

# ‘INTEGRATION MATTERS’

## MAY 2021

Keeping you informed about Health and Social Care Integration in Angus

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



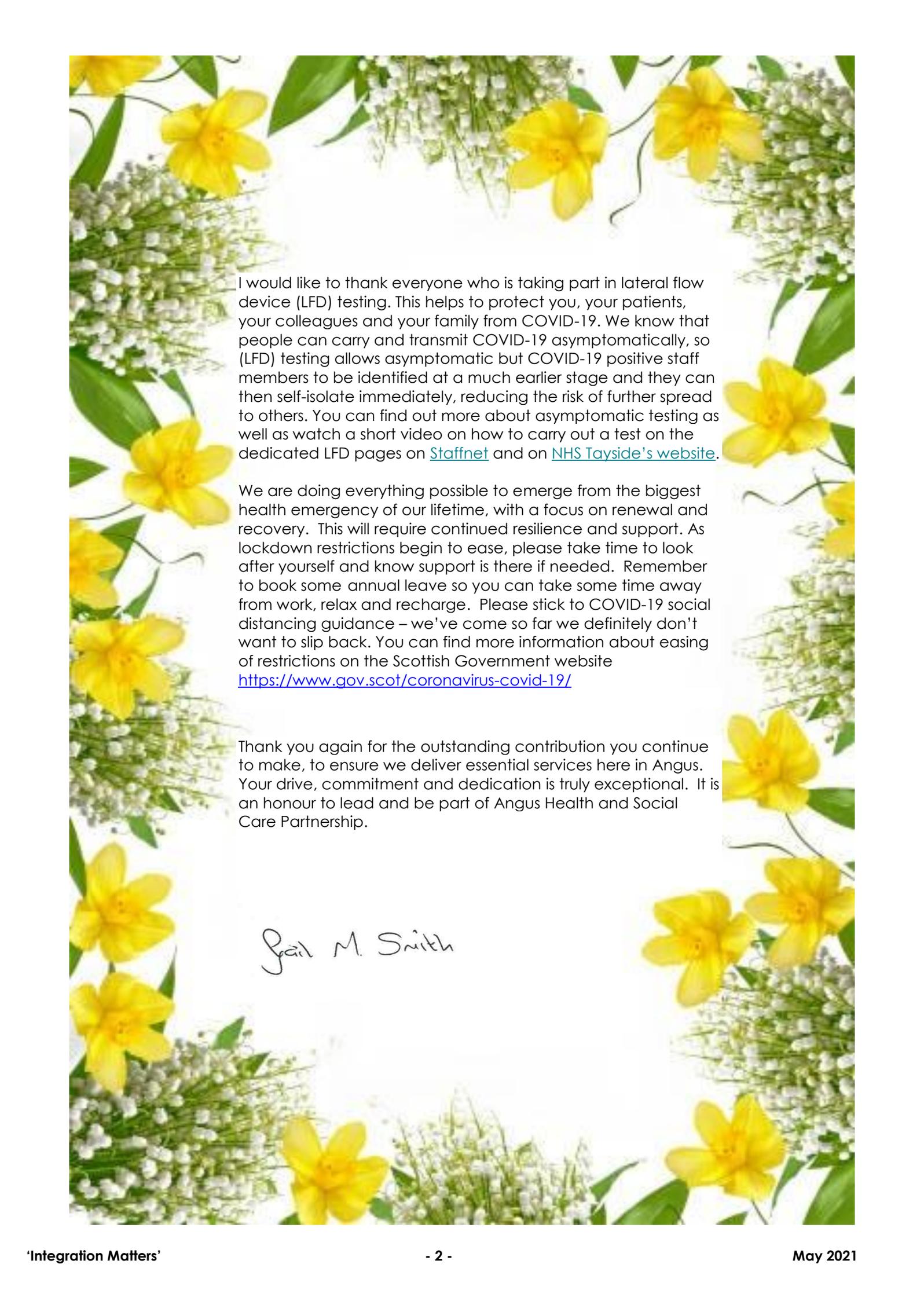
**Gail Smith**  
**Interim Chief Officer**

It's a few weeks since the May holiday weekend but I hope many of you enjoyed some quality time away from work now that the restrictions are easing. Although many of our offices have been closed for nearly a year now, The Health and Social Care Partnership have remained very much open and we are more determined than ever to support the communities we exist to serve. We have all had to adapt and evolve through very uncertain times and have successfully all pulled together to work as a genuine Partnership. Your dedication continues to make a real difference. For those of you who have been shielding, we look forward to welcoming you back to work.

We can definitely see light at the end of the tunnel, especially as we continue to support the very successful vaccination programme. More information about this on page 5. I would encourage everyone eligible to take up the opportunity to 'Roll Up Your Sleeve' and get the vaccine.

**Top Features Include:**

- **Year of the nurse 2020**
- **NES local co-ordinator post**
- **COVID-19 Vaccination Update**
- **Care Opinion**
- **Appointment of staff**

A decorative border of yellow flowers and greenery surrounds the text. The flowers are bright yellow with five petals, and the greenery consists of small white flowers and green leaves.

I would like to thank everyone who is taking part in lateral flow device (LFD) testing. This helps to protect you, your patients, your colleagues and your family from COVID-19. We know that people can carry and transmit COVID-19 asymptotically, so (LFD) testing allows asymptomatic but COVID-19 positive staff members to be identified at a much earlier stage and they can then self-isolate immediately, reducing the risk of further spread to others. You can find out more about asymptomatic testing as well as watch a short video on how to carry out a test on the dedicated LFD pages on [Staffnet](#) and on [NHS Tayside's website](#).

We are doing everything possible to emerge from the biggest health emergency of our lifetime, with a focus on renewal and recovery. This will require continued resilience and support. As lockdown restrictions begin to ease, please take time to look after yourself and know support is there if needed. Remember to book some annual leave so you can take some time away from work, relax and recharge. Please stick to COVID-19 social distancing guidance – we've come so far we definitely don't want to slip back. You can find more information about easing of restrictions on the Scottish Government website <https://www.gov.scot/coronavirus-covid-19/>

Thank you again for the outstanding contribution you continue to make, to ensure we deliver essential services here in Angus. Your drive, commitment and dedication is truly exceptional. It is an honour to lead and be part of Angus Health and Social Care Partnership.

Jail M. Smith



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# NES Local Co-ordinator Post



Wendy Calder, Practice Manager of Annat Bank and Townhead Practices in Links Health Centre, was appointed Scottish Practice Manager Networks, Local Co-ordinator for Tayside in January 2021.

Wendy has a wealth of experience, having been practice manager of Lochee Health Centre in Dundee for 11 years before taking up her current post nearly 3 years ago.

This role is part of NHS Education for Scotland's commitment to supporting General Practices and ongoing learning and development of General Practice Managers.

Local Co-ordinators provide ad hoc advice and support to their local Practice Manager colleagues, offering learning opportunities to support their Continuous Professional Development. They support their peers and offer coaching and mentoring to new and experienced Practice Managers.

Local Co-ordinators work in partnership and represent local Practice Managers at local and regional meetings and communicate regularly with Managers in their Health Board area, keeping up to date with developments locally and nationally and act as an 'ambassador' for Practice Management.



**Wendy Calder**  
**NHS Education for Scotland - Tayside Local Coordinator**  
**Scottish Practice Management Development Network**

# COVID-19 Vaccination Progress

Angus Health and Social Care Partnership is actively participating in the Tayside-wide Programme Board to support the COVID-19 vaccination priority activity as we aim to deliver two doses of COVID-19 vaccine to all adults aged over 18 by end September 2021 and eligible 16 and 17 year olds (those with underlying health conditions and unpaid carers).

This is a monumental effort from staff and volunteers to deliver this large scale programme across a range of settings.

On 6 May 2021 over 101,000 doses of the vaccine had been administered to eligible Angus residents, with nearly 67,000 (68.7%) of eligible people having received their first dose and close to 36,500 people having received both doses.



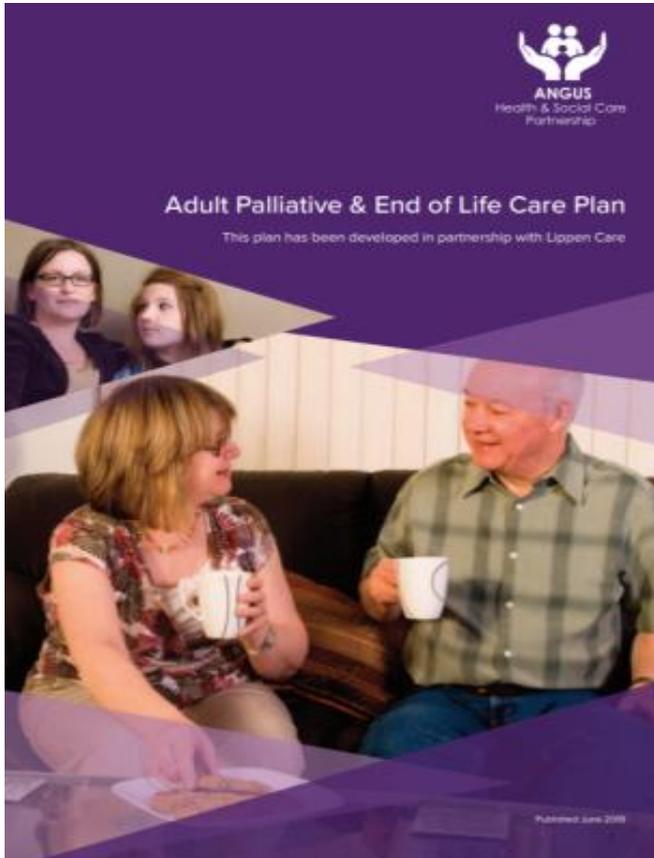
**It's time to roll up our sleeves**  
**Vaccinations for COVID-19 are underway**

**When offered the vaccine, please get it**  
Visit [nhsinform.scot](https://nhsinform.scot) #WeAreScotland

The graphic features three individuals standing against a blue background with light rays. From left to right: a male healthcare worker in blue scrubs, an older man in a beige cardigan, and a female healthcare worker in a red top. They are all looking towards the camera with their arms crossed or resting on their hips.



# Angus HSCP End of Life Care Information Webpage



Our engagement with the public during the development of the Angus Adult Palliative and End of Life Care Plan told us that people did not always understand what palliative and end of life care involved and what services they could access for care and support.

With support from our Palliative and End of Life Care Action & Improvement Group, our Public Representatives and Partners, we have developed an information webpage hosted on the Angus Health & Social Care Partnership Website. The page contains information on key services and support available in Angus and support and services available from national charities. There is an access feature on the website which can translate the information into eleven languages.

If you know if anyone who may be looking for information they can access the information using an up to date browser at:

<https://www.angushscp.scot/services/palliativ-e-end-of-life-care/>

There is also an option to provide feedback about the web pages by emailing [tay.angushscp@nhs.scot](mailto:tay.angushscp@nhs.scot)



# The LifeCurve App



**LifeCurve™**

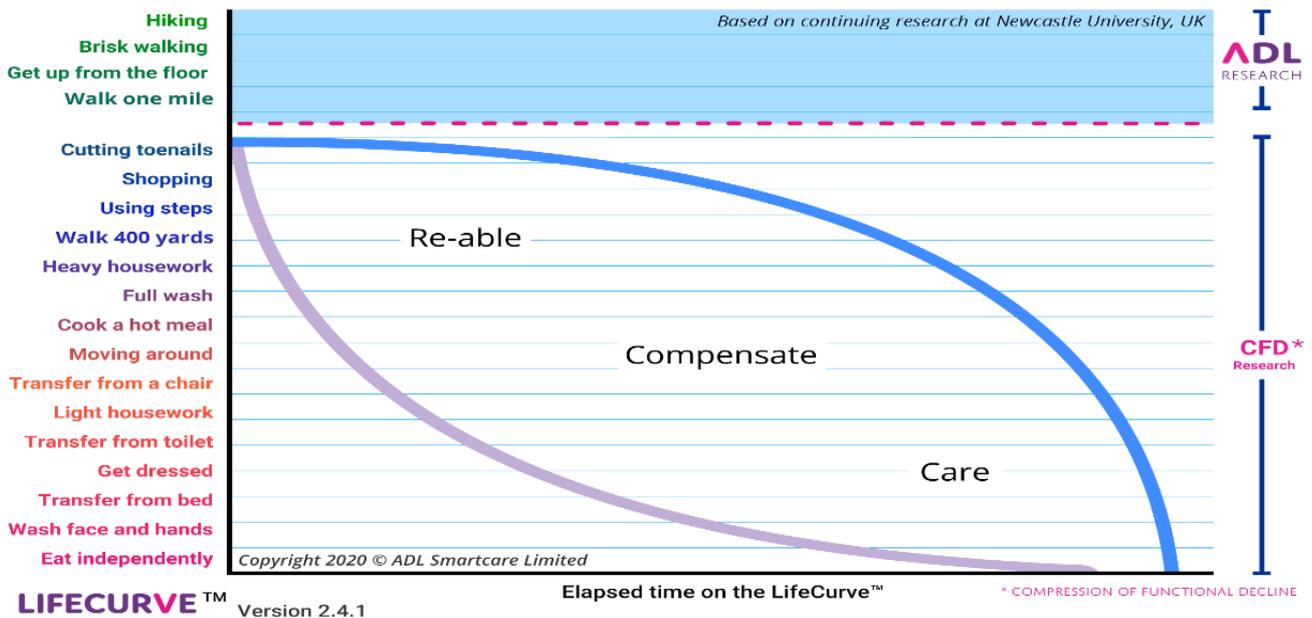
You may think that you are looking after yourself and ageing well, but how sure are you? Quickly discover how you are ageing by using the LifeCurve App which uses cutting edge research to help you identify areas where you may need some support.

The ADL LifeCurve™ is a tool developed by ADL Research and Newcastle University's Institute for Ageing to map age related functional decline.

Research has shown that people lose the ability to complete activities of daily living (ADLs) in a particular order. By using these 15 ADLs, combined with 4 fitness and strength markers, a person can position themselves on the LifeCurve™ to see how they are ageing.

You can access LifeCurve via the following link:

<https://www.independentlivingangus.org.uk/LifeCurve/v2> or you can download the free LifeCurve app via any apps management system such as Google Playstore. LifeCurve can signpost you to [www.independentlivingangus.org.uk](http://www.independentlivingangus.org.uk) as well as services available within Angus to help support you on your journey.



If you act early, you can have the greatest impact on your ageing journey.

- Step 1: Answer 19 quick questions
- Step 2: See your results and review your healthy ageing options. You may also benefit from completing online self assessments from [www.independentlivingangus.org.uk](http://www.independentlivingangus.org.uk)
- Step 3: Put your advice into action to continue your healthy ageing journey

Find out more: [www.adlsmartcare.com/LifeCurveApp](http://www.adlsmartcare.com/LifeCurveApp)

or visit: [www.independentlivingangus.org.uk](http://www.independentlivingangus.org.uk)

[www.angushscp.scot](http://www.angushscp.scot)

#angusmakingadifference

# Year of the Nurse 2020 – Qualities of a Nurse Working in Angus HSCP in 2020

International Nurses Day – celebrating the qualities of a nurse and nursing the world back to health

The World Health Organisation designated 2020 as the Year of the Nurse and Midwife. The purpose was to provide a “once in a generation opportunity” to showcase the professions and coincided with the 200th anniversary of the birth of Florence Nightingale. International Nurses Day is celebrated every year on **12 May** to celebrate her birthday.

The theme for 2020, **Nurses: A Voice to Lead – Nursing the World to Health**, demonstrates how nurses are central to addressing a wide range of health challenges. The International Council of Nurses set the theme for International Nurses Day in 2021 as ‘**a vision for Future HealthCare**’.

In 2020, the Angus Senior Nurses Forum suggested that the Year of the Nurse and Midwife could be used as a platform to promote the professions with Angus Secondary Schools as an exciting, rewarding and diverse career choice. The COVID-19 Pandemic put these plans on hold. However, we were determined to continue to celebrate our profession and allow the voices of the 489 nurses currently working in the Partnership to be heard. A quote from the Queen's Nursing Institute was shared which described the qualities of a District Nurse written in 1932:

*“The ideal nurse for district nurse work must in addition to full hospital and district nurse training, possess the qualities of tact, patience, discretion, adaptability and common sense, with sound health and a real love of humanity. She must realise that her hospital training is but a preparation for her future work and responsibility and she must always be willing to learn from the experience of others.”*

The nursing teams across Angus were asked to describe the qualities of a nurse in the 21st Century. From the responses received, we agreed on the following description:

*“Nurses will be innovative and inspirational in their work, focusing on their leadership and the quality of everything they do. They will be accountable and professional in advocating for person centred care. They will be flexible and resilient to ensure they problem solve efficiently and effectively. They will bring integrity to every situation they are faced with, supported by kindness, compassion and strength”.*

A range of visual images and pledges were also shared. One team has used the description in individual Clinical Supervision sessions and asked staff what qualities are important to them. The quote is being shared with the Lead Nurses across Tayside who will be able to cascade this message to their own nursing networks.

## **And looking to the future?**

The nurses working in Angus Health & Social Care Partnership, and across the whole of NHS Tayside, want to raise the status and profile of nurses. The COVID-19 pandemic has shown the world the important role that nurses play in keeping people healthy across the lifespans.

We couldn't work with our educational colleagues this past year as we planned, but we are looking forward to working in new and innovative ways into 2021 and 2022.



# Care Opinion



Angus Health and Social Care Partnership is testing Care Opinion as a new way for collecting feedback from people who use our services. Due to the nature of the licence, we are focusing the test on four health related service areas. If successful we hope to roll out the use of Care Opinion across all health and social care services in Angus.

Care Opinion is an independent, not-for-profit social enterprise. They run a website **careopinion.org.uk** based on the award-winning Patient Opinion. Care Opinion is an integrated feedback platform: a place where the public can publish their experiences of local health and care services. The website allows staff to interact with people who use services.

If you, a relative or someone you care for, has received or is currently receiving care from any of the following services in Angus please visit **careopinion.org.uk** to share your experience or call 0800 122 3135:

- **Angus District Nursing Team**
- **Angus Physiotherapy Team**
- **Angus Inpatient facilities: Medical Unit, Arbroath Infirmary; Isla, Clova, Prosen Units (Whitehills Health and Community Care Centre); Stroke Rehabilitation Unit, Rowan, Willow Units (Stracathro Hospital)**
- **Angus Minor Injury and Illness Units**



# Appointment of Head of Community Health & Care Services



Angus Health and Social Care Partnership (HSCP) is pleased to announce the permanent appointment of Jillian Galloway as Head of Community Health and Care Services.

Jillian joined Angus HSCP in March 2020 as Interim Head of Community Health and Care Services. Jillian has over 15 years experience working as a manager within NHS Tayside, with 5 of those years working as Head of Prison Healthcare, Out of Hours & Forensic Medical Services as part of both Angus and Perth & Kinross Health and Social Care Partnership. Prior to this role Jillian had responsibility for Urgent Care, as part of the Medicine Directorate, including Acute Medicine, Emergency Medicine, Cardiology and Out Of Hours.

Gail Smith, Interim Chief Officer, Angus HSCP said "I am delighted that we will continue to benefit from Jillian's diverse skills and experience. She has shown steadfast leadership as we met the challenges of the COVID-19 pandemic. I know that Jillian will continue to make a significant impact as we refocus our attention on recovery and remobilisation."

On her appointment, Jillian Galloway said "I am delighted to have been appointed to the post of Head of Health and Community Care Services. During my first year with Angus HSCP I have witnessed some amazing examples of partnership working and the dedication and commitment of staff during the very challenging time of the COVID-19 pandemic. I look forward to working with all Angus HSCP staff and our Partners as we continue to build the Angus Care Model and make sure that we achieve the best possible outcomes for the people of Angus."

# Introducing Kay Gray – Senior Nurse, Care Homes



Kay Gray commences this new post of Senior Nurse for Care Homes in Angus from a background of working within District Nursing for 19 years in both Dundee and Angus.

Kay said "I am excited to have the opportunity to be part of a developing role and contribute to supporting the Care Homes within Angus. I look forward to meeting and working with both Care Home staff and residents who have faced extra ordinary challenges over the last 12 months".

Karen Fletcher, Lead Nurse for Angus HSCP, added "There has been a spotlight on nursing and care homes nationally as a result of the Covid-19 pandemic. This post is an exciting opportunity to help build on existing positive relationships with care home colleagues in Angus. We are looking forward to working together with Kay and helping to ensure the most vulnerable people living in our communities are supported in their care".

# Capturing Feedback – Complaints, Compliments and Concerns

Sara Jones and Joanne Sinclair, Angus HSCP Clinical Care and Professional Governance Administrators have a number of areas they are offering support to at the moment, including operational governance meetings, risk and adverse event monitoring.

They are also members of a Feedback Short Life Working established to improve how we record, process and learn from feedback received to our services.

The group is looking at existing processes, IT systems and staff engagement. The group aim to develop a new integrated process which will be simpler to use and can identify themes and learning from all feedback received, which will contribute to improved services.

Watch this space for more updates!



**Sara Jones**  
**Clinical Care & Professional**  
**Governance Administrator**



**Joanne Sinclair**  
**Clinical Care & Professional**  
**Governance Administrator**



## GET IN TOUCH

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 welcomed.

Our next edition is due for publication in September 2021 and articles should be emailed to [tay.angushcp@nhs.scot](mailto:tay.angushcp@nhs.scot) no later than Tuesday 31<sup>st</sup> August.

*Thank you!*

