

# NEWS MATTERS

Issue 5

## Improving the Cancer Journey Service launched

A new service offering emotional, practical and financial support to people living with cancer was launched in the Dundee City Chambers in November.

Macmillan Cancer Support and The Dundee Health and Social Care Partnership are working with a range of partners across the city to make sure cancer patients in the city can access all the help they need – by making just one phone call.

The new service will see every newly diagnosed cancer patient in Dundee sent a letter offering a meeting with a dedicated one-to-one support worker. The worker will help the patient access a wide range of support, from benefits advice and emotional support to help at home or with other practical needs. Anyone currently living with cancer or caring for someone with cancer can also access the service by simply calling the team to arrange an appointment.

Macmillan Cancer Support has invested £1m into the project, which will see The Dundee Health and Social Care Partnership, Dundee City Council, Leisure & Culture Dundee, NHS Tayside and other third sector organisations working together to provide a seamless, accessible and personal support service for people affected by cancer.

Dundee is a city with higher than average incidence of all main cancers. There are just under 6000 people living with cancer in Dundee and this is expected to grow to over 8000 by 2030.

While it's good news that advances in treatment mean that more people than ever are surviving, it also means that people living with cancer are living longer, often with long-term effects of treatment or other health conditions that can have a huge impact on health, wellbeing and independence. Many of them often don't know where to go for help coping with the impact it can have on their lives beyond the physical effects. This is where the Dundee Macmillan Improving the Cancer Journey Service can help.

Strong professional support for this new service is crucial to making a difference and improving outcomes for people living with and affected by cancer.

The service is open to everyone aged 18 and over living with cancer regardless of their cancer type or where they live in the city. **To find out more about the Improving the Cancer Journey service call 01382 433340 or email [improving.cancerjourney@dundeecity.gov.uk](mailto:improving.cancerjourney@dundeecity.gov.uk)**



*(L to R) Lord Provost Ian Borthwick, David Martin Chief Executive of Dundee City Council, Macmillan's Head of Services in Scotland, Janice Preston and Rubina Zafar from Cancer Voice and a Cancer survivor who helped launch the service at Dundee City Chambers.*

# Dundee GovJam 2017 - Kathleen Paterson, Organisation and Development Consultant, NHS Tayside reports

## Over 80 people met up in the sunny atrium of Dundee and Angus College's Gardyne Campus as part of Global Gov Jam 2017.

The event was open to anyone interested in public services, and who wanted to develop their skills and knowledge while working with others. Some people had experienced a 'jam' before, however most of us, including myself, had no idea what they were about to experience!

Global GovJam 2017 saw people coming together simultaneously in over 30 cities worldwide -from the host city of Melbourne in Australia, across Asia and Europe to the Americas.

Each GovJam location worked on a common design theme connecting through Skype and social media. In preparing for the event I'd read some testimonials from people who had attended previous Jams – so I knew not to expect a bland topic and I wasn't disappointed! Our global theme included no visuals, just the sound of birdsong slowly being drowned out by industrial and transport noise.

For the next two and a half days we were guided and mentored by experts in the field to design and prototype services in an agile and collaborative way based on our response to the theme.

Following a short introduction there was an opportunity to brainstorm and generate ideas before heading off into the city centre to speak to the people of Dundee. My job involved lots of time speaking with a wide variety of people so this wasn't too intimidating. For others in my group this was a huge leap as it was a world away from their usual day job.

The emphasis of this Gov Jam event was on designing with people, not for them. Back at base the groups put their creative talents to good use making physical prototypes to test, redo and refine their ideas. Through this process our group developed from our initial title of 'Man Vs Nature' so developing a prototype of a project to support people to explore and use the green spaces within the city.

At the end of the Jam each group presented the ideas they had developed including sharing a fantastic array of models, prototypes, films and role plays bringing to life their experiences. Our group demonstrated the views of 'Vera' and how these might change through our proposed project - on paper, in a model and in a short animation.



<https://www.youtube.com/watch?v=NQzTi4ZS3TM>

Whilst the focus of the Jam was on developing services I am now exploring how to bring some of the tools and principles into my work supporting staff to develop the organisation.

For more information:

<https://dundeegovjam.com/>

<https://www.youtube.com/watch?v=EWyhnLa-fe8>

@GSJDundee #DNDGovJam

# Guiding Principles for Supporting our Integrated Workforce across Dundee

The Dundee Health & Social Care Partnership's Workforce & Organisational Development Strategy was approved by the Integration Joint Board in February 2016. This is currently being updated.

A key part of the Strategy is the creation of a set of Guiding Principles.

As part of the communication to inform employees about the guiding principles we have designed a poster and leaflet for use by all the services within the Partnership.

Further information will be rolled out to support the different ways these eight guiding principles can be used within our integrated workforce.

We are happy to provide assistance to support their adoption by individual staff and teams.

If you would like to get involved in this work or have any questions please contact [marionlogan@dva.scot](mailto:marionlogan@dva.scot)



## Designing Healthy Weight

An event, which was organised by the Dundee Healthy Weight Partnership, aimed to kick start a movement in the city to design healthy weight. Over 100 people attended representing NHS Tayside, Dundee City Council, further education and the voluntary and commercial sectors.



The challenges and opportunities of achieving and maintaining a healthy weight were outlined by inspirational child healthy weight advocate and TV expert Professor Paul Gately, with local expert and team lead for NHS Tayside's Paediatric Overweight Service and Dr Laura Stewart outlining the picture in Dundee.

Scotland's Chief Nursing Officer Professor Fiona McQueen, who has led by example by personally taking positive steps to achieve a healthy weight, contributed to the day along with a diverse range of public, private and voluntary sector organisations who shared ways of doing things differently.

On the day participants had first-hand experience of the challenges to eating healthily and being active in the city.

More information can be found at : <https://www.healthyweightdundee.com/>



**Protecting  
People**  
in Dundee

## Joint consultation event for the Alcohol & Drug Partnership and the Integration Joint Board

The Alcohol & Drug Partnership (ADP) and the Integration Joint Board (IJB) held a stakeholder engagement event focusing on the new Strategic & Commissioning Plan for substance misuse in Dundee. The event included presentations on:

- current trends and prevalence of drugs and alcohol misuse in Dundee,
  - on how services in Dundee are responding in innovative ways to meet new and emerging needs around substance misuse,
  - inspiring personal recovery stories,
  - proposals for new governance, arrangements service provision for substance misuse in Dundee,
  - information on current financial challenges and how we plan to address those.
- Strengthening the governance arrangements for alcohol & drug responses;
  - Improvements to service delivery - including greater integration of services delivered from community settings;
  - Improving co-production processes and two-way communications with individuals, families and communities;
  - Increasing the focus on prevention and early intervention.

The draft Strategic & Commissioning Plan for substance misuse sets out the strategic priorities and guides to the delivery of a transformational improvement programme across the city. Key features within the plan include these proposals.

The consultation event included three round-table discussions providing participants the opportunity to comment on the proposals, influence the proposed plans for restructuring service delivery, and highlight specific workforce-development needs.

Following on from this consultation event, the ADP will embark on a wider consultation process, providing individuals and communities in Dundee the opportunity to view, comment on and influence the proposed plans. An update paper will be presented to the IJB in December.



# Specialist wheelchair for stroke patients

## The Friends of Victoria have donated a specialist wheelchair to aid the recovery of stroke patients at Royal Victoria Hospital in Dundee.

A new stroke rehabilitation unit is currently being developed for adults aged over 65 who have suffered a stroke to receive dedicated rehabilitation from a multidisciplinary team with specialist knowledge and expertise.

In preparation for the opening of the new unit, The Friends of Victoria have kindly donated a specialist wheelchair which provides additional support to allow people to sit safely and in the correct position during recovery and rehabilitation.

The Friends of Victoria have been supporting Royal Victoria Hospital since the 1960s and have a team of over 20 volunteers which hosts regular fundraising events for the hospital, such as selling

tea and home baking every Saturday from 2-4pm in the hospital's bistro, as well as holding summer and Christmas fayres.

Lynne Gurmin, clinical nurse manager for older people services, said, "We value and appreciate the input that Friends of Victoria provide to patient services at Royal Victoria Hospital."

Recent donations from The Friends of Victoria have benefited the hospital's ward 7, the day hospital and the speech and language therapy department.

Nuala Mara from The Friends of Victoria said, "We are looking forward to continuing to support Royal Victoria Hospital for as long as we can."



## Integration in Dundee - One Year On - Showcasing Success – Continuing the Journey

A one day event to mark the first year of Integration in Dundee was held at the West Park Centre in November.

IJB chair Ken Lynn welcomed people to the event which was attended by colleagues from a range of health and social care services and stakeholders.

Around 20 organisations showcased their services as part of a Market Place where participants were encouraged to visit throughout the day.

Four speakers were lined up on the day to talk about different aspects of the integration journey so far.

- Diane McCulloch talked about Integration in Dundee –The Journey So Far,
- Guest speaker Blair Finlay gave an overview of the recently launched Dundee City Plan, locating how health and social care fitted in to this,
- Christine Lowden from Dundee Voluntary Action represented the Third Sector at the event and spoke about their work and commitment to support integration going forward,
- Dave Berry, Chief Finance Officer concluded the day with an outline of the Strategic and Commissioning Plan Review and the next steps the Dundee Health & Social Care Partnership plans to take over the coming year.

The event proved popular with participants who engaged with the creative interactive sessions and informative workshops.

## DHSCP WEBSITE

**The Dundee Health and Social Care Partnership website is up and running at: [www.dundeehscp.com/](http://www.dundeehscp.com/)**

The Health and Social Care Partnership is keen that this website works for its workforce, stakeholders and people in Dundee.

Early improvements have been identified and further changes will be made in phase 2, later this year. These further changes will be designed to make information as user friendly as possible.

These will include:

- symbol buttons on the home page to take website visitors to pages, and
- pages for localities.

A more ambitious task will be developing a sustainable service information directory that can be accessed from the DHSCP website.

Please visit this website and give us feedback on your experience of using it at [dundeehscp@dundeecity.gov.uk/](mailto:dundeehscp@dundeecity.gov.uk)

## Developing Recovery Project Integrated Substance Misuse Services

**Developing Recovery is a project which views recovery through the lens of those living it.**

40 film cameras were given to 40 people in various stages of recovery from substance dependency. The project also engaged with families, relatives and carers recovering from the effects of a loved ones' substance misuse too.

The project sourced 40 "point and shoot" black and white film images and 40 stories depicting people's personal views of their recovery. Dundee Photographic Society provided professional and technical support to the participants.

An exhibition of their work is currently being displayed in the Steeple Church.

This project is an example of supporting people to tell their own story in a visual and creative way.



## Knowledge Train supports World Elder Abuse Awareness Day

World Elder Abuse Awareness Day is held each year on 15 June. Established by the United Nations, following representations by the International Network for the Prevention of Elder Abuse, the day involves global awareness to tackle elder abuse.

Here in Dundee staff at the Royal Victoria Hospital marked this year's day with a 'Knowledge Train' and the Nurse Consultant for Older People arranged for each clinical area to be visited.

The train carried a variety of leaflets around elder abuse for staff to take away with them.

There was also opportunities for conversations around :

- what is elder abuse,
- the different forms of elder abuse,
- how healthcare staff can recognise elder abuse, and,
- who to escalate concerns (e.g. informal discussion with the Nurse Consultant) to.

The key message from the day is that by working together across the Health and Social Care Partnership we can stop elder abuse in Dundee and keep older people safe from harm.



*Our photo shows (from left to right) SCN L. Robertson, Nurse Consultant (older people) J. Thompson, SN J. Russell with the Don't Stand for Elder Abuse in Dundee banner.*

Dundee  
**Health & Social Care**  
Partnership *website*

<https://www.dundeehscp.com/>

# REGISTRATION OF SUPPORT WORKERS IN CARE AT HOME AND HOUSING SUPPORT SERVICES

**The Scottish Social Services Council (SSSC) Register will open for social service workers in care at home services and housing support services on 2 October 2017.**

Before registration can start and the part of the SSSC Register opens, the regulations must be approved by Scottish Parliament. I'm pleased to say this has now happened. The regulations include definitions for each group of worker.

## **Definition of a worker in a care at home service**

A support worker in a care at home service means a person (not being a manager of, or supervisor in, a care at home service) employed in the direct provision of a support service which provides care and support in a person's home.

## **Definition of a worker in a housing support service**

A support worker in a housing support service means a person (not being a manager of, or supervisor in, a housing support service) employed in the direct provision of a housing support service.

It is now a requirement that any new member of staff, for example, one who has never worked in the sector before, and is not registered with another regulatory body, must achieve registration within six months of starting employment. This will apply to any new member of staff, in care at home services and housing support services, who starts employment after 2 October 2017.

Registration and regulation mean that workers are part of a professional qualified workforce, giving confidence and trust to the public, people who use services and their carers. Employers play a critical part in this supporting people to get ready for registration.

SSSC are developing various tools to help you get staff registered including a special edition newsletter, a new Registration app, with more to follow over the next few months.

If you have any queries please contact the Registration Team on 0345 60 30 891 or email [registration@sssc.uk.com](mailto:registration@sssc.uk.com)

## Get in touch

**We are keen to ensure that you have as much information as we can give you.**

If you have any questions or concerns about the information in this bulletin please email: [dundeehscp@dundeecity.gov.uk](mailto:dundeehscp@dundeecity.gov.uk)

While it may not be possible to answer all of the points immediately or in great detail we will ensure that your queries are dealt with as soon as the picture becomes clearer.

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