

# ARGYLL AND BUTE HEALTH AND SOCIAL CARE PARTNERSHIP

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## Your Opinion Counts

ScottishCare   
The voice of the Independent Care Sector in Scotland

One of the key objectives within the HSCP Strategic Plan is to have clear communication and engagement arrangements involving staff, service users, public and stakeholders. The Plan also makes it clear that the ambition of the HSCP is to implement locally planned, owned and delivered arrangements and this will include engagement with the public.

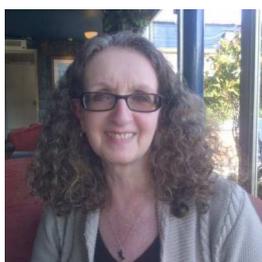
Each locality within the HSCP has a health and care forum which assists with the above objectives and these forums are made up of members of the public and other interested stakeholders who meet regularly with local managers to discuss health and social care issues. The HSCP is keen for more members of the public to become involved in these forums and if you would like more information then please contact Caroline Champion on [caroline.champion1@nhs.net](mailto:caroline.champion1@nhs.net) or phone 01546 605680.

The HSCP is also keen to receive feedback from the public regarding their experience of using health and social care services and one of the options that they can use is through a national independent web forum called Patient Opinion ([www.patientopinion.org.uk](http://www.patientopinion.org.uk)). This forum, which is supported by the Scottish Government, is free to use and comments are posted anonymously to meet the needs of confidentiality.

Members of the public can highlight their experiences, whether good or bad, and their comments will be passed to the right person within the relevant organisation who will respond if required.



## Who's Who on the Integration Joint Board



In each edition of the newsletter we are introducing one of the members of the Integration Joint Board and this month we are spotlighting Third Sector representative Glenn Heritage.

Glenn is Chief Executive Officer at Argyll and Bute Third Sector Interface with strategic responsibility of third sector infrastructure and support services organisation. She is committed to involving the third sector and communities in the changes that are taking place in the delivery of public sector services and is keen to ensure that they are engaged with, and able to influence, the planning and design of services which affect the lives of people across Argyll and Bute.

Glenn started her working life as a Licensed Dealer in Securities and as well as being self-employed for a period of time she also worked in the public and private sector until the third sector called and she was hooked. Some of her previous roles have also included a Directorship of Innovative Homeless Trust and a Director of a mental health organisation.

Glenn is a published author and counts hill-walking, history and her three adult children, who keep in close contact, among her leisure pursuits not to mention a young Weimaraner who according to Glenn should have been called Trouble.

WORKING TOGETHER WITH YOU

[www.healthytogetherargyllandbute.org.uk](http://www.healthytogetherargyllandbute.org.uk)

## ***Integrated Equipment Service***



The Integrated Equipment Service (IES) is jointly funded by NHS Highland and Argyll and Bute Council and manages the issue, repair and maintenance of a wide range of health and social care equipment for patients living in communities across Argyll and Bute.

Steve Parfitt, IES Manager, said that the service and the team, which is based at its new hub in Helensburgh, are delivering real benefits for patients. It delivers and collects over 1,000 pieces of equipment in the community each

month ranging from small aids such as shoe horns right up to more complex items such as community beds and hoists and slings.

The service is provided free of charge to patients and through providing it in the community it can help reduce hospital admissions, support hospital discharges and also support palliative care patients who are being cared for at home. There is also an on call facility which enables urgent requests to be responded to outwith normal working hours which again helps further support patients in their home environment.

Steve added that he would like to thank all the members of his team for their hard work and dedication to patients and they all look forward to many years of continuing service for the people of Argyll and Bute.

## ***Mid Argyll Christmas Lunch***

A small group of volunteers again made Christmas Day special for more than 40 people who might otherwise have been alone. For the second year running the Mid Argyll Community Gathering came together to put on a Christmas lunch in Lochgilphead Parish Church.

Lynda Syed of Argyll Third Sector Interface (Argyll TSI) said that all the volunteers wanted to make sure that as far as possible no-one in Mid Argyll had to be alone on Christmas Day or go without a Christmas lunch.

The Gathering was supported this year through funding from the Integrated Care Fund via the Mid Argyll Health and Wellbeing Network. Local businesses and individuals contributed gifts and food and there were also some very generous cash donations. The Gathering was also supported by Argyll TSI and 'Heads Up' a local project group.



Lynda added that this year volunteers also drove out and delivered a meal to people who were unable to travel to the venue and plans are being made to extend this service next year. Lynda finished by thanking everyone who supported the day and hopes it becomes a regular event.

*Please note that we know Christmas is long past but we felt that this was an important article and should be included in the newsletter*

## Strategic Plan Update

A Strategic Plan Consultation Report has now been published detailing the feedback and comments received during the recent Strategic Plan consultation. The Report outlines the key themes that emerged and it also provides additional insight on the priorities and perspectives of the people living in the communities across Argyll and Bute. A full copy of the Report can be downloaded from the integration website (details at foot of page) or if you would prefer a hard copy then please email us at: [SocialCareIntegration@argyll-bute.gov.uk](mailto:SocialCareIntegration@argyll-bute.gov.uk)

The Strategic Plan has now been updated to reflect the comments and feedback received especially across a number of key areas including care at home, learning disabilities and mental health and the revised Plan will be presented to the Integration Joint Board of the HSCP for endorsement in March 2016.

**After Action Review** - Following the conclusion of the consultation the communications and engagement workstream were keen to build on the lessons learned and arranged for the Scottish Health Council to organise and facilitate an After Action Review (AAR).

The aim of an AAR is to hold a facilitated discussion to uncover the learning points from a specific piece of work and compare the actual outcomes with the anticipated objectives. This helps the organisation discover what happened, why it happened and how in the future we can keep doing the things that worked well and improve on those that could have gone better.



The Scottish Health Council has produced a draft report and once this is finalised it will be made available and members of the workstream will continue to work closely with local management teams to ensure that any actions emanating from the AAR are implemented.

## Walking Football Comes to Mid Argyll

Looking to get fitter but bored by the thought of the gym? Enjoy team games, but running out of puff? Looking to lift your mood and meet new people? Then Walking Football may be the answer - and its coming to Mid Argyll.

A partnership steering group involving NHS Highland, Argyll and Bute Council, the Third Sector in Mid Argyll and *Paths for All* is planning a Walking Football Festival to take place in Lochgilphead in April and it is calling on groups throughout Argyll and Bute to enter teams.

Billy Singh, Walking Football Development Officer at *Paths for All*, said that the Festival is great news for the game in Scotland as it continues to grow in popularity. Walking Football also has the potential to improve people's lives with players able to increase their physical activity and many also experiencing improved mental health and wellbeing.

Walking Football has seen a surge in popularity in recent years with teams and projects developing in settings from football clubs, local authorities, community groups, sports clubs and in healthcare settings. It was aimed originally at people who due to a lack of mobility or for some other reason were unable to play the traditional game.

Sarah Health, Mid Argyll Mental Health physiotherapist, added that physical exercise and activity is good for both mind and body. It lifts your mood, improves motivation and self esteem, aids relaxation and this is in addition to the many physical benefits of being active.

*For further information on Paths for All please contact Caroline Weintz on:  
01259 230157 or email Caroline at: [caroline.weintz@pathsforall.org.uk](mailto:caroline.weintz@pathsforall.org.uk)*

## Organisational Development Workstream

**What do we mean by Organisational Development (OD)?** - It is a broad concept with a variety of definitions but essentially it's a planned and systematic approach with the aim of improving the effectiveness and sustainability of an organisation. This is fundamental to the delivery of effective, efficient and economic health and social care services in Argyll and Bute.

The integration of health and social care has provided an opportunity to build on the way we get things done so that people are at the heart of the process. By working together we can transform services to achieve our joint vision for the future - **to lead long, healthy and independent lives.**

Throughout the integration process the OD workstream has been involved in a variety of work to help support culture change and partnership working and listed below are some examples of this work.

**Team Working** - Effective team working is key to the delivery of high quality and compassionate health and social care and we have started using Aston Team tools, which is a tool that focuses on areas of team effectiveness that research has shown to be important.

Some of the benefits of effective team based working that were highlighted in the research include the fact that interdisciplinary teams deliver higher quality patient care, implement more innovations and that there is increased engagement and wellbeing of members.

**Caring Connections coaches** - A Caring Connections coach is someone who has received training to help support teams and individuals across the health and social care sector to offer more person centred care. There are now 30 coaches trained across Argyll and Bute from health and social care as well as the third and independent sectors.

**Staff engagement** - As part of the Strategic Plan consultation a series of events were held to provide staff with an opportunity to feed into the consultation process. At these events there was also an opportunity for staff to respond to questions posed by the OD workstream relating to what a supportive organisation looks/feels like and what works well just now that we can build on for the future. All the responses have now been collated and a report will be distributed in March for localities to consider and take forward actions locally. The results will also inform the 3 year OD plan that is being developed.

**For more information on any of the above please contact:  
Fiona Sharples (OD Lead) at [fsharples@nhs.net](mailto:fsharples@nhs.net)**

If you would like to receive this newsletter directly by post, email or in an alternative format/language please contact us at:

*Email: [SocialCareIntegration@argyll-bute.gov.uk](mailto:SocialCareIntegration@argyll-bute.gov.uk)  
Phone: 01546 605635*

