

Integration goes live!



Eibhlin McHugh,
Director of Health
& Social Care

On 1st April 2016 the new arrangements for health and social care came fully into effect. This is one of the biggest changes in the organisation of these services since the formation of

the National Health Service in 1948. Health and social care services for adults are now planned and funded by one new body – the Midlothian Integration Joint Board. This Board includes four elected Councillors bringing the delivery of healthcare more clearly under local democratic control.

Partnership working is not new – there are many good examples of health and social care services working effectively together. The mental health teams have been located together for a number of years. However since the announcement about new legislation over three years ago there has been much greater attention paid to the benefits and the opportunities to plan and provide services jointly. The Rapid Response Service – now called MERRIT – has been strengthened considerably including the establishment of a 'Hospital at Home Team'. During 2015 a new single service for people with dementia was established including NHS, Council and voluntary sector staff under a single management system. We are actively exploring how to mirror this approach in

other fields such as substance misuse and learning disability. We are also seeing the benefits for people who use the services of teams working much more closely together. This is starting to make 'joined up' care a reality.

Planning changes to how we deliver health and care services is vital. There are neither the finances nor the staff to keep providing services the way we have been doing. The population is ageing with many more people living into their 80s and 90s and people are living longer with long term health conditions. We have developed a Strategic Plan which sets out how we intend to redesign services. This includes supporting people to stay healthy and reduce avoidable injury, illness and disability and enabling people to recover or live well with their long-term health condition. We will give a strong emphasis to helping

people to manage their own conditions, recognising the uniqueness of each individual. This will include helping people to access the support of other users experiencing similar issues or difficulties – peer support. We will also pay particular attention to addressing the unfair health inequalities in our communities which are often linked to poverty and unemployment.

Our staff are crucial to these changes. We need to support them to have the skills and confidence to work in a more holistic way and to do so in strong partnership with other agencies and with the unpaid family carers whose role cannot be overestimated. As demographic changes impact on our communities we know that we will also have fewer staff available to deliver services. The emphasis on prevention means it is even more vital that

continued overleaf



Above: Pink Ladies 1st peer support group.

continued from page 1

we establish strong relationships with local voluntary organisations that are especially important in helping to reduce isolation which is so strongly linked to poor physical and mental wellbeing.

Working with service users and communities is the other major shift in approach which we need to develop. One of our strengths in Midlothian is a strong network of user groups and we now have the *Hot Topics Group* which enables us to seek the contribution of the public to any plans we have to redesign services. We need to find new ways of engaging with local communities building on the good work which has taken place in recent years in neighbourhood planning. We must develop a stronger sense of transparency and mutual respect; the successful redesign of health and care services will only be achieved through the full support and participation of the public.

GET IN TOUCH

The aim of this quarterly 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 and suggestions for future issues.

Contact Sarah Barclay;
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Midlothian Community Hospital

Hot Topics Group

The Health and Social Care Hot Topics Group, a forum for community members and health and social care professionals, met for more dynamic debate in January. We asked Catherine Evans, Public Involvement Coordinator, to share her reflections on the meeting.

What was the topic this time?

We focused on Midlothian Community Hospital. Since opening in 2010, the Hospital has been a great resource for the community but we want to make it even better. We want to make sure the services it provides are right for Midlothian.

What services are currently provided at the hospital?

As well as inpatient services the hospital has many outpatient clinics and services. A list of the clinics provided at the hospital can be found at <http://www.nhsllothian.scot.nhs.uk/Community/MidlothianCHP/Documents/MCHPCommunityClinics.pdf>. Many people at the meeting said they learnt a lot about the hospital and we need to share this information with others.

What else was discussed at the meeting?

Allister Short, Head of Health, outlined some ideas for the future. This includes providing inpatient rehabilitation for adults, currently provided at Liberton Hospital, which would allow care to be provided closer

to home for Midlothian patients. Then we asked people to think about their vision for the hospital and what services they would like to see there.

What did people suggest?

People came up with some really positive ideas. It felt like a very dynamic discussion and there was plenty of enthusiasm in the room. There was a lot of support for involving the voluntary sector more within the hospital, developing the cafe area and ensuring the hospital feels like a community place. There were many suggestions of services that would be useful for the community including:

- Audiology
- Eye clinics
- Follow up appointments with consultants
- An information and technology "hub"

What happens next?

As with all Hot Topics Groups the notes were discussed by the Joint Management Team for Health and Social Care. They are going to develop a draft action plan about the hospital which they will share and begin implementing over the coming months.

What's the next subject for Hot Topics?

The next meeting is on Thursday 26 May and we'll be discussing dementia.

If you'd like to attend the next session please contact Catherine Evans on **0131 271 3411**, or email catherine.evans@nhsllothian.scot.nhs.uk.



"Pink Ladies 1st brings a unique approach to tackling mental health issues amongst the women of Midlothian"

Pink Ladies 1st – tackling women's mental health

One of the aims of Midlothian's health and social care partnership is that wherever possible people help and support each other at an early stage to keep people healthier and reduce the need for NHS and social services. An outstanding example of this in action is the charity Pink Ladies 1st which brings a unique approach to tackling mental health issues amongst the women of Midlothian.

It was started in 2007 by two local women who had experienced mental health difficulties themselves and who recognised a gap in resources for mental health treatments. Taking its name from the Pink Ladies in the movie *Grease*, it has helped over 700 women suffering from stress, anxiety and depression. Many of the women it helps have experienced domestic or sexual abuse, drug and alcohol dependency, self-harming, or are at risk of offending.

Pink Ladies 1st can offer up to a year of support to each woman, including eight week group self-management courses plus one-to-one coaching, email and telephone support

by trained facilitators. It also offers ongoing peer support, weekly support groups, team building, and social and fundraising events. Some women who have been through the course may also have the chance to become a volunteer or a group leader.

This popular charity had 60 women registering for the first of their four programmes this year and are now recognised as a vital local resource, with many women directly referred by their GP. There is currently no cost to the women who use the service.

One of the founders, Maria Martin, said: "I have experienced mental health issues in the past, but the offer of prescription drugs and a long wait to see a counsellor seemed inadequate. With no other support available it was clear change was needed. Women like me would have flourished sooner if support like Pink Ladies 1st had been available. Self-management skills are vital and continuous support is the secret to permanent change." Midlothian Council recently became one of the major funders of Pink Ladies 1st.

For more information please go to www.pinkladies1st.org or phone Maria Martin on **07977 279848**.

Choose Life Training

SafeTALK (Suicide Alertness For Everyone) is a half-day alertness workshop that prepares anyone over the age of 15, regardless of prior experience or training, to become a suicide-alert helper, i.e. to recognise someone at risk of suicide and then to know who to connect that person to for further help. Most people with thoughts of suicide invite help, but often these signs are missed, dismissed or avoided. SafeTALK prepares participants to identify people with thoughts of suicide and engage with them in a helpful way. It is suitable for anyone who wants to help prevent suicide: e.g. people who work with the public, social workers, police, health workers, parents, teachers,

housing workers, support workers, and volunteers.

ASIST, Applied Suicide Intervention Skills Training, is for everyone 16 or older- regardless of prior experience - who wants to be able to provide suicide first aid. Shown to significantly reduce suicide attempts, ASIST teaches effective intervention skills while helping to build suicide prevention networks in the community. This two day course is delivered using a variety of training techniques, lecture, video, discussion and role play.

Both courses are offered throughout the year in Midlothian.

For further information please contact the Mental Health Planning Officer – martin.bird@midlothian.gov.uk

STOP PRESS!!

TCAT – Transforming Care After Treatment – is now available to anyone in Midlothian who has recently finished cancer treatment. If you'd like a one-to-one holistic needs assessment to discuss any issues that concern you since finishing treatment contact andrew.hebson@midlothian.gov.uk or **0131 561 5468**.

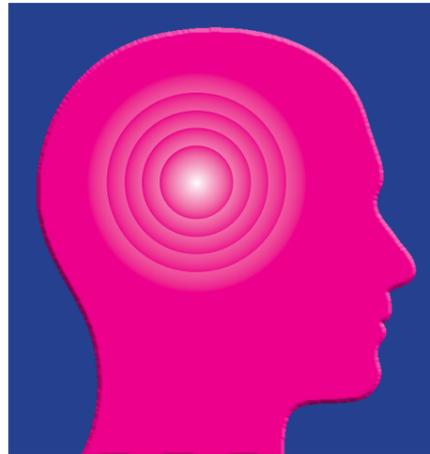
Dealing with dementia

Midlothian's Joint Dementia Team has now been in operation for two years and is an excellent example of how working together across health and social care services can improve the quality of care. Based in Bonnyrigg Health Centre, the team includes new team leader Siobhan MacFarlane, a dementia project officer, along with a combination of community psychiatric nurses, experienced social workers, occupation therapists, and post diagnostic support workers. The team work very closely with a number of other professionals including consultant psychiatrists, psychological services, voluntary organisations such as Alzheimer Scotland, VOCAL, Volunteer Centre, Red

Cross, and the range of day centres.

Midlothian has been one of five test sites in Scotland to offer this more holistic coordinated approach to dementia care for the individual with dementia and their family and carers. Although the pilot is coming to an end and an evaluation is now taking place, the team and its partner agencies are determined to build on their knowledge, experience and skills to provide a person focussed service to those who need to use it.

The team has conquered many challenges along the way to bring two sets of staff together from health and social care and it is now becoming a cohesive team with a shared vision of



supporting people with dementia to live as full and healthy lives as possible.

For more information please contact Anthea Fraser on **0131 271 3670**, anthea.fraser@midlothian.gov.uk.

Walking football – the new beautiful game

Midlothian introduced Walking Football to its Ageing Well Project in 2012 with the aid of former Hibs players and Sky Sports News. This attracted many players of all levels and ages, ranging from 50 to 81, to attend the weekly sessions in Loanhead. It was so successful the session was increased to twice a week.

A highlight was being invited to play at half time at a Hibs v Hearts game at Easter Road to promote the sport. And last year Midlothian competed in the first ever Scottish Walking Football Festival and was then invited to take part in an international tournament in Portugal where they made it through to the semi-finals.

Two months ago Midlothian helped to launch the Scottish Walking Football Network at Toryglen Regional Football Centre in Glasgow where they played challenge matches against Glasgow and Stenhousemuir. Later the same week the team travelled to Newcastle to compete in the International Walking Football Festival. Twenty-four teams took part, including a team from as far away as the Netherlands. Midlothian made it through to the cup final, sadly losing when the game went to penalties.

Player Peter Collins, 84, said, "The best part of playing is the amount of new friends I have made. The banter is great and we all have a good discussion on football in general. Come



along and try it, you will get fitter, make new friends and I can guarantee a warm welcome from the players. This is definitely one of the best ideas anyone has ever devised for getting older people fitter."

If you would like to join Peter in action, there are walking football sessions on Wednesdays 2-4 pm at the Bayne Memorial Hall, Loanhead; Fridays 10-12 noon at Ladywood Leisure Centre, Penicuik; Mondays 6-7 pm at Lasswade Centre; Tuesdays 7-8 pm at Saltire Soccer in Mayfield; and Thursdays at Dalkeith Campus from 6.30-8 pm.

Contact Vivian Wallace, Ageing Well Co-ordinator on: **0131 561 6506**, vivian.wallace@midlothian.gov.uk.

Helping people in crisis & distress

The Professional Forum in February focused on how we respond to mental health crises in Midlothian. We had contributions from a psychiatrist, psychologists, a GP, a service user, the Intensive Home Treatment Team, police, mental health officers and the Orchard Centre Crisis Service.

A key theme was that we need to ensure that we have the services available in the right place at the right time. There are lots of services in Midlothian but not everyone knows about them and there can be a lack of understanding of other agencies' roles and responsibilities. Services should communicate better

with each other and we looked at how this could be done.

There was a lot of interest in the community triage system that has been tried out in Edinburgh. This project has led to much better working relationships between police and NHS mental health staff and it was agreed to look at rolling this out in Midlothian.

A crisis group involving staff from NHS Lothian and Midlothian Council will be set up to develop solutions designed to meet the needs of people living in Midlothian.

For more information contact the Mental Health Planning Officer – martin.bird@midlothian.gov.uk

The Professional Forum is a series of regular development sessions for people who work in health and social care, including those from the voluntary sector

The Hidden Homeless

The next Professional Forum event for those working in health and social care will focus on the hidden homeless. The keynote speakers will be Dr Neil Hamlet speaking on 'Restoring the Public Health Response to Homelessness in Scotland: Scottish Public Health Network', and Eibhlin McHugh, Director of Midlothian Health and Social Care Partnership, speaking on 'The Role of Health and Social Care in Addressing Homelessness'.

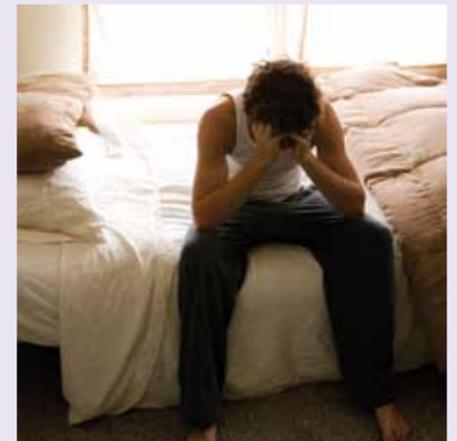
The facts:

Most homeless people have a roof but not a home. This accommodation is temporary, often bed and breakfast, and away from family and friends

- 1000 people in Midlothian present as homeless each year

- The average age of death for homeless people in Scotland is 47 compared to 77 for those who lead more settled lives
- Homeless people experience much higher levels of physical and mental ill health
- Children in temporary accommodation miss 55 school days a year (national figure)

Health and social care integration offers a new structure and set of outcomes by which work on health and homelessness can be delivered, with opportunities for more collaborative working between housing, health, education, social care and the voluntary sector. There is an opportunity to maximise connections and



plan together to ensure that individuals and families affected by homelessness are supported to have better health and life outcomes.

This Professional Forum is on Thursday 2 June 2016, 1.15 pm to 4 pm at the McSence Centre in Mayfield. If you are a professional working in health and social care and would like to book a place, please contact Heather McDonald, Administrator at Midlothian Health & Social Care at heather.mcdonald@nhslothian.scot.nhs.uk by Friday 29th April 2016.

Shared learning opportunities for staff

A range of learning opportunities are available to staff working in NHS Lothian, Midlothian Council Social Care, and third and independent sector services: Professional Forum topic workshops, lunchtime bite sized workshops on Teach Back skills, health literacy and health inequalities,

workshops on embedding a personal outcomes approach into practice, and team development facilitation.

For further information, please contact Tricia Hunter, OD Consultant on patricia.hunter@midlothian.gov.uk or **0131 271 3373**.



A Day in the Life... of a Care Home Worker

Janice McDonald has worked as a Care Home Worker at Newbyres Village Care Home in Gorebridge for two years. Newbyres has five units or "streets", each with 12 elderly people living there. A total of 80 staff looks after them. Some of the residents have physical or mental disabilities, others are frail.

This is Janice's first caring job after working in the bar trade for many years – and she says she absolutely loves it! "I've always wanted to work in care but was too nervous to make the move," she said, "I wish I'd done it years ago!" Here she tells us about a typical day at work....

7.20 am – When I arrive in the morning I see who wants to get up and help those who need it to wash and change. I then take them to breakfast – each unit has its own dining area.

8.30 am – I sort out everyone's medication, take people to the hairdresser on site or to their morning activities which could be a film or maybe games.

10.00 am – I tidy their rooms and have a blether with the residents if there's time. Some don't want to talk, and others ask me to take them for a walk.

Lunchtime – I take people to their dining room for lunch. Some can manage the meal by themselves, others need help cutting and others need full assistance.

2 pm – I see to all their personal needs and settle them down for the afternoon,

maybe watching TV or sitting in the communal lounge. Some residents like to be taken to Dobbies or for a fish supper.

Teatime – after tea there's usually some entertainment – maybe a dance or a visit by some singers.

9.30 pm – I start getting residents ready for bed and handover to the nightshift staff.

On top of this, twice a day I find time to complete a chart for each resident in my unit, saying what they've done, that they've taken their tablets and creams, and record anything else worth noting.

I've been on various training courses to help me in my work, such as moving and handling, drugs training, and dementia awareness and obtained a few SVQs. I enjoy the banter at work, although some days there's not as much time for one-to-ones with the residents as I would like. Sometimes I do have to deal with challenging behavior but the good relationships with the residents mean this isn't a concern."

New app helps deaf people communicate with Council

Midlothian Council is using new technology to communicate with deaf people who use sign language. It has made available to staff a new app from contactScotland BSL (British Sign Language) which provides access to an online British Sign Language interpreter enabling deaf people to communicate with Council staff in face-to-face meetings and on the telephone.

If a meeting is prearranged, a one-to-one interpreter will continue to be booked in advance, but if someone needs to speak to a member of Council staff briefly, or in an urgent situation, staff will have access to an iPad which is set up with the interpretnow app, ready to link a deaf person to the live, web-based BSL interpreting service.

Midlothian has approximately 5,640 people with a hearing impairment within its borders, 233 of which use sign language. The app has been downloaded onto an iPad and is kept in a central location in Midlothian Council offices in Dalkeith and is available to any Council employee – ranging from social workers, to housing officers to environmental health – who has a meeting with a deaf person.



Any member of the public can download the app onto their smart phone or tablet by going to contactscotland-bsl.org. As well as public sector organisations, the service will also be made available to voluntary sector organisations.

For more information please contact the Physical Disabilities Planning Officer – jayne.lewis@midlothian.gov.uk.



The benefits of peer support

'Peer support' arose from people wanting to create their own support networks. Now peer support can range from people with similar conditions or issues ("been there"), coming together in mutual support, through to professionals facilitating a peer support group.

Last year there was a very successful Hot Topics Group discussion on peer support. Many working in the region's voluntary sector already appreciate how important peer support is in contributing to the quality of life of many hundreds of people living in Midlothian. Consequently a Peer Support Voluntary Sector Group has been set up to take stock of the diverse types of peer support operating in Midlothian, finding out their strengths, achievements and the problems they face.

This group is keen to find ways of further supporting existing peer support groups where useful, and also to examine whether successful examples of peer support can be encouraged to flourish in other parts of Midlothian where there is a need.

We have had discussions with approximately 20 different Midlothian peer support groups so far and found that many face a number of common problems, including funding, transport and premises. It is important to note however that some types of peer support are remarkably successful with little or no funding support and some negotiating free rents. Also the amount of time, commitment and sacrifices many make to these groups is both humbling and astonishing.

Anybody interested in exploring or discussing peer support in Midlothian, please contact George Wilson at Midlothian Voluntary Action by email george.wilson@mvacvs.org.uk or phone 0131 663 9471.

**WE ARE
MACMILLAN.
CANCER SUPPORT**

The Sanctuary Cafe

For people affected by cancer, including families and friends, there is a new peer support group in Midlothian – The Sanctuary Cafe. It was established in January by Janice Burns who has herself been through cancer and has now been given the all clear. She said, "People appreciate the chance to just sit and chat to someone who's been through the same experiences they have." Janice plans to invite speakers to forthcoming sessions. The group is funded by Macmillan Cancer Support.

The Sanctuary Cafe meets every Saturday from 10 am to 12 pm at Gorebridge Parish Church Hall.

For more information email Janice at sanctuarycafegpc@gmail.com or phone 07780 443881.

Digital skills training

One Digital is an exciting and unique collaborative digital skills programme developed by SCVO, Age UK, Citizens Online and Digital Unite.

Funded by a £2million investment from the Big Lottery Fund the initiative aims to recruit and support 1,400 Digital Champions to help around 9,500 people with basic digital skills over 12 months.

As part of One Digital, Midlothian Voluntary Action (MVA) will be running two FREE training sessions for local voluntary organisations at their offices in Dalkeith:

- 'Making Digital Work' is designed to help organisations change the way they use digital to become more efficient and effective.
- 'Making Digital Everyday' is designed to help organisations to pass basic digital skills on to their end users

Contact Lesley Kelly on:

lesley.kelly@mvacvs.org.uk for more details.

For more on One Digital visit:

digital.scvo.org.uk/onedigital/



Two of the One Digital tutors, Jonathan Coward and Craig Turner, at the recent project launch



Jayne Lewis (2nd from left) and her partnership colleagues

Scottish Sensory Awards – Hearing aid battery provision in libraries

At a ceremony on the 15th February at Stirling University, Midlothian Council received a prestigious award for partnership working in bringing about the scheme where NHS Hearing Aid

batteries can be collected from every local library.

NHS Lothian Audiology Dept and all four Lothian Local Authorities worked together to set up the scheme which now operates across Lothian. For people in Midlothian in particular it means the convenience of local provision rather than

having to go all the way into Edinburgh to pick up their batteries.

Midlothian Planning Officer for Physical Disabilities and Sensory Impairment, Jayne Lewis said, "This has been an incredibly successful and popular scheme, with a large and ever growing take up. It also encourages people into our libraries, sometimes for the first time, where they become aware of the wide range of activities which now take place there. Library staff have

embraced the additional role to facilitate this service.

There are also plans to extend the scheme to include hearing aid maintenance and repair. For this, we will be looking to recruit volunteers to assist. Training and support will be provided by NHS Audiology to learn the relatively simple but intricate tasks involved.

If you are interested in volunteering, please contact me on **0131 271 3665** or **jayne.lewis@midlothian.gov.uk** "



Highbank care home in Dalkeith

Rapid response team goes from strength to strength

The Midlothian Enhanced Rapid Response and Intervention Team (MERRIT) aims to prevent avoidable admissions to hospital, help achieve a speedier discharge home, provide an intensive rehabilitation service either in the home or within the intermediate care unit at Highbank, and provide an alternative to hospital admission for the older adults in Midlothian.

It is a multi-disciplinary team which has embraced health and social care integration. It encompasses the services 'Rapid Response', 'Hospital In-Reach' and 'Hospital at Home'. The latter service has been recently strengthened and last year dealt with 264 referrals.

MERRIT Team members include social workers, occupational therapists, falls practitioner, physiotherapists, nurses, carers, community pharmacist, and consultant geriatrician. Based at Bonnyrigg Health Centre, the service provides a specific time-limited intervention which supports Midlothian residents who have been identified as requiring the skills of the team. The team serves the GP practices in Midlothian and supports early discharge from the NHS Lothian acute hospitals such as the Royal Infirmary of Edinburgh.

A recent patient who has used the 'Hospital at Home' service said, "It was a one hundred percent ideal service. They treat you as a friend and not a patient. There is nothing negative I can say about the service – I was very happy."

For further information on MERRIT please contact Anthea Fraser – **0131 271 3670, anthea.fraser@midlothian.gov.uk.**

Glowing report for Highbank

Highbank care home in Dalkeith is a 40-bedded unit providing a range of intermediate care.

Last year the Care Inspectorate awarded the home 'Very Good' across all categories. Manager Katherine Malone said, "We have been increasing our grades every year and I am very proud of our hard-working staff who have made this possible."

Nine of the beds are for respite care which can be booked for regular respite or one off stays. There are also a number of interim beds for people who have come for assessment and have not been able to return home and are waiting for a care home they have chosen. In 2015 there were approximately 600 admissions to Highbank across respite and intermediate care.