



Health and Social Care News Update

Issue 8 – Winter 2018/19

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Primary Care Improvement Plan (PCIP)

The PCIP was submitted to the Scottish Government on 31 August, setting out our intentions over the next three years for primary care settings. This is a requirement of the new GMS/GP contract which will be implemented from 1 April 2019 to relieve GP workload, with the development of multi-disciplinary teams one of the main aims.

Key areas of focus will be:

- Vaccination Transformation Programme
- Pharmacotherapy Services
- Community Treatment and Care Services
- Urgent Care
- Additional Professional Roles - Musculoskeletal (MSK) Focused Physiotherapy and Community Clinical Mental Health Professionals
- Community Link Workers

The plan is the first of what is an evolving and ambitious transformational process. We are just at the beginning with more exciting changes to come.

Welcome to the health and social care news update

Colleagues,

Over the last year we have all worked together to make significant progress and drive forward the work across the full range of services within the Health and Social Care Partnership.

I am pleased to share a handful of these innovative projects and examples of good practice with you in this update.

As the internal communications strategy for our Partnership continues to evolve I look forward to engaging with you more, about topics that matter to you, through the methods that are best for you.

To those of you who have the festive period off I wish you a happy and restful time, and thank you - you have really earned it this year. For those of you who are working throughout the public holidays keeping our vital services operational 24 hours a day, 7 days a week, and for those on call out duty, a



special thank you. I rely on you; my kids and family rely on you, as do my friends and neighbours. There are another 110,000 like me in the Borders that would all want to wish you well, and thank you too..

Best wishes for you and yours for 2019.

Robert McCulloch-Graham
Chief Officer Health and Social Care

Hospital to Home Service roll-out

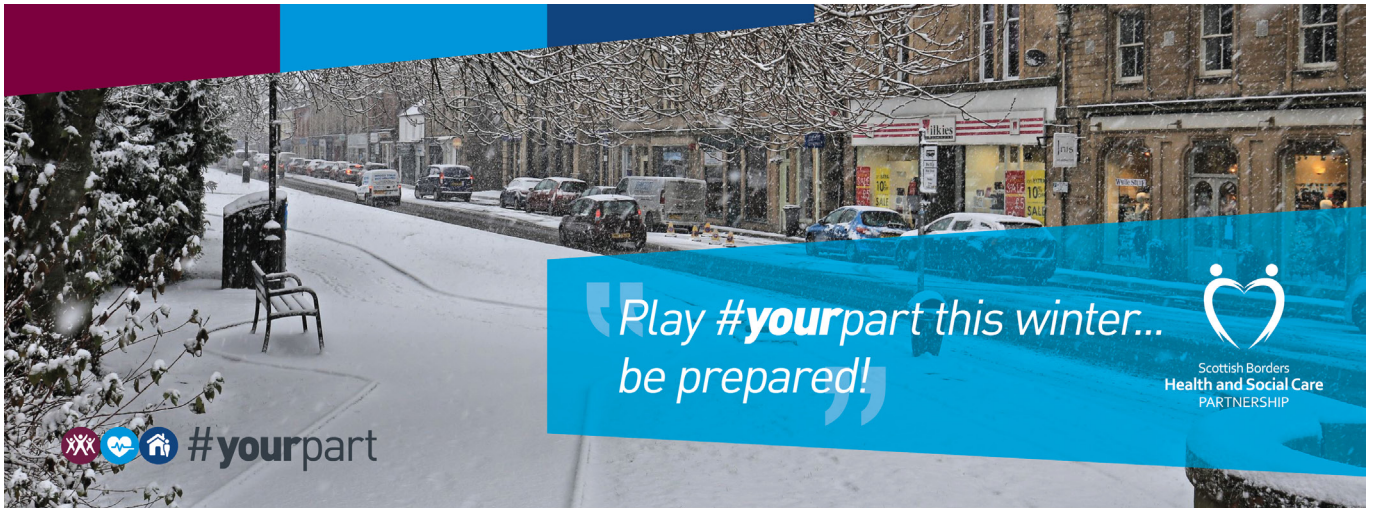
Hospital to Home is a new service which has been tested in a number of localities during this year. It is now being rolled out across the Borders to support people who are being discharged from hospital or to prevent them from being admitted.

The aim is to develop people's confidence and skills so that they can carry out activities themselves, enabling them to continue living at home. This re-ablement approach looks to maximise the early rehabilitation potential of people during the early weeks of care.

So far, Hospital to Home has been able to accommodate over 100 service users and complete over

4,500 visits, with some very positive feedback received.

Erica Reid, Associate Director of Nursing and Allied Health Professionals & Chief Nurse Health and Social Care Partnership: *"I'm excited at being in a position to expand this service across all localities in the Scottish Borders. I see this as a vital part of Health and Social Care Integration."*



Play **#yourpart** this winter...
be prepared!



Scottish Borders
Health and Social Care
PARTNERSHIP

#yourpart

Winter 2018 – we're ready

Winter 2017/18 was tough. It spanned 20 weeks and presented many challenges for all of us working across health and social care in the Borders, Scotland and the rest of the UK. The combination of these factors put significant strain on our resources and the pressure continued over the summer months – thank you to each and every one of you for your continued hard work to provide person centred care and to keep services running over this prolonged period of challenge.

What was very striking to me in my first winter working in the Borders was the shared ownership from all services and professions in the task of ensuring the safety and wellbeing for our vulnerable residents in our community. Patient flow really was everyone's business, and all services including our third sector partners, volunteers and carers combined their efforts to support those that needed help within our towns, rural hamlets and farms.

And here we are again. The Scottish Government's official 'Resilience Week' in early November encouraged the public to be informed, be ready, and think of others when severe weather or other disruptions strike.

The planning for Winter 2018 started months ago and we have spent lots of time engaging with front line and management colleagues across our health and social care system to understand what the issues were last year so that we can learn from them. Our success depends on our continued team work, openness and honesty in putting it in to practice.

We can't control the weather but we can and will do our best to support you all to look after our patients and each other as we move into what will undoubtedly be another busy period.

Robert McCulloch-Graham
Chief Officer Health and Social Care

Play **#yourpart** this winter...

- Be prepared
- Remember pharmacies can help too
- Use the experts in your community
- Use the right services at the right time
- If you can't make it, cancel your appointment
- Prevent the spread of infection, keep it to yourself (do not visit others in healthcare settings when you are unwell)
- Take care out there
- Look after yourself and look out for others
- Remember to stock up your medicine cabinet
- Save the Emergency Department for emergencies





NHS Borders Ministerial Annual Review

In November, NHS Borders welcomed Joe FitzPatrick, Minister for Public Health, Sport and Wellbeing, along with Chief Nursing Officer, Fiona McQueen for the 2017/18 Annual Review visit.

The day provided an opportunity to showcase the fabulous work that goes on across NHS Borders and the Partnership day in and day out, and the difference this makes to people's lives. We would like to extend a special thanks to everyone who was involved in the meetings on the day.

The public session of the annual review will take place in the New Year on a date to be announced in due course.

Play #yourpart for a healthy life

This October we held our first Healthy Lives Week, bringing together a wide range of staff from across the Partnership and Third Sector.

Robert McCulloch-Graham:

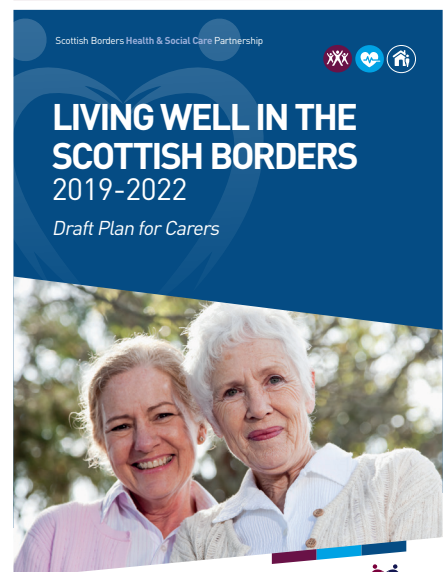
"The campaign was a fantastic opportunity to work with a range of partners and get the word out about our refreshed Strategic Plan and use of the #yourpart campaign, focusing on improving the health of the population, helping patient flow through hospital, and increasing the capacity within communities to care for our population.

"I'd particularly like to thank everyone who took part in our pledge

challenge, making a commitment to look after their health and wellbeing. At last count we had over 100 pledges, ranging from drinking more water and eating more fruit to cycling 10k a week and entering a half marathon. Remember, small changes can make big differences - we need you to play #yourpart all year round by keeping healthy and active."

Find out more at:

www.scotborders.gov.uk/yourpart



Draft Plan for Carers 2019 - 2022

We are currently looking for feedback on our draft plan for carers for the period 2019-2022. **Carers: Living Well in the Scottish Borders is out for consultation until 8 February 2019.**

It has been developed with input from carers, the Borders Carers Advisory Board and staff from across the Partnership, including the Borders Carers Centre and Borders Care Voice.

A copy of the plan and an online questionnaire are available at: www.scotborders.gov.uk/carersplan

Bridging The Gap

NHS Borders has obtained funding of £98,000 from the Scottish Government to support a two year project, due to start in early 2019 which will encourage and increase access to the bowel, breast and cervical cancer screening programmes for people with learning disabilities and mental health service patients, including the veteran community.

The project will support patients to make informed choices and develop a greater understanding regarding accessing the Scottish National Cancer Screening Programmes (SNCS) by:

- providing information and supporting attendance for patients and staff
- promoting healthier lifestyle choices for patients
- increasing awareness of the

cancer screening programmes for both staff and patients

- delivery of education for carers and other professionals
- updating registers maintained by services
- evaluation of interventions, activities and training
- supporting those who are due, overdue, defaulted or never engaged in SNCS to participate in programmes.

TCAT cancer support service available across the Borders

A service that provides one-to-one personal support for people with cancer has been rolled out across the Borders.

TCAT is a free service that provides tailored advice, information and support to help people regain a sense of control over their lives. It is being delivered in partnership between Health & Social Care, Macmillan Cancer Support, NHS Borders and the British Red Cross and is part of a national programme funded by Macmillan aimed at testing and providing new ways of supporting people with cancer after their treatment has finished.

Dawn Dickson, TCAT Project Co-ordinator: *"The project was originally piloted in the Tweeddale area where it proved very successful. We are really pleased that people living with cancer right across the Borders are now able to access the service. Many people who have finished their cancer treatment don't know where to turn, but we are able to fill that gap by providing emotional support, advice or practical help."*

To find out more, contact Dawn on **01896 751888**.

World Mental Health Day

World Mental Health Day in October was celebrated through a number of events across the Borders, focusing on both young people and adults. The important message was that everyone has mental health and that we all need to look after our minds as well as our bodies in order to be well and stay healthy.

The digital Wellbeing Point on the NHS Borders website has lots of valuable resources to help people look after their mental health and wellbeing, including useful guides such as our 'Self Help Guide for Young People' and 'Six Ways to be Well in the Scottish Borders'.

New tools for people with autism

A range of tools have been developed as part of the Scottish Borders Autism Strategy's action plan. They have been created in consultation with members of the Borders autism community.

- Autism Alert Card and Mini-Communication Passports - these provide a simple way for autistic people to communicate their needs at times of stress, supporting their independence. They are available free from a range of outlets, including SBC contact centres and What Matters Hubs.
- Autism eLearning Modules - these six modules have been developed to encourage understanding of autism and an empathic, respectful approach to autistic people. Currently available to Council staff, work is progressing to also make them available to NHS and third sector staff.
- Autism Champions Project - staff have been invited to take part in this project that will skill up staff to be able to promote good practice through their service through additional training and peer support.

To find out more, contact: Anita.Hurding@scotborders.gov.uk

Well attended dementia event held

Over 100 staff from across the Partnership and people with dementia and their carers attended the inaugural Living With and Caring for Dementia event in Selkirk in November. This included staff working in health and social care at SBC, NHS Borders, SB Cares and the Third Sector including Alzheimer Scotland and the Borders Carers Centre.

Christine Proudfoot, Alzheimer Scotland Dementia Nurse Consultant: *"This was the first event of its kind in the Scottish Borders and clearly made a difference to people with dementia and their carers who attended. Thank you to all to help make the event a great success."*

Lorraine Anderson, Paraprofessional Care Manager: *"We were delighted with the turnout and having the*

chance to share our knowledge and experience with each other. It was an opportunity to listen and learn as well - who better to explain what it is really like to live with dementia than the very people who are going through it. We are grateful to everyone who came along and shared the experience and would certainly be interested in holding events like these on a more regular basis in other areas."

iMatter NHS and SBC staff survey

iMatter is a tool designed with staff to help individuals, teams and organisations understand and improve the experience of their staff.

It is completed using an online tool or paper questionnaire broken down into three sections: About Me, My Manager, My Team/Organisation.

It has been active across all NHS Scotland Health Boards since 2015. Last year, Partnership staff working within NHS Borders and Council were included for the first time.

In the New Year, they will be sent a link asking them to complete and

return the questionnaire – this should take about 10 minutes. Paper copies can be printed if required and reply envelopes will be supplied. This is a completely confidential process.

The responses will be collated and a report produced for each team. Managers will then cascade the results and work with their team to jointly agree an action plan. If staff have any queries, they should contact their line manager.

Get in touch ...

For more information, or if you have suggestions for future issues, email: integration@scotborders.gov.uk