel: 0141 314 7202, 8.30am-4.30pm.

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



Community Nursery Nurse - Anna Howie

**Tell us a bit about your role...** I work with health visiting teams to provide targeted support for children and families in the Paisley area. This can vary from home visits and group work sessions to assisting families in accessing community supports

**What are the partnerships that matter most in your role?** I work with nine different health visitors linked to six GP practices. It's important to build positive relationships with the teams and families I work with as well as local nurseries and other health professionals.

**What else are you involved in?** I deliver Triple P parenting groups which allow parents of children aged 3–6 years old to share concerns and learn strategies to help manage challenging behaviour.

**What do you find most rewarding?** I enjoy the variety and seeing positive outcomes for the children and families I support. I was also proud to receive a Renfrewshire HSCP Staff Award in 2017 for the category “the impact on people we care for”.



Care Home and Day Services Manager - Antoni Anderson

**Tell us a bit about your role...** I manage Residential and Day Services for older people. We have five day centres for older people and three Residential Care Homes, where older people with advanced or complex needs live in a supported homely setting.

**What else are you involved in?** Our Day Centres offer activity based care – just one example of how we engage with people who could otherwise be socially isolated. We also support people with dementia and offer respite for their families.

**What are the partnerships that matter most in your role?**

My role is focused on the challenges associated with our ageing population. With the introduction of Health and Social Care Partnerships, we're discovering how joint working can be of huge benefit in order to adapt, meet growing demand and support people to live well at home.

**What do you find most rewarding?** I enjoy working with families and service users, developing services to give the best outcomes. I find it really rewarding knowing our support enabled someone to stay at home as long as possible. Alternatively our services can assist someone to move into a care home, where they can receive the support they need to meet their care needs.

# Some services associated with the HSCP



20

opticians



29

GP practices



1 HSCP respite unit for adults with learning disabilities



4

day opportunity centres for adults with learning disability



Locality Services  
(DN, Care management ASP)



30

dental practices



1

resource centre for adults with physical disability



44

pharmacies



Mental Health Officer Services



Care at Home Services (inc. reablement community meals, TEC, Extra Care Housing units)



6

day centres for older people



3

HSCP residential care homes for older people (inc. a respite unit)



19

independent care homes for older people

# Awards & Good News!

## Brighter Futures - Public Event

On 16 November 2017, we hosted the first Brighter Futures public event at the Lagoon Leisure Centre in Paisley. With 36 tables, we showcased the wide range of services that make up our Health and Social Care Partnership, ranging from Health Improvement to Care at Home. We also held mini health checks, Heart Start training and exercise taster sessions, as well as providing lots of helpful promotional material to take away. With over 300 members of the public, staff and partners attending, feedback received was very positive and it was suggested the event should continue to feature in the HSCP's calendar. It also gave our own staff and partner organisations a valuable opportunity to network and make new connections.

Moving forward, our focus will be to continue to support the community to use the services available to them including public, third sector and community based organisations, as well as online resources like the HSCP website and NHS inform.



## ACCORD Hospice Inpatient Unit Refurbishment

The recent inpatient ward move from ACCORD Hospice to Montrose Care Home has highlighted the positive impact of health and social care integration and partnership working for patients and families in Renfrewshire. The move is necessary to allow a 20-

week programme of refurbishment of the Inpatient Unit at ACCORD. This exciting development will provide eight single rooms with en-suite facilities, French doors leading to individual patios and communal garden areas, as well as centralised services and an upgrade of amenities for patients, families and all who visit the unit.

Patients, staff and mascot 'Champion Charlie' have settled in well to Montrose. They have been bowled over by the kindness and generosity of the Care Home staff and clients, who held an afternoon tea to welcome them to their new home and donated a portion of the funds to ACCORD. The new unit has a lovely outlook and gardens where patients can spend time with their loved



ones or feed the resident chickens who, we are told, produce very tasty eggs!

Team work has been absolutely crucial in making the move such a success with very little disruption to the care of patients and their families, so we would like to say a huge thank you to everyone involved.

## Lochwinnoch - A Dementia Friendly Village



The official launch of Lochwinnoch Dementia Friendly Village project took place on Friday 27 April in Calder

Church. The event was a huge success, with a great turnout from the local community including Councillors Bibby and Rodden, and David Arthur from Lochwinnoch Community Council. The evening began with an excellent presentation by Iain Houston from Alzheimer's Scotland followed by Julie Twaddle from Dementia Friendly Prestwick, who shared some of their experiences of

setting up a dementia friendly community. Loraine and Ron Grey from Playlist for Life presented a very moving and thought-provoking presentation about the UK music and dementia charity. Founded by Sally Magnusson in memory of her mother who suffered from dementia, it highlights the benefits of music and how it helps keep people connected to themselves and their loved ones throughout their dementia journey. The musical theme then continued with a rousing singalong thanks to Renfrewshire Carers' Centre Choir and Sean and Frank. The company were in full voice!



## RAMH Renfrewshire Employer of the Year, 2018



A huge congratulations to RAMH who have won the prestigious Renfrewshire Employer of the Year 2018 category in the Provost's Community Awards! They were nominated for providing a positive working environment and going above and beyond the call for duty for their staff, who provide a vital service to the people of Renfrewshire.

RAMH provides professional care and services to those affected by mental ill health; depression, self harm, bipolar disorder, anxiety and other conditions. They also promote recovery from mental ill health, and empower people to build independent, fulfilled lives. RAMH employs 180 people in both full and part time roles from a variety of backgrounds, all of whom share the commitment of working with people to support their aspiration to recover from mental ill health.

RAMH Chair, John Leckie was delighted to

receive such a prestigious award:

"This reflects the commitment of the staff and volunteers who put so much into enabling people to take control of their mental health recovery. It is particularly poignant to receive such recognition in this, RAMH's 40th anniversary year."

Stephen McLellan, Chief Executive of RAMH continued: "We see this as validation of the work staff do on a daily basis. RAMH is about supporting people to achieve their potential regardless of whether they use our services or contribute to delivering them. In many ways, it is acknowledgement of the role voluntary and charitable organisations play in helping deliver care and support across the whole field of social care."

RAMH provides a range of social support services and employ the link workers as part of our HSCP's Community Connectors Initiative.

Tel: 0141 847 8900 or visit 14 St James Street, Paisley. In a Crisis, call 0141 848 9090, Freephone: 0800 221 8929.

Email: [enquiries@ramh.org](mailto:enquiries@ramh.org)

## NHS70: Celebrating 70 Years

On 5 July 2018, the NHS will celebrate its 70th anniversary.

It's a great opportunity to look back and celebrate 70 years of the NHS in Scotland and the difference it has made to people's lives, as well as reaffirm our ongoing commitment to the founding principles of the NHS.

It is also a wonderful opportunity to thank our staff and partners for all their hard work and commitment, and to demonstrate our achievement and successes, whilst acknowledging the challenges we face.

In the months ahead, we'll be encouraging everyone to get involved, not just in the celebrations, but in their NHS Scotland – whether through volunteering or giving blood – or thinking about how to best look after our NHS by using services wisely.

For further information visit [www.ournhsscotland.com](http://www.ournhsscotland.com) or follow [#nhsscot70](https://twitter.com/nhsscot70) on Twitter.



## Quit Your Way

Renfrewshire would like to introduce the new national 'Quit Your Way' brand. Following public consultation, all Smokefree Services across NHS Greater Glasgow and Clyde will now be known as Quit Your Way. It's only the name that has changed; we will continue to offer the same high quality service as before:

- The best, evidence based way to stop smoking – completely free and local support
- Direct access to stop smoking sessions – no waiting times, no fixed start or end dates – we are here as long as you need us
- You can book direct via [www.nhsggc.org.uk/quityourway](http://www.nhsggc.org.uk/quityourway)
- You can also attend pharmacy direct

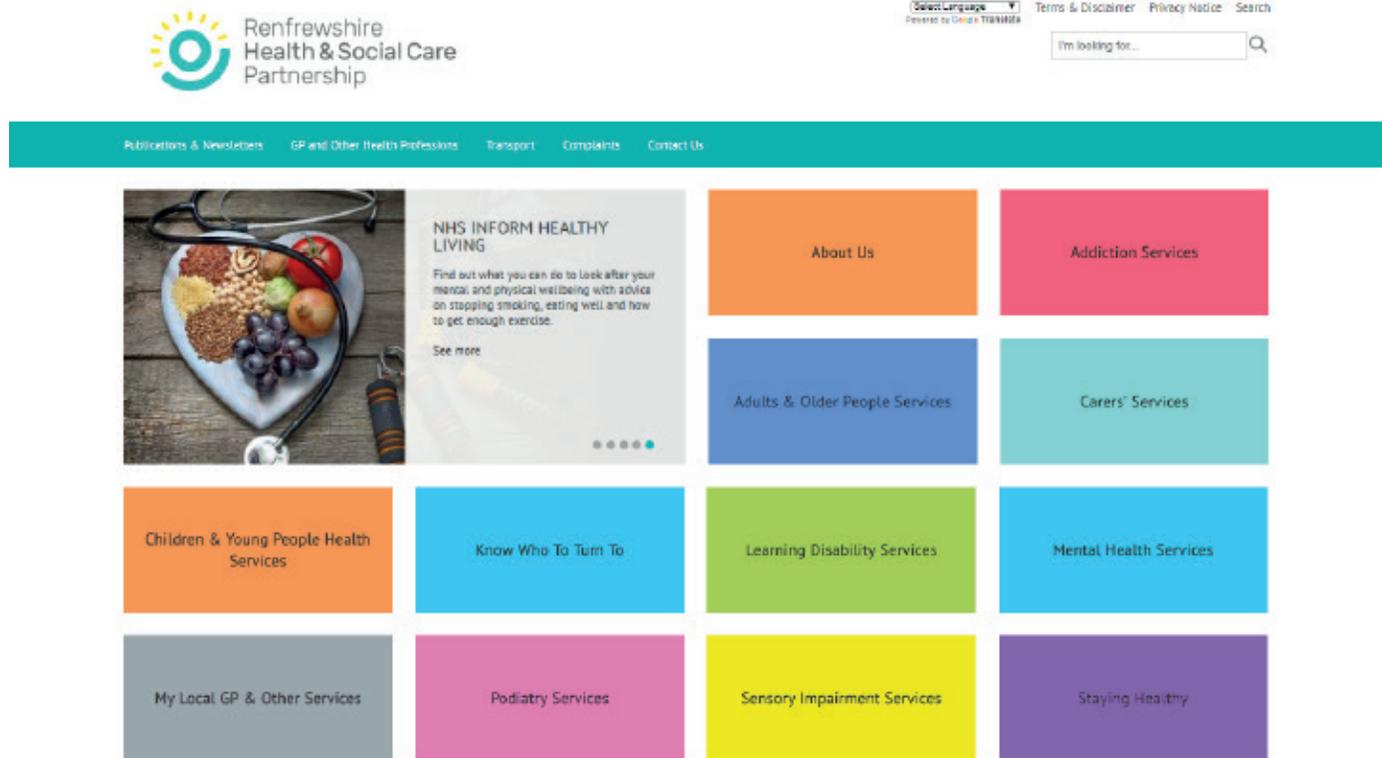
Additionally, in line with the new branding, Smokeline is now also known as Quit Your Way Scotland. The aim of this Scotland-wide approach is to help raise more awareness and understanding of the stop services available across the country.

Our services are still the most effective method to stop smoking for good. Over the last 5 years, 150,000 people in Greater Glasgow and Clyde have used our services to try to stop smoking. Quit Your Way services are available through all community pharmacies and in many local community venues.

For more information or support to stop smoking, visit [www.nhsggc.org.uk/quityourway](http://www.nhsggc.org.uk/quityourway), or call the Renfrewshire Quit Your Way team on 01505 821316.

**QUIT YOUR WAY**  
with our support

# Renfrewshire HSCP Website



The Renfrewshire HSCP website provides an overview of all the services we provide as well as information on how to access them.

Visit our Newsletter and Publications section where you can view our Strategic Plan, Annual Report, Integration Joint Board meeting papers and other key documents.

The website is a useful directory providing information on the following:

- About Us
- Addiction Services
- Adults & Older People Services
- Carers' Services
- Children & Young People's 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 find additional information and links to other services, to help support and maintain your health and wellbeing.

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

## 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



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

## Watch out for...

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

Our next edition will be published in Autumn/Winter 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](mailto:RenfrewshireHSCP.Communications@ggc.scot.nhs.uk)

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Brighter futures