



# Health and Social Care News Update

Issue 10 – Summer 2019

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## Community Pathway Review

**Following a number of successful projects within NHS Borders services, the business management consultancy Meridian Productivity have undertaken a programme of work to review the Health and Social Care Partnership's Community Pathway.**

This involves reviewing the processes and pathways within each related service: SB Cares Home Care, NHS Borders Treatment Rooms, Community Nursing Teams and Hospital to Home. The review aims to ensure that resources are utilised in the right place, at the right time, to deliver the best service possible to the people who use them.

If you are interested in finding out more please contact Tom Halpin via [halpin@meridianpl.co.uk](mailto:halpin@meridianpl.co.uk)

## Welcome to the health and social care news update

Colleagues,

This edition comes out mere weeks after the National Learning Disability Awards at which three individuals from our partnership were nominated: Natalie Macdonald from NHS Borders, Elliot Ballantyne from the Green Team and Steven George who attends the SB Cares day service in Jedburgh. It's thanks to the wonderful work that we do together across health and social care here in the Borders that we were represented so well at these national awards.

You'll see examples of our partnership working and the rewards it reaps in this update. Please do let us know if you have a project or service which you would like shared with Partnership colleagues by emailing: [staff.involvement@borders.scot.nhs.uk](mailto:staff.involvement@borders.scot.nhs.uk)

Thank you for your continued hard work and support, especially as we enter into the busy bank holiday



weekend, school break and annual leave period.

For those of who have a well-earned break planned, I hope you enjoy it and come back refreshed; and for those working throughout – thank you for providing the vital cover that is required to keep our services running 24/7 so that we can continue to care for the people of the Borders.

**Robert McCulloch-Graham**  
Chief Officer Health and Social Care



## Get in touch ...

For more information, or if you have suggestions for future issues, email: [staff.involvement@borders.scot.nhs.uk](mailto:staff.involvement@borders.scot.nhs.uk)

## New Mental Health Services (Adult) Information Resource

Our new **Mental Health Services (Adult) Information Resource** has mapped out the supports and services available, and provides information on how to access them. This will improve access and support the delivery of integrated care across mental health services.

The resource will be available through individual services and via:

- Social Work 'What Matters' hubs
- GPs (Rehhelp website)
- Wellbeing College
- NHS Borders Wellbeing Point

**Benefits include:**

- Making mental health services more accessible
- Helping people find the most appropriate service
- Allowing people to access help whilst waiting for other forms of support
- Promoting the active involvement of people in their own care
- Providing a useful discussion aid for services
- Supporting recovery through reconnecting with local communities



This online tool was informed by consultation with service users and carers via the Borders Mental Health & Wellbeing Forum, service providers, planners and commissioners over 2018. The process included liaison with young people's Mental Health Services to support mutual awareness and inform transitions between mental health services for young people and adults.

## What Matters Hubs – New Localities Added

What Matters Hubs are now available in **Hawick, Peebles, Galashiels, Kelso, Walkerburn, West Linton, Duns, Eyemouth, Newcastleton and Newtown St Boswells**. Hubs offer drop-in sessions and appointments where you can:

- meet with people from community groups and voluntary organisations across the Scottish Borders
- meet with our staff such as social workers and occupational therapists

**These sessions and appointments can:**

- help you to get information and advice quickly to remain in your own home and get involved in your community
- help you find the support you need to stay independent, such as equipment, transport or help at home
- provide advice for carers about support available in your area
- provide information about what is happening in your local area and where you could meet new people
- provide information about volunteering opportunities

Those offering advice can include: British Red Cross; Borders Carers Centre; Alzheimer's Scotland; Borders Independent Advocacy Service; Chest, Heart & Stroke Scotland; Community Capacity Building and Domestic Abuse Service. They can also signpost you to other services.

Appointments are available across the Scottish Borders, to find out more contact Customer Advice and Support on **0300 100 1800**.

## Arts Festival Highlights the Importance of being Connected for Mental Health

May was a significant month for mental wellbeing in the Borders. In addition to our annual focus for **Mental Health Awareness Week**, we took part in the **Scottish Mental Health Arts Festival** for the first time, and staged the first community led 'Borders Mental Health Awareness Festival' in Duns.

The programme included craft workshops, theatre events, music performances, an art exhibition hosted by LGBT Equality and a singing project called 'Song Wave' which was a tribute to Selkirk's Frightened Rabbit frontman Scott Hutchison. In addition our Local Area Coordination Team for Mental Health (in Berwickshire and Kelso) helped to programme 'Writing for Wellbeing' workshops, in partnership with Live Borders, which were held in local libraries.

Allyson McCollam, Associate Director of Public Health, said: "I am delighted that we were involved in the Scottish Arts and Mental Health Festival this year.

The theme for the national festival was 'connected', highlighting that connecting with others is a good way to improve your mental health and wellbeing.



With a third of Borderers having experienced feelings of loneliness or isolation - according to the Scottish Borders Household Survey 2018 - the programme offered great opportunities to connect. Although the festival is now over, I'd like to encourage people of all ages to find ways of connecting with others."

You can find out more about 'RISE – Scottish Borders Arts and Wellbeing Network' who curated these events on Facebook or Twitter.

## Neighbourhood Care Pilot

A new model of 'Neighbourhood Care' has been piloted in Coldstream to reduce the amount of care people need at home by providing a co-ordinated approach for people who receive both health and social care services.

The project - which was based on the Buurtzorg model used in the Netherlands and supported by Health Improvement Scotland - focused on a holistic and outcomes-based approach to care. From 2016 to the end of 2018; NHS Borders, Scottish Borders Council, SB Cares and those receiving care, worked in partnership to improve the integration of care in the Coldstream area. Regular multidisciplinary meetings enabled staff to discuss a common caseload of patients and agree on the best approach to their care.

Erica Reid, Associate Director of Nursing and Allied Health Professionals and Chief Nurse of Health and Social Care Partnership, said: "We are delighted to learn from the outcomes of this project about how we can improve the integration of care across our community. The team was focused on supporting as much independence as possible and encouraging the use of voluntary resources in the community. Although this pilot has come to an end, there is a lasting legacy of increased multidisciplinary working, communication and a more holistic, person-centred approach to care."



## Dementia Resource Centre

Alzheimer Scotland Borders has launched a Dementia Resource Centre which provides access to information and resources. This welcoming and easily accessible community hub – at 19 Bridge Street, Kelso, TD5 7HT – is dedicated to ensuring that nobody has to face dementia alone by raising awareness of the condition and encouraging a more Dementia friendly community.

There are a range of community activity groups in each locality of the Scottish Borders which provide opportunities for people living with dementia; their carers; families and friends to come together in an informal and relaxed setting for information and peer support.

There are monthly Dementia Cafes in Duns, Kelso, Hawick and Jedburgh; while a Befriending Service offers regular contact between trained volunteers and people living with dementia, who have shared interests

or hobbies, such as knitting, walking, playing golf or just going for a coffee and a chat.

Alzheimer Scotland Borders also facilitate Dementia Friends awareness sessions which give participants a basic understanding of what it's like to live with dementia.

For more information contact Alzheimer Scotland Borders on **01573400324** or email [borders@alzscot.org](mailto:borders@alzscot.org)

## Short Breaks Statement for the Borders published

A short breaks statement for adult and young carers has been published, providing a guide to the local and national resources available for carers and people who are supported. This has been produced by the Health and Social Care Partnership and the Children and Young People's Leadership Team, along with adult and young carers from across the Borders.

The aim is to help adult and young carers and the people they support:

- understand what short breaks are
- who can access them
- what short breaks are available
- how short breaks can be accessed
- what other support is available

Rob McCulloch-Graham, Chief Officer Health and Social Care Integration,

said: "We estimate that there are approximately 13,455 carers currently providing invaluable care and support across the Borders. Working with our colleagues in children and young people's services and the third sector, we are deeply committed to providing services that support the health and wellbeing of carers as well as enabling them to participate in, and contribute to, the communities they live in.

"Making sure that all carers have access to information about short breaks is a vital element of that commitment and we would encourage carers to look at the statement so they can be fully informed about the resources that are available to support them."

For more information the statement can be found online via: [www.scotborders.gov.uk/carers](http://www.scotborders.gov.uk/carers)