

‘INTEGRATION MATTERS’

AUGUST 2022

Keeping you informed about Health and Social Care Integration in Angus

Welcome to the summer edition of Integration Matters, which will keep you updated on the latest news about the Angus Health and Social Care Partnership

Message from Gail Smith, Chief Officer



Gail Smith
Chief Officer

As I write this message, it seems as if we are entering a new chapter – a step closer to a post-pandemic world. While we are still in a pandemic, there are far less restrictions regarding COVID-19. I am happy to see more people meeting up, enjoying each other's company and the continuing good weather. I am hopeful that the number of community COVID-19 case numbers continues to decline.

As many of you will be aware, we are in the process of reviewing our Strategic Commissioning Plan 2019-2022. This plan outlines the vision and priorities for health and social care services in Angus and how they will be planned and delivered. It is really important that as many people as possible have the opportunity to give their views on our priorities for the future. This is your opportunity to influence how health and social care services will be delivered in the future. More information can be found on page 5

and you can complete the survey by clicking [here](#). Your responses will inform our Strategic Commissioning Plan for 2023-2026 and you will be offered the opportunity to comment on the revised plan later in the year.

I know it continues to be a difficult time for many of our staff, with new challenges on the horizon as we adapt to the cost of living crisis. This has the potential to impact on all of us, but in particular the most vulnerable in our communities. I have every confidence that our reputation of being an Angus that actively cares will shine through the tough days that may lie ahead.

As always, I offer you my heartfelt thanks for all the work you are doing, day in, day out, to make sure we continue to provide the vital community health and social care and inpatient care to those who need us most.



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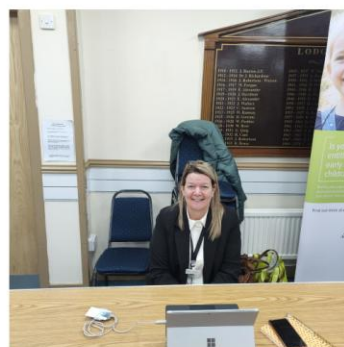
Recruitment Fairs

Angus Health and Social Care Partnership (HSCP) held a series of recruitment fairs in each Angus town during March.

Angus HSCP provided an overview of the different care at home services that the Care at Home providers deliver and highlighted the importance of care at home services in Angus.

Other organisations in attendance were:

- Dundee and Angus College, who provided information on Health and Social Care courses as well as advice and guidance on Modern Apprenticeships and/or SVQ opportunities within the college.
- Department of Work and Pensions – they provided advice on benefits and support, career advice and skills and training.
- Scottish Social Services Council, who provided advice on the learning resources and career pathways available and the value of registration for those in social care roles.
- Angus Council Early Years - provided information on childcare arrangements within Angus and discussed the support which people may be entitled to.



Links Health Garden

An insight into Links Health Garden – Deborah Benson, Senior Social Prescriber, Voluntary Action Angus

The initial inspiration for the Links Health Garden came during the early months of the pandemic in 2020.

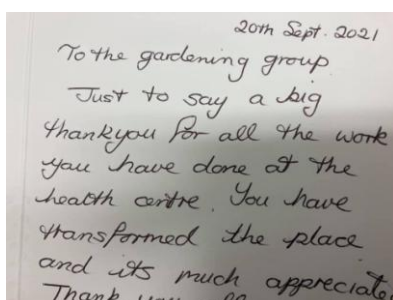
"I had come into post as a Social Prescriber in January 2020 and during the first lockdown had to initially work from home.

"I was part of the coordination of the incredible local voluntary response to support with tasks such as shopping, prescription delivery and telephone befriending to all the people who had to shield.

"Returning to the Health Centre at the start of summer, referrals to Social Prescribing began to come in thick and fast, but at the same time I quickly became aware that the usual community supports, both statutory and voluntary, were predominantly only available online or at the end of a telephone. This was leaving many people facing increased isolation, with the inevitable negative effects on their wellbeing.

"The idea to base a therapeutic garden at the Links Health Centre was driven by the words "Health Centre". More often than not, it is a place most of us visit when something is wrong, something needs fixing or monitoring. It tends not to be somewhere we go when we are well. It is somewhere we do go to improve our health, but maybe we don't actually think about it actively in that way. The garden could be a way to change this, and while everyone had to deal with the uncertainties brought by the pandemic, provide a meaningful activity to benefit people and the environment.

"With the help of Practice Manager, Wendy Calder, we gained enthusiastic approval from the property owners. Once I began to talk about the idea, many people who had been referred to social prescribing were keen to get involved. One advantage is that there are so many different ways to take part, not just gardening. Local organisations, businesses and individuals have helped in so many ways, from donating topsoil, plants and bulbs, to building planters and restoring benches. Over the last year the group members have achieved some beautiful changes to the grounds at the Health Centre.



"The project has not been without its difficulties. Primarily, work in the therapeutic garden was restricted to weekends due to the operational hours of the health centre and the garden being overlooked by consulting room windows. We are now looking to create a separate plot with a poly tunnel, in an area, hopefully in central Montrose, which can be used through the week, not only by the Links Health Garden group, but under 5s and mental health and other community groups."

Angus HSCP Strategic Plan Review



Be part of the continuing conversation

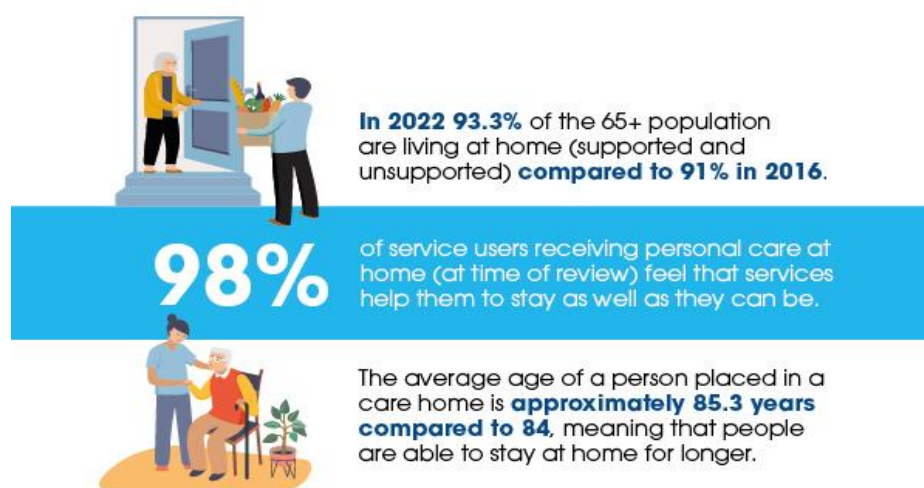
The way that health and social care services are delivered by Angus Integration Joint Board (IJB), through Angus Health and Social Care Partnership (HSCP), is described in the [Strategic Commissioning Plan](#). This ambitious plan has guided how health and social care services in Angus have been delivered during 2019 – 2022. The plan was the output of activities involved in assessing and forecasting needs, linking investment to agreed outcomes, planning the nature, range and quality of future services and working in partnership to put these in place.

Due to a number of factors that have recently impacted on the health and social care sector, Angus IJB decided at its [August 2021](#) meeting to extend the plan for a further year and develop a new plan for the 2023 – 26 period. The new plan will take effect from April 2023.

Our current plan identifies four strategic priorities:

- Improving health wellbeing and independence
- Supporting care needs at home
- Integrated and enhanced primary care and community responses
- Integrated pathways with acute and specialist providers for priorities in care

Since Angus HSCP was created in 2016, we continue to make improvements in a number of areas. For example:



Other examples of improvement include:

Integrated Care, first tested in Monifieth, where a wide range of health and social care professionals work together to improve a person's outcomes. This is being rolled out across Angus.

First Contact Physiotherapy (FCP). This is for people, 16 years and over, who contact their GP looking for help with a muscle, back or joint problem. The GP practice can book an appointment directly with FCP for assessment, support and advice.

Mental health and wellbeing peer support workers in every GP Practice in Angus. Using their own lived experience of mental health recovery, Peer Workers offer authenticity and a unique insight that can enable and empower positive wellbeing.

Social Prescribers in every GP Practice in Angus offering non-clinical support to help people and empower them to take greater control over their health and wellbeing.

Supporting unpaid carers working in partnership with Angus Carers Centre - Angus HSCP has continued to support the implementation of its strategy for unpaid carers, developed in partnership with adult and young carers. Achievements include the relaunch of the improved carer's emergency card alongside a new carer's emergency planning template. A Carer Pathway has been introduced to signpost carers more clearly to the appropriate agency to support them.

Palliative and End of Life Care Plan, which has led to improvements to care and information provided to patients and their families and a range of staff education opportunities.

Expanded the use of technology to support people to live independently in their own homes. This includes the launch of Independent Living Angus (<https://www.independentlivingangus.org.uk/>) a free online self-assessment platform which provides professional advice and helps people to build a healthy ageing plan.

Information on progress against each of the priorities can be found [here](#).

Angus HSCP values the positive and strong working relationships with its Third and Independent Sector partners. We operate within an evolving framework of legislation, regulations and national guidance that shape our responsibilities to the people of Angus and influence how we deliver our services. As we prepare to update our plan we do so in the knowledge of the changes to legislation on the horizon, in particular the establishment of a National Care Service by 2025.

We would like to invite you to tell us about what is important to you about health and social care and what you think about our vision and our current priorities. We are keen that as many people as possible have the opportunity to provide feedback to ensure that the new plan is as comprehensive as it can be. We welcome comments from members of the public, users of health and social care services, staff of Angus Council and NHS Tayside, providers of health and social care services, the housing sector and any other individual or group with an interest in, or experience of, health and social care services.

Please leave your feedback by clicking the link to [this survey](#).

The closing date for responses is **Friday 16 September 2022**.

We look forward to hearing your views. Your responses will inform our Strategic Commissioning Plan for 2023-2026. You will be offered the opportunity to comment on the revised plan later in the year.

Please note, if printed, the survey can be returned to Angus HSCP either by scanning and emailing to tay.angushscp@nhs.scot or by posting to: Angus Health & Social Care Partnership, Angus House, Orchardbank, Forfar, DD8 1AN.

This document and questionnaire is available in different formats and languages on request. Please contact us for further information on tay.angushscp@nhs.scot or call 01307 491796.

If you are or you know someone who is a BSL user who would like to complete the survey but is unable to complete the electronic version, please contact us via the Contact Scotland BSL Service, the on-line British Sign Language interpreting video relay service to provide your feedback, on <https://contactscotland-bsl.org/> or call 0131 510 4555

International Nurses Day – 12 May 2022

To celebrate International Nurses Day, nursing staff in Angus Health Social Care Partnership (HSCP) had shared why they became a nurse.

Many staff wanted to become a nurse because they had an interest in health and wellbeing, sometimes inspired by people they had met or by a family member and enjoyed the personal and professional development that nursing could offer.



Maureen Cameron, Advanced Nurse Practitioner, Medicine for the Elderly, wanted to become a nurse from an early age but didn't go into nursing until later than planned. The death of a very close friend was the ultimate deciding factor for Maureen to commence a career in nursing, which she thoroughly enjoys.



Dorothy Duncan, Senior Nurse, Medicine for the Elderly, had always wanted to become a nurse from the time that she got her first little nurses outfit as a child – navy and white pinstripes with a little apron. Dorothy expressed that she is very lucky to have achieved her dream and goal as she has been a nurse for 40 years now and every day is a great teaching day for her.



Claire Manzie, Trainee District Nurse in Montrose, became a nurse as her Granny Smith told her when she was 8 years old that she would make a brilliant nurse.



Stephen Valentine became a Mental Health Nurse after leaving school and lived in a village where a large hospital was already situated. Stephen's family all worked in mental health nursing and it seemed like the logical career path for him. 39 years later, he obviously made the right decision.

National Wellbeing Hub

The National Wellbeing hub is an evidence-led resource to promote, enhance and support the psychosocial wellbeing and recovery of everyone working in health and social care, including unpaid carers in Scotland.

The Hub is for everyone currently working in health and social care, delivering care to people in a variety of settings in Scotland, and /or undergoing training to work in the health and social care professions.

A huge range of helpful resources can be found here: [Home - National Wellbeing Hub for those working in Health and Social Care](#)



Cyber Security

With the ongoing tensions in Ukraine, staff are asked to be extra vigilant when it comes to cyber security. In particular, there may be an increase in the number of suspicious emails that are received.

'Phishing' emails remain the number one method for criminals to try and trick people in to revealing sensitive information or install malicious files.

If you do receive an email that looks suspicious, please report it following the guidance below, even if you have not replied, clicked links or downloaded attachments. You may notice that an email is suspicious, but there may be others in the Partnership who do not spot it so reporting these emails makes it easier to help protect everyone.

How to Report a Suspicious Email – Outlook Office Web

If a suspicious email is received, raise a ticket via the online IT service desk self-help portal.

Forward the email as an attachment with the ticket number as the subject. To forward the email:

- Click on suspicious email (don't open it!)
- From message preview click on the 3 dots (**More Actions**)
- Select **Other reply options** (near top of menu)
- Select **Forward as attachment**
- For NHS staff - send to tay.itservicedesk@nhs.scot and tay.cybersecurity@nhs.scot
- For Angus Council staff – send a screenshot to itservicedesk@angus.gov.uk

Brechin Nurses e-Bike Trial

Our Brechin nurses have been trialling a new electric bike for house calls.

Pictured is Advanced Nurse Practitioner, Wendy, off on her home visit with the e-bike.

We will keep you updated as to how the trial is progressing.



Power of Attorney

Get It Sorted

A Power of Attorney is more important than ever. COVID-19 has seen many more people lose capacity, even for a short time. Take your first steps and make your plan today.



National Power of Attorney Day – 28 September 2022

Power of Attorney is about giving you the power to make decisions that will protect you, your family and those you care about, should you ever lose capacity to make decisions for yourself. It has never been more important to plan for your future care. No matter what age you are, a power of attorney safeguards your financial and health wishes.

Every year thousands of people across Scotland lose capacity; it could be an accident, a head injury, a stroke or an ongoing progressive illness. Over the last year, COVID-19 has had a huge impact with people of all ages incapacitated while being treated. The only way you can plan for your future is to appoint someone with Power of Attorney.

Power of Attorney is for when you are still here. If you are in hospital for example, on a ventilator, or a care environment or even your own home, no one can act for you. Even simple things like paying bills or managing utilities can be difficult. Your next of kin does not have power to act or even manage your welfare decisions unless you have made your plan. You should also consider speaking to a health or social care professional about setting up an [Anticipatory Care Plan](#).

Think and act now! If ill health or an accident means you can't make decisions for yourself, who do you want to make them for you?

For more information visit: <https://mypowerofattorney.org.uk/>



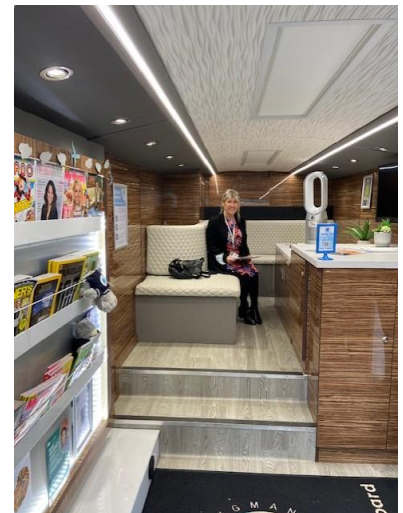
Project Wingman

The Project Wingman bus visited Health and Social Care Staff over 4 locations in Angus during April and May this year.

Project Wingman is a British Charity who provide a wellbeing service delivered in the form of a converted double decker bus and provide a relaxed and versatile space in which to support staff well-being by providing a short time away from their workspace to recharge their batteries in an inviting environment. Project Wingman has not been to Scotland before so hopefully this will be the first of many more visits.

'Wingbee's' first stop in April was at Whitehills Health and Community Care Centre, followed by Stracathro Hospital. In May, 'Wingbee' visited staff at Carnoustie Health Centre and Bruce House in Arbroath. Staff were invited to access the bus between 10 am - 4 pm, where they were provided with refreshments and treats and an opportunity to 'take 5' away from their workspace.

Gail Smith, Chief Officer visited the bus at Stracathro hospital and said "We are delighted to welcome the 'Wingbee' bus to Angus. Looking after the health and wellbeing of all staff that provide health and social care services to patients in Angus is very important to me. It is crucial for staff to take time during their busy day to look after themselves."



What an awesome service.

Visited this last week at Whitehills; it was lovely and the crew on board were so friendly. Thank you!

I enjoyed my visit to the bus on Monday. Great to sit and chill for a while and enjoy a coffee.

Independent Living Angus

WANT TO ADD LIFE TO YOUR YEARS?



Independent Living Angus (ILA) can help you.

ILA is a website that provides tools to help:

- ❖ **Build a healthy ageing plan - with the LifeCurve™ (also available on app)**
- ❖ **Resolve your everyday needs – using Self-Assessment**

Build a healthy ageing plan with the LifeCurve™



Use the LifeCurve™ to find out how well you are managing with your daily activities and how you can keep on living independently.

Resolve your everyday needs with a Self-Assessment



Answer some questions about your daily tasks and activities to get the right advice and personalised solutions.

Act now to improve your own health and wellbeing – start your journey towards a better, healthier you by registering on the ILA website!

Check out the website here: <https://www.independentlivingangus.org.uk/>

Or contact your local library and ask for help



Scan QR code
for website



New Appointments

Angus HSCP is delighted to welcome aboard some recent appointments and we congratulate and extend a warm welcome to those that are new in post.

Eunice McLennan, Head of Community Health and Care Services



Eunice McLennan joined Angus HSCP Senior Leadership Team on 1 March 2022.

Eunice is a qualified social worker who has worked in Children and Family Services throughout her career. She has had a particular interest in Family Placement and Residential Services and the importance of providing good quality care for children and young people. Eunice joins Angus HSCP from Angus Council where she had responsibility for Children, Families and Justice Service.

Eunice will have operational responsibility for Community Hospitals (Medicine for the Elderly, Stroke and Psychiatry of Old Age), Allied Health Professionals and Community Nursing. Strategic responsibilities include Workforce, Health and Safety and Transitions. She will be supported by the other two Heads of Service, George Bowie and Jillian Galloway as she transitions into her new role.

Eunice said "I am delighted to become Head of Community Health and Care Services in Angus HSCP. I am looking forward to progressing further local and national developments and continuing to build on the success of the Partnership to date."

Laura Stewart, Corporate Services Administrator



We welcomed Laura in November 2021 to the Corporate Services team.

Laura has worked within the NHS for 10 years (NHS Grampian, Shetland and Tayside). She came to us from Pharmaceutical Specials Service at Ninewells, where she worked as an administrator.

In her current role, Laura is responsible for supporting the Corporate Services Team and also deals with complaints.



Retirements

Liz Paterson, Interim Service Lead for Community Hospitals and Medicine for the Elderly

Liz began her career in 1976 as a Pupil Nurse in the Western Infirmary in Glasgow, and after qualifying as an Enrolled Nurse, she continued working in The Western before commencing her student nurse training in The Glasgow Victoria Infirmary in 1979.

Liz qualified as a Registered Nurse in 1983 and worked as a staff nurse and then a ward sister in Fraserburgh.

In 1987, Liz moved to Angus and took up the role of ward sister in Brechin Infirmary and was promoted to the Sister for Elderly Care wards at Montrose Infirmary. She remained in this role for 17 years, until 2004, and was then deservedly promoted to a new interim role of Community Hospital Lead Nurse.

Two years later, in 2006, Liz was successfully appointed to the role of Clinical Team Manager, for the Medicine for the Elderly Service in Angus and thankfully she stayed with us and remained in that role for 12 years, until 2018.

Latterly, Liz worked as Interim Service Lead for Community Hospitals and Medicine for the Elderly wards in Angus; a role she embraced and excelled at.

Over the years Liz, has successfully guided the nursing team in Angus through many changes. She has always encouraged, empowered, enabled and supported nurses to take more responsibility for their practice.

We wish Liz a long, healthy and happy retirement and hope she enjoys the next stage in her life, where every day is the weekend!





Janet Rowlands Retires After 20 Years

Janet Rowlands, Voluntary Services Co-ordinator, retires after 21 years service with Angus Council and Angus Health and Social Care Partnership.

Janet began working with Angus Council in 2001 within the Social Work Department as a Voluntary Services Assistant. She then moved on to a 9 month post as a Community Meals Co-ordinator. This was a brand new post that involved Janet going to observe Richmond Council in London and gain knowledge to develop the service here in Angus. Janet then moved on to Learning Disabilities Service in Frioekheim where she managed the Administration Team.



Since February 2007 Janet has dedicated her career to the volunteer service. She has developed and managed the service, supporting the Angus Council and Health and Social Care Partnership with a number of volunteer roles. Janet's biggest task has been arranging drivers for day care clinics, school transport and hospital appointments. She has been an asset to the organisation in all her roles and will be hugely missed by all colleagues and volunteers.

It's been a pleasure working with you Janet, and your commitment to the volunteers has been second to none. You will be missed.



Peter McAuley
Service Leader

'Guach dúrachd'

Wishing Janet all the best for a long and happy retirement. It's been a pleasure working with her the last 13 years.



Pam McIntosh
Senior Voluntary Services Assistant



Vivienne Davidson – Principal Planning Officer

The Angus HSCP bade a fond farewell to Vivienne Davidson on the occasion of her retirement.

George Bowie, Head of Community Health and Care Services, thanked Vivienne for her long service, her commitment, and her diligence in her role as Principal Planning Officer. He praised her strategic planning skills, her performance focus, and her abilities as a persuasive negotiator. Everybody knew, he added, that she had strong loyalties to friends and family and, above all, to service users and patients which had not diminished over her many years in planning roles. Vivienne also liked managing staff and took great pride in their achievements.

We wish Vivienne all the best for the future on behalf of the Angus HSCP and former Council and NHS colleagues.



Tell us about the work you are doing!

The aim of this newsletter is to provide you with an update on what's going on in health and social care, share developments and bring you stories that show how it all fits together. We welcome your feedback on anything covered in this issue.

Please share stories from your service areas with us – we'd love to hear from you. All contributions are welcome.

Our winter edition is due for publication in December 2022 and articles should be emailed to tay.angushscp@nhs.scot no later than Friday 18 November 2022.

Thank you!