



Renfrewshire
Health & Social Care
Partnership

Issue 4
Autumn/Winter 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

Autumn/Winter 2018 Newsletter



Contents

Welcome Message.....	3
Renfrewshire HSCP Notice Board.....	4
Know Who to Turn To.....	6
Our Services.....	8
Our People - A Day in the Life.....	10
Services Associated with the HSCP.....	11
Awards & Good News.....	12
NHS is 70! & Culture, Arts & Social Care....	14
Renfrewshire HSCP Website.....	15
Our Contact Details.....	16

Welcome Message from Chief Officer David Leese



Welcome to the Winter 2018 newsletter from Renfrewshire Health and Social Care Partnership, the organisation which leads community healthcare and adult social work services in Renfrewshire.

We continue to work hard to provide high quality, effective care and support to the people of Renfrewshire. We rely on feedback from patients, service users and carers to help us develop and improve our services as ultimately we want to focus on person centred care and deliver on our vision: that Renfrewshire is a caring place where people are treated as individuals and are supported to live well. If you would like to get more involved and join our patient experience volunteers, please contact us.

Our Performance

To find out more about how our Partnership has performed this year you can find lots of information in our 2017/18 Annual Report at www.renfrewshire.hscp.scot/article/4851/Publications--Newsletters The Report highlights our performance against the nine National Health and Wellbeing outcomes by service area, and includes case studies and some statistics showcasing both our achievements and our wide-ranging service provision.

Our People

The 2018 HSCP Staff Awards ceremony took place in September, focusing on the outstanding work carried out by our staff and volunteers in Renfrewshire. Read more about the award winners on page 12 and thank you to all staff for your continued hard work and dedication.

Be Winter Ready

Last winter Emergency Departments were under extreme pressure so we would like to remind you of some of the alternatives if you feel unwell and need to see a health care professional but it is not an emergency. So if you wouldn't call 999, please don't go to A&E. Instead turn to page 6 for advice on Who to Turn To. And don't forget to get your flu vaccination if you are at greater risk from the dangers of flu. More information is on page 4.

In other news, as part of delivering on the new GP contract a Link Worker will now be based in all GP practices in Renfrewshire. The Link Workers will support patients to address a wide range of issues affecting their health and wellbeing and will enable GPs to spend longer with patients. Read more on page 4 and 13.

We hope you enjoy our newsletter and as always welcome any feedback, suggestions for content or any information or 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.

Finally, we would like to wish you a happy and healthy Christmas and New Year and look forward to returning with our next Newsletter in Spring 2019.

David Leese



Fighting Flu

Do not underestimate how serious flu can be. This year's flu vaccine offers the best protection against the virus, so don't leave it too late - get ready for flu this winter. Some people are at greater risk from the dangers of flu. It is recommended the following groups of people receive the vaccine: children aged 2 until the end of primary school; people with a health condition; those aged 65 and over; pregnant women; carers and healthcare workers. Find out more by visiting: readyforflu.scot

New GP Contract

There is a new GP contract which aims to improve patient access, address health inequalities and improve population health. Priorities include working in partnership with physiotherapy and mental health professionals; and developing and increasing pharmacy and vaccination services. Practices will also benefit from Link Workers who will support patients to address a wide range of issues affecting their health and wellbeing. This will mean GPs can spend longer with other patients. Read more on page 13.



Keep Safe

I Am Me is an award-winning community charity which works in partnership with Police Scotland to educate young people and the wider community about Disability Hate Crime (recognised as one of the most under reported crimes in the UK). The Keep Safe initiative works with a network of businesses such as shops, libraries and cafés who have agreed to make their premises a 'Keep Safe' place for people to go if they feel frightened, distressed or are the victim of crime when out in the community. Visit: www.iammescotland.co.uk

Speak Up!

Every year in NHS Scotland, £20 million is spent on medicines that are unused and can't be recycled. You can help tackle this issue by speaking up whenever you see medicine waste. This could be in your home, if you take medicine yourself or care for someone else who does. Or it could be at work, if you see waste in the way medicines are packaged, stored, and stocked. The Speak Up! campaign has been launched in NHS Greater Glasgow and Clyde to raise awareness of the significant and growing problem of medicines waste and to let you know what you can do to help tackle it. Visit: www.nhsggc.org.uk/speakup



Renfrewshire HSCP – Notice Board



Healthier Wealthier Children

Healthier, Wealthier Children(HWC) aims to contribute to reducing child poverty by helping families with money worries. The project is working closely with antenatal and community child health services to target pregnant women and families with young children experiencing, or at risk of, child poverty, as costs increase and employment patterns change around the birth of a child.

Ask your Midwife or Health Visitor to make a referral for you or contact our Healthier Wealthier income advisor:

Email: sheonadh.renfrew@renfrewshire.gov.uk

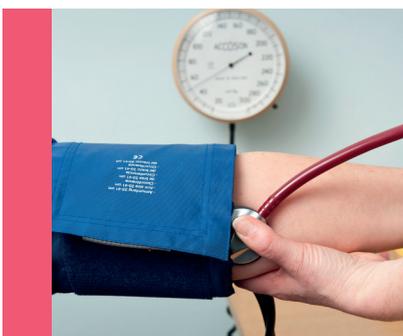
Tel: 0141 618 4889

Financial Harm

Financial or material abuse is wide-ranging. It includes: theft; fraud; scams; cybercrime; exploitation; or pressure in connection with wills, property, inheritance or financial transactions. Financial Harm includes the misuse or misappropriation of property, possessions or benefits. Financial harm can encompass theft; forgery; misuse of Power of Attorney, DWP appointeeship, or guardianship; as well as denying access to funds. All of these types of harm should be reported!

Find out more by visiting www.renfrewshire.hscp.scot/financialharm

If you are concerned about an adult please call: 0300 300 1380



Diabetes Drop-in Clinic

Renfrewshire HSCP have teamed up with Lloyds Pharmacy located in the Tannahill Centre, Ferguslie to offer a new Diabetes drop-in clinic. The clinic aims to improve health and wellbeing for those with a diagnosis of Type 2 Diabetes.

If you or someone you care for has Type 2 Diabetes and are over 18, please drop in to visit the Pharmacist.

The clinic runs every Thursday 9:30am till 12:30pm.

Scotland's Service Directory

Through Scotland's Service Directory you can find the names, addresses, opening times and service details for thousands of NHS services in Scotland. Including your local Emergency Department & Minor Injuries Units; Dental Services; GP Practices; Health & Wellbeing Services; Hospitals; Opticians; Pharmacies and Sexual Health Clinics. Visit:

www.nhsinform.scot/scotlands-service-directory



Know Who to Turn To...

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



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.

Patients also have access to FREE advice and/or treatment for

- Uncomplicated Urinary Tract Infection in women
- Impetigo.

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

Turn to your Optician/Optometrst

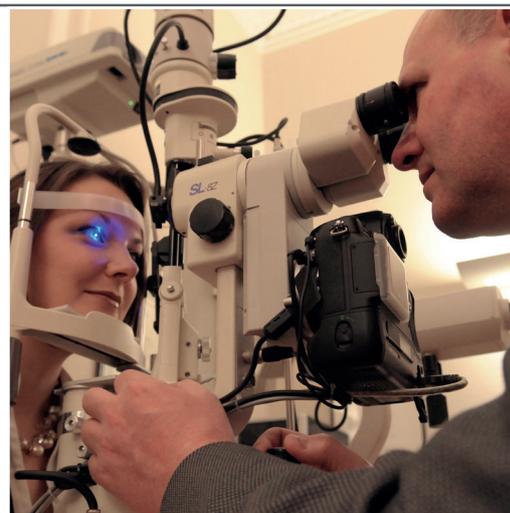
If you have an eye problem, you can make an emergency appointment with an optician (also known as an optometrist).

Telephone your optician or contact NHS 24 on 111.

You should contact your optometrist first if you:

- Experience sudden changes in vision
- Have watery or irritated eyes

An optometrist can arrange an eye clinic appointment at your local hospital if required.



Turn to your GP

Everyone needs to register at their local GP surgery. More information about registering with a GP is available at 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 is confidential and will also help staff to prioritise GP house visits and phone calls.



Know Who to Turn To...

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 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



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 for further information.



Our Services

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

Psychology of Parenting Project (PoPP)

Children aged between 2 and 7 can sometimes find it difficult to manage their behaviour and emotions. Parenthood can be extremely rewarding and enjoyable. It can also be demanding, frustrating and exhausting. It's difficult to know how to effectively manage challenging behaviours and achieve a happier, more positive relationship with your child.

PoPP provides positive parenting programmes to help you manage the challenging behaviours and enjoy being a parent. The parenting programmes come in the form of weekly groups for parents to look at ways of helping their child manage emotions and behaviour.

You can request to attend one of the groups if you have a child aged between 2 and 7 and are finding it difficult to manage challenging behaviour. Speak with your Health Visitor or the staff in the nursery or school your child attends. They have all the details of the dates and venues of all the PoPP groups.



Extra Care Housing

There are four Extra Care Housing complexes in Renfrewshire that enable people with eligible needs to keep their own tenancy and home, but with the added security of 24-hour access to care and support.

There is a wide range of support on offer

depending on individuals' needs. Care at Home staff can help with tasks people may have difficulty doing on their own and they also organise events,

hobbies and activities to boost confidence and independence.

There is a mix of wheelchair-accessible accommodation and two-bedroom flats available, and the rent and service charges depend on the size and location of the flat.

Run in partnership with Renfrewshire Council and local housing authorities, applicants for Extra Care Housing need to be made through the relevant housing association. An assessment will be completed, taking into account the views of the individual and their carer(s).

Our complexes are based at:

Linstone Housing Association: Arnott Gardens, Linwood

Hanover Housing Association: Banktop Court, Johnstone

Bridgewater Housing Association: Robertson House and Clayson House, Erskine



Our Services

Addiction Liaison Service

The Acute Addiction Liaison Service is a specialist nursing resource available at the RAH hospital to all inpatient and outpatient areas as well as a service to inpatient Mental Health Services aligned to Renfrewshire. The nurses offer assessment of any substance use/ alcohol issues and provide guidance to colleagues on safe and effective care and treatment for inpatients. The nurses can provide the patient with education and health promotion interventions that take account of their individual health conditions. Signposting and onward referral to a range of community based services is also available.

Gateway Intensive Support

Based at Spinners Gate and the Anchor Centre, Gateway offer learning opportunities for people with autism and complex learning disabilities. The service aims to promote greater independence and life skills in a safe and therapeutic environment that helps learning and reduces anxiety. They create individualised programmes of activities that promote structure while encouraging flexibility within the routine. We do this through the framework of SPELL (Structure, Positive [approaches and expectations], Empathy, Low arousal, Links) and TEACCH (Treatment and Education of Autism and related Communication for Handicapped Children).

The staff are trained in autism; therapeutic one-to-one interventions; 'DIR/Floor-time', Touch Trust and Intensive Interaction. These improve attention and intimacy, promote two-way interaction and communication and encourage expression of feelings.

The service works with carers, other agencies and individuals to identify and set clear outcomes, and we work with a variety of community based projects that are suitable and inclusive to the needs of those who use our service.

To be able to access the day opportunities at The Gateway, users need to live in Renfrewshire, be aged 18 or over and have a dual diagnosis of autism, complex learning disability and related conditions. Those who use our service need a high level of one-to-one care and need support to use their skills and learn new skills.

In order to be considered for this service, you need to be referred. To make a referral, you must contact the ASeRT Team on 0300 300 1380. Once we receive your referral, a member of Renfrewshire Learning Disability Service will be in touch and support you through the Self-Directed Support process.

Gateway Intensive Support Service has recently been recognised for the work they do by winning the NHS GGC Chairman's Platinum Award. (Overall Renfrewshire winner)



Our People - A day in the life...

Suzanne Baines - Employability Placement Volunteer

Suzanne undertook a work placement as part of her recovery from mental ill health.

Tell us a bit about your role as a volunteer

As part of the Health Improvement Team, I carried out a wide range of duties. I was placed within the Mental Health and Addictions team, but was also fortunate to work with colleagues in Child and Maternal Health, Children and Young People, Smoking Cessation, Adults and Older Adults, and eLearning platform LearnPro.

Duties included co-facilitating and reflecting on the Understanding Mental Health and Scotland's Mental Health First Aid for Young People training. I also supported colleagues on other training courses such as Sun Awareness, Breastfeeding Welcome and Falls Prevention training.

I summarised and mind-mapped the Mental Health Strategy 2017-2027, which I shared with colleagues, and also began a Project Proposal in relation to Mental Health in the workplace.

I continue to work with the Renfrewshire Anti Stigma Alliance (RASA) to influence and strengthen community action to end mental health stigma and discrimination. We have held several events, in collaboration with local services, to work towards changing behaviours and attitudes in Renfrewshire and beyond.

As a result my own mental health and wellbeing has improved, my confidence has grown and my hopes for the future are brighter. Volunteering has not only changed my life, but that of my family. In the words of Helen Keller "alone we can do so little; together we can do so much."

What partnerships have you made in your role?

I have made links with local charities, service providers, schools, community groups and more, both as a volunteer and founder of You Matter Always www.facebook.com/YMA2017/. Some of these partnerships are leading to further collaboration, development and learning.

What else are you involved in?

I am a Community Champion with See Me (Scotland's Anti Stigma Campaign) and also part of the Scottish Recovery Walk planning group, writing poems and speaking at some of their events. I have also created my own tool of empowerment and self-management built on the powerful message by Dr Maya Angelou: "people will forget what you said, people will forget what you did, but people will never forget how you made them feel."

What do you find most rewarding?

Most rewarding are the caring conversations with those who attended the training courses as well as colleagues, peers and the public who attended the RASA events. These are the moments that matter. This is how positive change happens.

Finally, one of the things that meant the most to me was when my amazing colleagues put my name on the door of the office within days of me starting work! I was so touched, humbled and grateful. It's the small things that can make the biggest impact.

Suzanne recently won the volunteer category at the HSCP Staff Awards, recognising her valuable contribution to our organisation.

A Week in the Life of Renfrewshire HSCP



Awards & Good News!

Celebrating Our Success - 2018 HSCP Staff Awards

The annual Renfrewshire HSCP Awards Ceremony, including the Imelda Colton presentation, was held on Friday 28 September. Over 100 staff along with their line manager and the person or team who made the nomination attended the ceremony which took place in the Glynhill



Hotel, Renfrew. The afternoon was, as always, filled with congratulations, laughter and recognition. David Leese was joined by IJB Vice Chair, Councillor Jacqueline Cameron, for the presentation of awards in the 7 HSCP categories:

Impact on Culture - Evie Campbell, Secretarial Administrator, Renfrewshire House
Improving Our Workplace - Abbey House Reception Staff & First Response Team
Improving Care (Team) - Gateway Intensive Support Team, Spinners Gate Resource Centre
Improving Care (Individual) - Sharleen Beattie, Community Staff Nurse, Overnight Service
Maximising Our Resources - Suzie Davis, Health Improvement Practitioner, Old Johnstone Clinic
Valuing Our Volunteers - Suzanne Baines
Recognising Our Leaders - Kate MacKinnon, Speech & Language Therapist Manager, Aranthrue
Congratulations to all the nominees, we look forward to next year's event.

Social Work Champions 2018: Staff Award Ceremony

Congratulations and well done to all finalists who took part in the Social Work Champions Staff Awards. The ceremony took place on Thursday 30 August 2018 in Paisley Town Hall. The awards for Innovation/Creativity, Promoting Partnership, Changing Lives; Making a Difference, Outstanding Colleague and Outstanding Manager, were awarded as follows:

1. Innovation/Creativity - Linda Scobie: RLDS "Café Spy Group."
2. Promoting Partnership - Montrose Care Home: Partnership working with Accord
3. Changing Lives; Making a Difference - Mary Christison: Disability Resource Centre
4. Outstanding Colleague - Jean Gruner: Renfrew Day Centre
5. Outstanding Manager - Dorothy Hawthorn: Head of Child Care and Criminal Justice



The event was attended by Councillor Jacqueline Cameron, Renfrewshire Council Elected Member; Dr Donny Lyons, Chair of Renfrewshire HSCP IJB; John Trainer, Head of Child Care and Criminal Justice; and Ian Beattie, Head of Adult Services, HSCP, who presented trophies and Highly Commended framed certificates. Congratulations to all Social Work and Social Care colleagues nominated.

Community Connectors – Herald Society Award Winners

The Herald Society Awards took place in November with the Community Connectors project winning the 'Health and Social Care Partnership' Award. This award category recognises the best examples of innovation and effectiveness in meeting the Government's health and social care integration agenda.

Community Connectors is a partnership initiative which was tested in three GP practices in Renfrewshire, and has now been rolled out to all GP practices as part of our Primary Care Improvement Plan arrangements. It's a partnership between Recovery Across Mental Health (RAMH), Active Communities, Linstone Housing Association, Renfrewshire HSCP and primary care.

A link worker (employed by RAMH) is based

in each GP practice, offering 40 minute appointments to support patients link with activities and resources in the community, including advice on money, benefits, housing, mental health and wellbeing, carers, volunteering and employability.



Kairos, Renfrewshire's Women's Initiative



Kairos, Renfrewshire's Women's Initiative, provides opportunities and support to all women aged 16 and above. They are all about love, laughter, friendship and support and their mission is to create a world where all women achieve their potential. For the next year, they will be collecting ideas from the community to drive the initiative forward, led by an incredible team of 12 local women who meet regularly to make things happen!

There is a weekly drop-in session every Thursday from 10am - 12noon, which has a different activity each week like bread-making, a music quiz, sweet-making and creative writing. They also run Beautiful Women, a Personal Development course exploring the world and your place in it.

Kairos are proud to be partnered with and supported by Active Communities, and funded by The Robertson Trust.

All their workshops and courses currently run from 16 Quarry Street, Johnstone, PA5 8DZ. All women are welcome to join - when women support women, incredible things happen!

Find out more:

- e: katy@activecommunities.co.uk
- m: 07414 081979
- Facebook: [KairosRenfrewshire](#)
- Twitter: [Kairos_women](#)



NHS70: Celebrating 70 Years



On Thursday 5 July we celebrated 70 years of our NHS in Scotland. The day was a huge success with handmade bunting, selfie frames, quizzes, display boards and most importantly plenty of cake! A big thank you to our very own HSCP baker Sharon Murray from

Renfrewshire House who made over 900 mini cupcakes and 4 birthday cakes for our bases. There wasn't a crumb in sight by Friday morning!

Health visiting staff at the Tannahill Centre provided a wonderful event to showcase health visiting through the ages, with healthy snacks, tombola, children's play tables and much more. The event was thoroughly enjoyed by staff and the community.



Thank you to everyone involved who helped mark the special occasion in style!

Make sure you follow #NHSScot70 for all the latest events.

Culture, Arts and Social Care in Renfrewshire

With a growing recognition of the benefits that the arts can bring to health and social care, a group of stakeholders have come together to influence the development and implementation of arts programmes in Renfrewshire. This approach will help address issues such as mental health, loneliness, ageing and long-term conditions. Linking into existing initiatives such as the Community Connectors' programme and the Scottish Mental Health Arts Festival, the group hopes to create more opportunities for local people to get involved in the arts in a range of settings, including the Royal Alexandra Hospital. At the same time research will be carried out to better understand the benefits and long-term outcomes of developing an integrated approach to culture, health and social care and to promote ways to do this sustainably.

The group was established as a direct result of the Paisley 2021 City of Culture bid which, although unsuccessful, continues to drive efforts to work in partnership and to improve health and wellbeing for adults and young people in Renfrewshire. Linked to a focus on regeneration, the group will provide strategic direction to ensure outcomes expressed in the bid are met and will take a collaborative approach to making best use of the wealth of cultural assets, community groups and artists in our communities. The group comprises representatives from Renfrewshire HSCP, NHS Greater Glasgow & Clyde, Renfrewshire Council, Renfrewshire Leisure and University of the West of Scotland, and meets every two months with funding until March 2021.





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.

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 this issue of the Brighter Futures newsletter.

Our next edition will be published in Spring/Summer 2019, 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

Remember to follow us for all the latest news and events:



@RenHSCP



facebook.com/RenfrewshireHSCP



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Brighter Futures