

# PULSE

*For the people in NHS Lanarkshire and health and social care partnerships*

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## Print Version

July 2021  
to  
August 2021

# Monklands staff reminded of wellbeing support available

July 4, 2021



Karen Goudie - wellbeing support for staff at UHMonklands

Staff working across University Hospital Monklands are being reminded of the wellbeing support available to them, as they battle the Covid-19 pandemic.

With 24 hour support available, staff are encouraged to engage with wellbeing services who can provide professional help and support during these challenging times.

Karen Goudie, chief nurse at University Hospital Monklands, said: “We have all been through quite a difficult 18 months, no matter what your role is throughout the hospital or throughout healthcare. It’s been really tough for all of us in different ways.

“We have had over 450 days of dealing with a pandemic, which is not normal business for us within our acute hospital. So we know for sure that’s had an impact on many of our staff across all of our hospital.

“It may have well impacted on our personal life as well as our working lives. This is understandable as we have all been through an awful lot.

“I want to reassure teams across the hospital that you are not alone. There is help and support out there if you are suffering from any particular symptoms of anxiety, depression or burn out.

Staff across the hospital are being encouraged to make use of the support available.



Karen added: "There is support there from our colleagues in Psychology services. We also have a number of colleagues in staff care who are there to give you time to talk through some of those issues.

"But what's important is that you recognise that there are people out there to talk to and who can also signpost you to services, if you need a more tailored package of support.

"I understand that some people don't feel as confident as others to raise a hand and say that they are struggling, not sleeping or coming to work feels difficult. It can feel hard to make that first step to seek that support

"Please remember there is always someone there. Please don't suffer in silence. We are here to look after each other.

"If you want to come and see me, my door is always open. Pick up the phone, or come and have a chat. I am really happy to do that and hopefully can point you in the right direction to give you what you need."

### ***Support available:***

- **Staff Care & Wellbeing Helpline**

Self-referral; one to one support, which can be immediate when you call or you can be linked with a member of staff or peer supporter; critical incident support for individuals and teams; peer support and various reflective practice options

Telephone: 01698 752000 (24-hour helpline)

Email: [staffcare@lanarkshire.scot.nhs.uk](mailto:staffcare@lanarkshire.scot.nhs.uk)

- **NHS Lanarkshire Psychological Services Staff Support Team**

Self-referral or referral from line managers or others in supportive roles; this is a new local specialist Psychology Service for Health and Social Care Staff offering mental health assessment and intervention to individuals and/or teams. A self-referral form will soon be available on the Lanarkshire Mind Matters website.

For a request form

Telephone 01698 687055 (Mon-Fri 9am-5pm) or

Email: [Psychological\\_Services\\_Staff\\_Support\\_Team@lanarkshire.scot.nhs.uk](mailto:Psychological_Services_Staff_Support_Team@lanarkshire.scot.nhs.uk)



- **Workforce Specialist Service (WSS)**

Self-referral service for staff who fall within Statutory Regulation, providing confidential, multidisciplinary mental health treatment service. WSS specialises in treating regulated health and social services professionals as patients and as such are experts at the interface between regulation, employment and mental illness and addiction.

[www.practitionerhealth.nhs.uk/accessing-the-service-in-scotland](http://www.practitionerhealth.nhs.uk/accessing-the-service-in-scotland)

Email: [prac.health@nhs.net](mailto:prac.health@nhs.net)

Telephone: 0300 0303 300 (Mon-Fri 0800-2000, Sat 0800-1400)

Facebook: @nhsprachealth; Instagram @nhs\_prachealth

- **Frontline 19**

A free, independent, confidential service delivering psychological support to frontline staff via Zoom, Skype, FaceTime, mobile phone

[www.frontline19.com](http://www.frontline19.com)

- **Time for Talking**

Self-referral. This is a confidential employee counselling service paid for by NHS Lanarkshire. Staff can receive up to 6 sessions of counselling.

Telephone 0800 970 3980

- **SALUS**

Self-referral; SALUS offers a dedicated confidential staff helpline where you can speak to experienced occupational health nurses/advisors.

Telephone 01698 759333 (Monday-Friday 0830-1630)

- **SHAPE Recovery Programme (Supporting Health and Paramedic Employees involved in providing any direct Covid-19 care)**

Self-referral; SHAPE Recovery offers confidential, personalised 1-1 coaching to prevent both PTSD and depression prior to symptoms reaching a clinical threshold for diagnosis and offers intervention to early emerging symptoms. Six weekly coaching sessions are accessed via your mobile.

[www.shaperecovery.com](http://www.shaperecovery.com)



- **The National Wellbeing Hub**

Self-referral; there is a great range of self-help information on their website specifically to support the wellbeing of health and social care staff in Scotland. They offer confidential compassionate listening and psychological first aid and can also help you find the right support by referring you on to local services.

Telephone: 0800 111 4191 (24/7)

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

- **Lanarkshire Mind Matters**

Website with resources to support mental health and wellbeing. Self-directed learning with online modules.



# CAMHS service working to tackle ongoing pressures

July 4, 2021



Lanarkshire's Child and Adolescent Mental Health Services (CAMHS), in line with health and care services across the country, continues to experience unprecedented levels of pressure.

These pressures are largely the result of a large rise in the number of people requiring urgent unscheduled care which is impacting on planned care and leading to increased waiting times.

However, those with the most clinical need, high risk and urgent cases continue to be seen as a priority and don't go on a waiting list.

This relates to young people with life threatening presentations of suicidality, significant deliberate self-harm, eating disorders and acute psychiatric presentations.

New referrals are reviewed each day and allocated to clinicians or waiting list according to clinical need. Families may be directed towards other appropriate community health and social care supports.

The service is also operating a waiting list clinic at weekends to offer additional flexibility for families waiting to be seen. This clinic has been designed to provide support including assessing service users' level of priority and signposting to other services where appropriate.

Emer Shepherd, general manager, Specialist Children's Health Services, Health & Social Care North Lanarkshire, said: "We have seen a sustained increase in the number of people accessing the service, particularly those requiring urgent care.

"The complex nature of CAMHS means a range of significant and immediate pressures must be balanced to ensure we respond to demand, but also remobilise the service in such a way that it meets the needs of our young people going forward.



“We are tackling these pressures head on while also redesigning the service so that we can quickly and flexibly meet the needs of the young people we see and empower them to lead a healthy life in their communities.

“The recovery process, by necessity, is a gradual process for many services and this includes CAMHS. It’s important that people are aware of this and why it will take time to return to normal as we adapt to the disruption caused by Covid-19.

“The pandemic is still with us, and, to move to a more ‘business as usual’ approach, we are taking a longer term view and firmly grasping this opportunity to further improve services for young people in Lanarkshire.

“Many of the initiatives and transformations which are being developed and embedded now will play a key role in helping us shape the CAMHS service going forward. This approach is vital to ensure we deliver the services the young people of Lanarkshire need while providing extra clarity for partners and stakeholders.

“On the whole, service users and their families/carers have been very supportive of our staff and the way we are currently delivering services and that is greatly appreciated by staff.

“Throughout the pandemic, CAMHS staff have been exceptional. The wider healthcare system is under a great deal of pressure just now, however our teams are working incredibly hard to continue delivering a high standard of safe and effective care.

“I have nothing but admiration for the way our staff has shown outstanding commitment, resilience and bravery throughout the pandemic. They have had to very quickly totally change the ways they work while also ensuring service users have been safe and their needs met.

“Their dedication to provide safe services for the young people of Lanarkshire has been wonderful.

“While it will take time, we are continuing to make good progress with this work. It’s important that people realise that while services may have changed due to the pandemic, staff have still been working incredibly hard, often in ways that are very different for them.

“As a service, we are determined to emerge from the pandemic stronger than ever.”



# Staff to receive peer support as they battle the pandemic

July 5, 2021



A team of Staff Care Specialists are providing peer support to health and social care staff across Lanarkshire as they work through the pandemic.

The Staff Care team, who cover acute sites and both North and South Health and Social Care Partnerships, offer a range of support to help staff mental and physical wellbeing .

Lisa Gibson, staff care specialist said: “The staff care and wellbeing service recognised the increased demands on staff and the impact its having on their levels of stress. The service understood that staff needed to be supported and set out to create a network where they could have a confidential chat and get things off their chest.

“This is where the staff care specialists come in. We offer tailored support to all staff across Lanarkshire, this can be one to one support or in group sessions.

“We can provide one to one support for any member of staff who wants to come along to have a chat. These can take place within the quiet room in the wellbeing hubs at each acute hospital. These can be booked in advance or accessed adhoc. If you aren’t near a site or are working from home, we can provide this support at a community site, via MS teams or over the telephone.

“We are here purely to listen and help you identify a way forward with something you are worried about. It can often be helpful to be heard and look at things from a different perspective.”

The team have also been providing support via group sessions with wards and departments, with each session tailored for the particular team.





Lisa added: "Self-care is vitally important. For example, on a plane we are advised to put our own mask on before our child's if there was an incident. It is the exact same for our staff – we need to look after ourselves so that we can care for others more effectively. Through support we can help explore the techniques that might work for you."

Michelle Davidson, staff care specialist, said: "We also offer one to one support to staff during a time of crisis. Through our support, we can acknowledge their crisis and help facilitate a better understanding that in the main, we are having normal reactions to abnormal events. We help to encourage effective coping mechanisms and growth through difficult experiences.

"Sometimes you need a little help to tease out what you need to progress further. We can signpost you to further information, or you may need a referral to other agencies such as the staff psychology service, occupational health or time for talking.

"The support provided is confidential and we will only refer to you another service with your agreement. "

To access health and wellbeing support, you can contact:

- Staff Care and Wellbeing 24hour helpline: 01698 752 000
- Email: [staffcare@lanarkshire.scot.nhs.uk](mailto:staffcare@lanarkshire.scot.nhs.uk)
- Reach out on twitter: @StaffCareNHSL
- Visit FirstPort: <http://firstport2/staff-support/staff-care-wellbeing/default.aspx>



# Video message from Judith Park, director of acute services

July 5, 2021



In this video, Judith acknowledges the significant pressures that all staff are currently working under and provides assurance that steps are being taken to provide help and support, as well as guidance to patients on seeking alternative options to attending emergency departments.

Judith also speaks about the challenges faced in staffing across health and care services, particularly due to staff who have been advised to self-isolate and also staff taking much needed annual leave, and welcomes the new student nurses who will be joining NHS Lanarkshire next week.

Finally, Judith asks that staff look out for each other, take care of each other and are aware of how to access the staff support services that are available.

Judith Park discusses hospital pressures - 23 July 2021

Judith's video can be viewed on:

- <https://youtu.be/PCYXXaRNtNw>
- <https://vimeo.com>



# NHS Lanarkshire honoured for outstanding support towards the Armed Forces

July 1, 2021



Congratulations go to health and social care staff across Lanarkshire after we received the Employer Recognition Scheme Gold Award for outstanding support towards the Armed Forces community.

We are one of 140 organisations announced by Defence Minister Leo Docherty. Representing the highest badge of honour, the Employer Recognition Scheme Gold Awards are awarded to companies and organisations that employ and support those who serve, veterans and their families.

Craig Cunningham, NHS Lanarkshire's Armed Forces and veteran's champion said: "We are fully committed to the Armed Forces Covenant and exhibit this both in terms of delivery of health services for armed forces personnel and veterans, as well as support for employment of our reserves and veterans.

"We support our staff who have signed up as reserves and have a range of HR policies in place for veterans, reserves and cadet force adult volunteers, as well as spouses and partners of those serving in the armed forces.

"Being given this award is an honour for the staff and local veterans who have designed this unique service and recognises the work that we do to support local veterans, reserves, cadet force adult volunteers and their families.

"In relation to the provision of health services, NHS Lanarkshire and the two health and care partnerships offer a dedicated pathway – Veterans First Point – for veterans and th



families living in Lanarkshire who require psychological support and assistance for a range of other social, welfare, and support needs. This service was designed by veterans, for veterans, and their families, and is staffed by psychologists and veterans peer workers and offers advice and support when they need it most.

“Veterans First Point (V1P) is also there for veterans and their families who experience any issues moving from a life in the military to living as a civilian.”

“Additionally, we also work with the Defence Medical Welfare Service (DMWS) who provide direct emotional and practical support for veterans while on a medical pathway in accessing other services, which might assist the patient in their lives out-with the hospital environment, for example, home supports, respite breaks and so on.”

To win an award, an organisation must provide ten extra paid days leave for reservists and have supportive HR policies in place for veterans, reserves, and cadet force adult volunteers, as well as spouses and partners of those serving in the armed forces.

Organisations must also advocate the benefits of supporting those within the armed forces community by encouraging others to sign the Armed Forces Covenant and engage in the Employer Recognition Scheme.



# CAMHS service working to tackle ongoing pressures

July 2, 2021



Our child and adolescent mental health services (CAMHS), like health and care services across the country, continue to experience unprecedented levels of pressure.

The pressures are largely the result of a large rise in the number of people requiring urgent unscheduled care, which is impacting on planned care and leading to increased waiting times.

However, those with the most clinical need, high risk and urgent cases continue to be seen as a priority and do not go on a waiting list. This relates to young people with life-threatening presentations of suicidality, significant deliberate self-harm, eating disorders and acute psychiatric presentations.

New referrals are reviewed each day and allocated to clinicians or waiting list according to clinical need. Families may be directed towards other appropriate community health and social care supports.

Emer Shepherd, general manager, specialist children's health services, Health and Social Care North Lanarkshire, said: "We are tackling these pressures head on while also redesigning the service, so that we can quickly and flexibly meet the needs of the young people we see and empower them to lead a healthy life in their communities.

"The recovery process, by necessity, is a gradual process for many services and this includes CAMHS. It's important that people are aware of this and why it will take time to return to normal as we adapt to the disruption caused by Covid-19.

"Many of the initiatives and transformations which are being developed and embedded now will play a key role in helping us shape the CAMHS service going forward. This approach is



ensure we deliver the services the young people of Lanarkshire need while providing extra clarity for partners and stakeholders.

“Throughout the pandemic, CAMHS staff have been exceptional. The wider healthcare system is under a great deal of pressure just now, however our teams are working incredibly hard to continue delivering a high standard of safe and effective care.

“As a service, we are determined to emerge from the pandemic stronger than ever.”



# Heather raises funds in tribute to Lanarkshire doctor who helped save her life

July 3, 2021



Heather Lindsey raise funds to mark 30 years since her life saving transplant

A Carfin woman has embarked on a walking challenge like no other, to mark the 30-year anniversary of her life saving liver transplant.

As a fundraising challenge, Heather and her family have walked the 810-mile round trip from Law Hospital to Kings College Hospital, London and back. The two hospitals, which helped save her life.

The money is being raised in memory of an NHS Lanarkshire doctor, who diagnosed her those 30 years ago.

Heather Lindsay was 21 when she began to feel unwell.

Heather said: "In December 1991 I began to feel really tired all the time. I had no energy and I could sleep 24 hours a day. My legs and tummy were beginning to swell up.

"By the beginning of June, I couldn't cope with daily life as I was becoming increasingly unwell. I began to feel really sick and my skin and whites of my eyes were turning yellow. I was being sick and I had diarrhoea.

"My mum phoned the GP, who made a house call. When he came in he said he needed to phone an ambulance. The ambulance came and took me to Law Hospital.



“Luckily for me Dr Crofton was on duty that day.”

Dr Crofton began doing multiple tests and research to diagnose Heather.

Heather said: “Dr Crofton came back later that afternoon and said its worse than we thought. That he had been speaking to Kings College Hospital in London and believed the problem was something to do with a genetic disorder in my liver. That my liver was badly damaged and that the only thing that was going to help was a transplant.”

Heather was diagnosed with Wilson’s disease; a rare inherited disorder that causes copper to accumulate in your vital organs. In Heather’s case, the organ being affected was her liver.

Heather added: “I was flown down to Kings College Hospital by air ambulance and then wheeled into intensive care. From there everything happened so quickly. My kidneys started to fail and I needed dialysis. I was added to the national transplant list and from there, a liver was found a few days later.

“It’s strange; my Dad passed away when I was 11. I could have sworn I heard his voice the night before my transplant saying that I was going to be ok. I’m not a very decisive person in life or a very confident person. But I knew I was going to be ok.

“I am so incredibly lucky. It was such a selfless thing my donor’s family did. They let me live.

“I recently learned the donor was from Germany. It was from girl the same age as me, who was 21. Her liver was sent to me with love.

“There is not a day that goes past where I am not grateful to the donor and her family.”

To mark the monumental 30<sup>th</sup> anniversary of her transplant, Heather and a team of ten of her family and friends are raising money to donate to the two hospitals.

Heather said: “It’s 405 miles from Carlisle to the hospital in London. So we decided to virtually walk that distance together.

“After surpassing the milestone to get there, we added on the journey back. It has been a great motivator for people to get outside and look after themselves after the last year and a half we have had.”

Half of the money raised will be donated to Kings College in London. The other half will be donated to NHS Lanarkshire’s endowment fund in memory of Doctor Crofton.

Heather added: “Wilson’s disease is really rare. If it wasn’t for Doctor Crofton. looking into and diagnosing me, then I wouldn’t be here today.





“He pulled me through a lot of dark times over my life as he also diagnosed with ulcerative colitis. He was a marvellous man and was there for me.

“It’s incredible to think that it’s been 30 years. I would like to make everyone aware that organ donation is so important. It’s important to speak to your family and friends and let them know your wishes. It’s the most selfless and amazing gift you can give.

“It’s an amazing step towards giving someone that second chance at life and I’ve had that second chance that I will be eternally grateful for.”

To donate to Heather’s fundraising efforts, visit: [JustGiving](#)



# Long Covid has changed the life of 23-year-old nurse

July 4, 2021



As the country begins to open up and we move towards more normality, 23 year-old Heather Campbell – a staff nurse at University Hospital Wishaw – is a stark reminder that Covid-19 is still out there and can cause long-term health issues.

Heather, from Motherwell, was a fit and healthy before she took unwell last November with Covid-19 symptoms. She had no underlying health issues but was unwell for three weeks at home.

Heather said: “I was fairly unwell at home for around three weeks and my symptoms took a long time to settle. I was treated with oral antibiotics and a steroid inhaler for a lower respiratory tract infection in December.

“However, I have never recovered and other symptoms I have to live with daily include a loss of appetite, extreme fatigue, spiking temperatures and fevers, muscle and joint aches, tachycardia, heart palpitations, chest pain, headaches, eye aches, initial hallucinations, difficulty sleeping, abdominal pains, confusion and brain fog. Physical activity, including walking at a slow pace, aggravates symptoms and can leave me with joint and muscle pains and in bed for days afterwards.”

Heather says she is a completely different person from who she was eight months ago. She added: “I never would have expected at 23 to be so unable to do things that before were so easy. I don’t feel 23 anymore, I feel so much older.

“I’d urge everyone to remain vigilant and stick to the rules as much as possible. I understand the desire to want to meet friends and family in big groups without masks or social distancing.”



such a long period of time, however, I am an example that any young, fit and healthy individual could be affected so heavily by Covid.

“I would also urge everyone who is eligible to get their vaccinations to protect themselves and others.”

Around one in ten people suffer from prolonged illness after Covid-19. Recovery from Covid can take many weeks – even months – until people start to feel themselves again.



# Marianne Hayward, interim chief officer of South Lanarkshire Health and Social Care Partnership, gives Q&A update

July 5, 2021



Marianne Hayward is the interim chief officer of South Lanarkshire Health and Social Care Partnership.

She took up the reins from Val de Souza, who retired in May 2021, and is leading the partnership until Soumen Sengupta takes up post on 9 August.

As health and social care partners deal with demand that is associated with winter, Marianne took a few minutes out for a quick Q&A update.

## **Hi Marianne, what's the latest position?**

It's the middle of summer but we're experiencing a perfect storm; the pressures are the result of three main factors. These are increased Covid-19 cases, trying to maintain and recover services – including planned operations – and a shortage of staff due to annual leave or those having to self-isolate as a result of contacts outside of work.

That pressure is being felt across primary care and the community. GP practices, for example, are busier than ever, reporting a 30 to 50 per cent increase in calls compared with pre-pandemic levels.



In terms of our acute hospitals, we are continuing to experience unprecedented levels of pressure across the three sites in Lanarkshire.

**You describe it as a perfect storm – as interim chief officer how are you weathering it?**

This may sound a cliché – but I’m not all that concerned because it’s very true. It’s not about me – it’s all about team work.

From my peers in South Lanarkshire’s senior management team, the extended team – and as health and social care partners – we’re working cheek and jowl at the moment (virtually of course!)

In times like these, partnership comes into play and the relationships we’ve cultivated over the years are really important. Albeit through the medium of Teams, we continue to be closely linked with our colleagues in the third and independent sector, unpaid carers and communities.

**Sounds like there’s a massive effort despite ongoing pressures?**

There is. I see that effort on an hour-by-hour, day-by-day basis and what our staff and partners are throwing at this after 14 months never ceases to amaze me.

But I’m also seeing the toll that is taking. Our staff and partners have moved mountains since last March. Many staff are feeling very strained and very tired. I totally get that.

I would stress that there are supports for staff in place – and it’s important these are used. I’ve listed these at the foot of this Q&A.

What’s also vitally important is that we continue to be there for each other, as a workforce – as work mates. The power of every day conversations, exchanges, humour, jokes, quiet rants especially with those in similar positions who just get it . . . that cannot be underestimated.

As we continue through this storm, please draw strength and look out for one another.

**How do you keep yourself going when times get tough?**

As I’ve said before, it’s all about being part of a team. It’s a genuine privilege and those connections with my colleagues are steeling me through demanding times. Also, I’ve long made a point of getting up at the crack of dawn for a run every morning and walk with family late in the evening. It may not sound very relaxing but it’s a brilliant way to start and end the day and – and sets you on a positive trajectory!

**You mentioned communities as main partners – what’s been your message to them**



Absolutely, we've seen heroics in our communities over the last year and half too. Like my last answer there's many examples of people stepping up and looking out for each other.

We know there's excellent work that's always ongoing. Examples abound in our Building and Celebrating Communities programme and we look forward to publicising more of these in the near future. Just now, we're highlighting that members of the public need to be really aware of what we're truly up against – and work with us.

### **In what way are you encouraging the public to work with health and social care?**

So, for example, we are in the midst of a recruitment drive for an intake of physiotherapists – to help offset growing pressures on health and social care.

Part of the pressure on GP and primary care services – as well as emergency departments – is patients presenting with musculoskeletal (MSK) conditions which affects the joints, bones and muscles, and also include rarer auto-immune diseases and back pain.

Our health services are open and we are here if needed – that's why we're taking these steps to bolster our workforce. We have stressed, however, we also need people in Lanarkshire to be aware of these ongoing challenges, continue to work with us and use sources of self-management and self-referral routes available.

The recruitment drive has launched in tandem with a new physiotherapy MSK website which hosts comprehensive information on what physiotherapy can offer as well as useful advice and exercises.

We are also aware lots of families/ carers have worked tirelessly to care for their loved one throughout the pandemic. Care at home services have experienced a huge increase in demand, particularly in relation to complex needs. We would plead to communities, families to continue to support their loved one while we move through this difficult period of the pandemic

Overall, we're being really clear about messages like these and continue to push them on all our channels really prominently and on a daily basis.

### **Thanks Marianne. Do you have any further reflections?**

Just a massive thanks to each and every one of our staff and partners for everything they have done and continue to do. Times are really tough and I see and get that, on a human level.

I also consider it a sincere privilege to be part of this wider partnership effort.

And remember, if you take anything away from this, please look out and be there for an

**Support for you**



While you work to support other people during this time, we know that you still have to deal with everyday challenges in your personal and home life. Support is available at the PRoMIS [National Wellbeing Hub](#).

There are a number of websites, listed below, with information on looking after your mental health. Please take a look at these – and the up-to-date information sent out in regular staff briefings. They are there to help you too. A telephone line for stress support has also been opened by Salus. Telephone 0808 281 9288. Lines are open from 9am-7pm, Monday to Sunday.

- To find out more about stress, visit [Elament](#);
- See also [Mind.org](#) for information;
- Tips on practical ways to relieve stress can be found [here](#).
- Sites such as [nhsinform.scot](#) and [www.nhslanarkshire.scot.nhs.uk](#) have lots of self-help tips about managing anxiety and low mood.

Scottish Social Services Council has produced workforce support and wellbeing during the Covid-19 outbreak. See: <https://learn.sssc.uk.com/wellbeing/#>



# Video message from Heather Knox

July 5, 2021



In this video, Heather gives her regular update on the number of Covid-19 cases – including inpatients, intensive care and care homes – and the pressures on services across NHS Lanarkshire.

The vaccination programme and specifically encourages younger people to take the opportunity to get the vaccine – there are lots of opportunities across Lanarkshire to get vaccinated.

Heather also speaks about the continued planning for the new hospital, to replace University Hospital Monklands, and the strategic direction of NHS Lanarkshire.

The video can be viewed on:

- YouTube: <https://www.youtube.com/watch?v=XJ8b9WuXSYQ>
- Vimeo: <https://vimeo.com/581089763>



# Hairmyres staff reminded of wellbeing support

August 1, 2021



Kirsty McMillan discusses staff wellbeing at UHHairmyres

Staff working across University Hospital Hairmyres are being reminded of the wellbeing support available to them, as they battle the Covid-19 pandemic.

With 24-hour support available, staff are encouraged to engage with wellbeing services who can provide professional help and support during these challenging times.

Kirsty McMillan, senior nurse at University Hospital Hairmyres, said: "It has been a very difficult 18 months for everyone. In particular, the past few weeks have brought challenges and pressures that we have never had to deal with all at once before.

"Even though it is summer, we are coping with volumes of patients and pressures within the hospital that we usually only experience during winter.

"I have never been more humbled and proud of our team here at Hairmyres. Despite all we have been through, I still witness you all putting the patient at the heart of everything you do.

"It is very important to acknowledge however that none of us have super powers and where a lot of people are managing okay, I know that some of you are not."

Staff across the hospital are being encouraged to make use of the support available.

Kirsty added: "Please can I remind you all about some the support services we have available for you:



“We have the 24-hour helpline which provides access for staff to speak with experienced listeners who are trained in a variety of techniques to offer support depending on your circumstances

“We have trained peer support workers who will provide you with a confidential and non-judgemental service

“If it’s a team of people who are feeling they need support then this can be arranged and this would be tailored to the teams needs

“Also on the Hairmyres site don’t forget we have the wellbeing rest area which is up on the second floor and if you go there you can some quiet space, access to informal staff care, and easy access to all the information on the resources available as well as some light refreshments.

“If none of this sound appealing to you then please reach out to someone who you trust, talk to them about how you are feeling – sometimes when we have the courage to speak up it gives others confidence to do the same.”

“If you are struggling please speak up please don’t try to manage on your own especially when there are services available that you can use.

“No matter what role or position you have within our hospital we are all part of the same team, please remember there is support there for you and you are not alone.”



# Staff excel in keeping hospitals 'laundered'

August 2, 2021



The West of Scotland laundry (WoSL) staff are outstanding at the best of times, however, they have excelled during the past year. Working quietly behind the scenes, they have delivered a vital service to patients during the pandemic, processing and distributing in excess of 10 million items of linen to all hospitals and clinics throughout NHS Lanarkshire, Ayrshire and Arran, Dumfries and Galloway as well as the State Hospital.

Robert O'Hara, head of linen services, said "The laundry and linen room teams, including maintenance, have delivered a service second to none throughout the past 12 months. They thoroughly deserve every accolade given to them as they are truly amazing."

The WoSL team is based in Netherton industrial estate, Wishaw, however, there are also two linen distribution teams based at University Hospitals Monklands and Wishaw responsible for ensuring linen is delivered on time to wards, theatres and clinics.

The pressure on this dedicated group of staff has never been greater. The demand for scrub suits, flat sheets, pyjamas and nightdresses, as well as standard linen items has been overwhelming, however, the teams have never failed to deliver.

Both the laundry and linen distribution teams have had to get used to wearing additional personal protective equipment (PPE) in often extreme conditions. This, together with maintaining new work and staff break-related social distancing measures, has been a huge change for everyone.

Staff have worked tirelessly throughout this unprecedented time, facing challenges head on, showing selflessness and supporting each other's health and wellbeing. They have boosted morale by making laundry banners and posting their children's rainbow posters in the



showing that there is hope and an end in sight. They have also raised funds for Cash for Kids and, of course, enjoyed customary Healthy Working Lives breakfast and lunches.

Robert added: "An interesting fact, and to put things into some kind of perspective, the weight of the linen the laundry staff handle on a yearly basis is equivalent to 1,200 average size African elephants. This equates to 12 staff members lifting and separating the weight of over 4½ large elephants every day!"



# Urgent care prioritised across acute and community-based health and social care

August 4, 2021



Our health and social care services have taken the decision to prioritise urgent care for the most vulnerable people to ensure patient safety as sustained pressure across both hospitals and community continues.

We are working with North and South Lanarkshire Councils and both health and social care partnerships to urgently address a number of critical issues to alleviate the sustained pressure.

These pressures are because of:

- the need to recover and maintain health and social care services;
- an increase in hospital admissions including Covid-19 patients;
- a significant increase in complex cases within the system;
- staff shortages including staff having to self-isolate;
- a massive increase in people attending emergency departments.

This is causing disruption to, and increased waiting times for, a large number of community and hospital services.

In particular, Care at Home/Home Support services are being seriously affected by significant increases in demand, particularly in support for people with complex needs.

This means both partnerships must currently focus on continuing to provide the Care at Home/Home Support services to our most vulnerable residents.



As a result, people across Lanarkshire are being asked, where possible, to help with a family member or friend's care to protect particularly vulnerable service users as well as staff.

Ross McGuffie, chief officer, Health and Social Care North Lanarkshire, said: "This is the most challenging point for staff delivering safe, effective healthcare across the whole of health and social care since the pandemic started.

"Both partnerships are working closely with each other, NHS Lanarkshire and both councils to keep patients and service users as safe as possible.

"We have recruited more than 100 new staff across the North partnership, however, the level of pressure the whole health and social care system is under means that we're still facing major challenges in how we deliver services.

"Care at Home/Home Support have worked tirelessly through the pandemic, however, staffing constraints and increasing demand means we must ensure services are delivered in as safe a way as possible for the service users and our staff."

Marianne Hayward, interim chief officer, South Lanarkshire Health and Social Care Partnership, said: "The pressures being experienced across the whole health and social care system are exceptional.

"The current circumstances have forced us to move to critical service delivery across all areas. This means we are prioritising our services for the most vulnerable.

"This will result in discussions with service users and their families/carers about reductions in care packages where it is safe to do so and identifying support so that the most vulnerable people continue to receive critical services.

"We understand people are tired and frustrated as the pandemic continues to disrupt staffing levels and the way services are delivered. Their understanding and support for our staff has been very much welcomed and we thank them for their compassion and help.

Judith Park, director of acute services, said: "The sustained pressure we are seeing across our three acute hospitals is showing no signs of easing. In fact, the pressures on our hospitals are as severe as at any time in the whole pandemic.

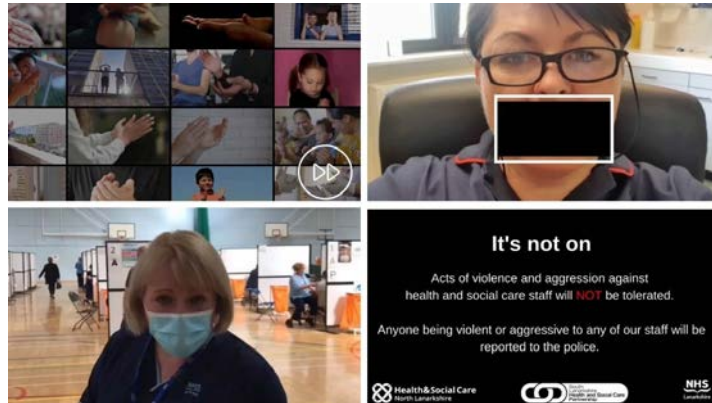
"Pressures on our staff, and those in our two partnerships, is also a concern and they are struggling to cope with the sharp rise in demand."





# Hard-hitting clip lays bare abhorrent abuse and threats levelled at staff

August 4, 2021



[Staff lay bare abhorrent abuse and threats levelled at them](#) from [NHS Lanarkshire](#) on [Vimeo](#).



## Staff lay bare abhorrent abuse and threats levelled at them

from [NHS Lanarkshire](#)

01:34

Staff who took part in a hard-hitting video, which laid bare an abhorrent litany of abuse levelled at staff, have been praised for their bravery.

The 90 second clip features healthcare professionals recalling, verbatim, appalling incidents of hostility, racism and violent threats they have been subjected to in recent weeks and months.





Leaders from NHS Lanarkshire and the respective North and South Health and Social Care Partnerships in the region have issued the footage to call out such behaviour – and to remind members of the public of the organisations’ zero tolerance stance.

Heather Knox, Chief Executive of NHS Lanarkshire, Ross McGuffie Chief Officer of Health and Social Care North Lanarkshire and Marianne Hayward, Interim Chief Officer of South Lanarkshire Health and Social Care Partnerships united in a robust statement.

“It’s very evident that each and every one of these incidents have been very distressing for all those involved.

“The staff who have taken a stand and spoken out about their experience have shown great courage.

“This clip is so raw that it’s brought several senior colleagues, with many years of experience, to tears,

“Sadly, we know this offers a harrowing snapshot of the harsh reality our health and social staff are experiencing on a wider, daily basis due to the behaviour of a minority of people.

“We have a clear message to those who would display any form of violent or aggressive behaviour, be it verbal or physical, towards our staff: It never has been tolerated and it will certainly not be tolerated now.

“We are continually working in partnership with local police in the management of aggressive and violent individuals and we will continue to do so.

The statement adds: “We have an equally clear message to our staff and partners: We have your back.

“We are proactively encouraging all staff to report any such incidences to their line manager so we can reinforce existing supports, as required, and take appropriate action against the perpetrators.”

The short clip has been issued as health and social care partners continue to deal with pressures normally associated with winter months.

As has been well-publicised, a combination of Covid cases, the effort to recover services and a shortage of staff due to annual leave or those having to self-isolate as a result of contacts outside of work is having an impact.

Unprecedented pressure is being felt across acute, community and primary care.



The statement continues: “Recent announcements that most Covid restrictions are to end on August 9 are a cause for great optimism and indeed celebration.

“That doesn’t mean, however, that our health and care services will instantly return to where we were before the pandemic. On the contrary. We have a very long way to go in the recovery process and we’ve called on the people of Lanarkshire to play their part by turning to the right place at the right time to help alleviate the pressures.

“We’d reiterate that message and reissue our plea for people to keep bearing with us.

“Please be kind to our staff and colleagues who are committed to caring, no matter the circumstances.

“People can get frustrated, and we understand that – but think carefully before you speak and act.”

### ***Policies and guidance***

- NHS Lanarkshire’s Prevention and Management of Violence and Aggression Policy can be read here: <https://www.nhslanarkshire.scot.nhs.uk/download/prevention-and-management-of-violence-and-aggression-policy/?ind=1568374205043&filename=Prevention-and-Management-of-Violence-and-Agression-Policy.pdf&wpdmdl=3953&refresh=610a925b4e7ca1628082779>
- Different levels of PaMoVA training are available to staff. Further training information is available via the NHS Lanarkshire FirstPort and the eEmployee Support System (eESS) Live portal: <http://firstport2/staff-support/salus-occupational-health-and-safety/pamova/default.aspx>

### ***Wellbeing support available:***

- **Staff Care & Wellbeing Helpline**

Self-referral; one to one support, which can be immediate when you call or you can be linked with a member of staff or peer supporter; critical incident support for individuals and teams; peer support and various reflective practice options

Telephone: 01698 752000 (24-hour helpline)

Email: [staffcare@lanarkshire.scot.nhs.uk](mailto:staffcare@lanarkshire.scot.nhs.uk)



- **NHS Lanarkshire Psychological Services Staff Support Team**

Self-referral or referral from line managers or others in supportive roles; this is a new local specialist Psychology Service for Health and Social Care Staff offering mental health assessment and intervention to individuals and/or teams. A self-referral form will soon be available on the Lanarkshire Mind Matters website.

For a request form

Telephone 01698 687055 (Mon-Fri 9am-5pm) or

Email: [Psychological\\_Services\\_Staff\\_Support\\_Team@lanarkshire.scot.nhs.uk](mailto:Psychological_Services_Staff_Support_Team@lanarkshire.scot.nhs.uk)

- **Workforce Specialist Service (WSS)**

Self-referral service for staff who fall within Statutory Regulation, providing confidential, multidisciplinary mental health treatment service. WSS specialises in treating regulated health and social services professionals as patients and as such are experts at the interface between regulation, employment and mental illness and addiction.

[www.practitionerhealth.nhs.uk/accessing-the-service-in-scotland](http://www.practitionerhealth.nhs.uk/accessing-the-service-in-scotland)

Email: [prac.health@nhs.net](mailto:prac.health@nhs.net)

Telephone: 0300 0303 300 (Mon-Fri 0800-2000, Sat 0800-1400)

Facebook: @nhsprachealth; Instagram @nhs\_prachealth

- **Frontline 19**

A free, independent, confidential service delivering psychological support to frontline staff via Zoom, Skype, FaceTime, mobile phone

[www.frontline19.com](http://www.frontline19.com)

- **Time for Talking**

Self-referral. This is a confidential employee counselling service paid for by NHS Lanarkshire. Staff can receive up to 6 sessions of counselling.

Telephone 0800 970 3980

- **SALUS**

Self-referral; SALUS offers a dedicated confidential staff helpline where you can speak to experienced occupational health nurses/advisors.

Telephone 01698 759333 (Monday-Friday 0830-1630)



- **SHAPE Recovery Programme (Supporting Health and Paramedic Employees involved in providing any direct Covid-19 care)**

Self-referral; SHAPE Recovery offers confidential, personalised 1-1 coaching to prevent both PTSD and depression prior to symptoms reaching a clinical threshold for diagnosis and offers intervention to early emerging symptoms. Six weekly coaching sessions are accessed via your mobile.

[www.shaperecovery.com](http://www.shaperecovery.com)

- **The National Wellbeing Hub**

Self-referral; there is a great range of self-help information on their website specifically to support the wellbeing of health and social care staff in Scotland. They offer confidential compassionate listening and psychological first aid and can also help you find the right support by referring you on to local services.

Telephone: 0800 111 4191 (24/7)

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

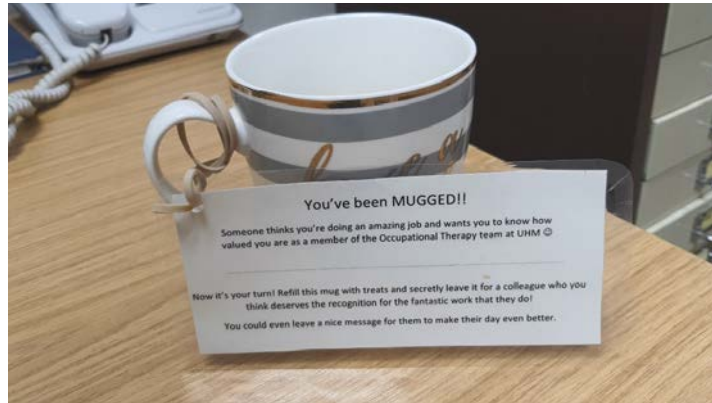
- **Lanarkshire Mind Matters**

Website with resources to support mental health and wellbeing. Self-directed learning with online modules.



# Occupational therapists focus on staff wellbeing

August 4, 2021



While the importance of mental wellbeing in staff has been long recognised, the Covid pandemic has thrown this further into the spotlight. The occupational therapy acute wellbeing champions, supported by primary care occupational therapy, have developed a number of initiatives to support their teams.

At University Hospital Hairmyres, a questionnaire was developed to monitor staff morale. Feedback revealed that staff would be interested in mindfulness and monthly wellbeing events. In response, specialist occupational therapist Shauna Nitsch and occupational therapist Gina Ely, thereafter set up mindfulness and meditation sessions, which may be continued in the future if there is an increase in demand. They have also signposted staff to the wellbeing centre and developed various incentives to boost staff morale, such as a kindness wall.

At University Hospital Wishaw Louise Houston, specialist occupational therapist, and Rayanne McHugh, occupational therapist, gathered information from the team to discover how they were feeling and what they would like to engage with. They thereafter began a number of projects, including creating a wellbeing hub as a central point for staff to access and keep up-to-date with projects. Pay-day treats were organised as well as mindfulness sessions. The aim for the future is to continue to build on the support within the team and, as Covid restrictions relax, reunite as a team for future activities.

At University Hospital Monklands Iona MacGregor, specialist occupational therapist, and Lauren Paton, assistant practitioner, initially created an interest checklist to send round the team to see what activities staff were interested in. In response, they created a 'Positivitree' that displays different tasks/challenges for staff to complete each month. They also have been using 'You've been mugged', where a member of staff fills mugs with treats and encloses a positive message for a colleague.



to then give to a staff member. The team is taking great delight in celebrating birthdays and holidays and incorporating mindfulness and wellbeing sessions into their team meetings.

Caroline Robertson, assistance practitioner at University Hospital Monklands, said: "I wasn't too keen on trying mindfulness, but once I did one session in our team meeting I realised how much I actually benefited from it."



# Make the most of new, onsite bike parking

August 5, 2021



Since the first lockdown in 2020, there has been a big [increase in people cycling](#). People of all ages took the opportunity to build confidence riding on quieter streets, getting out with family and friends, or commuting to work.

To support cycle commuting, and as part of its commitment to sustainability and active travel, NHS Lanarkshire installed secure bike parking for staff at all three acute hospitals in 2020/21. And, with Thursday 5 August being national [Cycle To Work Day](#), it's fitting to share that new, secure staff bicycle parking has been added at various community and administrative sites!

## Where can you find them?

A secure shelter for 10 bikes has been installed at 14 Beckford St, Hamilton. This is for use by staff at Beckford St and available to staff from nearby Douglas St Community Health Clinic and Beckford Lodge/Caird House. The shelter is accessed via the service road and has a number lock for ease of use. Staff can request the number code by showing their ID badge at reception.

A 10-bike shelter has also been installed at the West of Scotland Laundry building in Wishaw.

Three further sites now have an enclosed 6-bike store each:

- Airdrie CHC – store is on the red tarmac next to the GP car park.
- Coathill Hospital – store is at corner of car park behind the Sinclair Day Unit, near the new pedestrian entrance.
- Law House – store is in front of the main building, to right of the main entrance.



Staff on each site should receive an email with details on how to access their respective stores. For access to the Law House bike store email: [bikeusergroup@lanarkshire.scot.nhs.uk](mailto:bikeusergroup@lanarkshire.scot.nhs.uk).

These new facilities complement an existing bike store at Central Health Centre (Cumbernauld) and bike lockers at Houldsworth Centre (Wishaw), Hunter Health Centre (East Kilbride) and Rutherglen Primary Care Centre, as well as a secure bike shelter at each acute site. [Find a full list of bike parking and other facilities.](#)

NHS Lanarkshire is committed to supporting staff to commute actively and welcome your thoughts. Please contact [bikeusergroup@lanarkshire.scot.nhs.uk](mailto:bikeusergroup@lanarkshire.scot.nhs.uk) with comments or queries on the new cycle parking, and keep up to date with info and opportunities via our [Twitter](#) and [Facebook](#).





# Q&A with new director of health and social care for South Lanarkshire

August 1, 2021



Soumen Sengupta, director of health and social care for South Lanarkshire has now taken up post. In this quick-read Q&A, Soumen provides an at-a-glance profile of where he has come from and what drives him.

**Q: Welcome aboard Soumen. Tell us a bit about yourself and why you wanted the position of director of health and social care?**

A: Thank you. Having been raised in East Kilbride, I am especially proud to be joining the health and social care family in South Lanarkshire and across Lanarkshire as whole – it feels like a ‘coming home’ of sorts.

I take up post following an extensive career in public health and in health and social care management. This has included leading strategic transformation programmes at local, regional and national levels.

Engaging with a wide range of people – with different perspectives, expertise and experiences – on complex issues is something I find continually stimulating. Being able to help make a difference to people’s lives – sometimes in a very visible manner and other times more subtly – is also incredibly rewarding.

Those were big reasons why I was attracted to the role in the first place and why I am so pleased to now be in this position to make a positive contribution here.

**Q: You mentioned you were proud to be coming to work here. Can you tell us mo**



A: I am passionate about the difference that effective community health and social care can make to the lives of individuals, carers and families – particularly in enabling them to live with as much independence and dignity as possible.

From my early days in public health, I have been committed to tackling the inequalities that blight the lives of many individuals and communities – as the pandemic has pointedly exposed. Tied to that is my enthusiasm for partnership working and engaging the public in services. We can only meaningfully make progress in addressing ‘wicked’ issues such as inequality if we – teams, organisations and sectors – work better together. And we can only hope to close the gap – and indeed raise everyone up – by better engaging and activating those individuals, families and communities who are at the sharp end of experiencing inequalities, as well as discrimination and marginalisation.

The pandemic has taken a toll on us all in different ways – across all facets of our lives. From the meetings and conversations that I have already had prior to taking up post, I very much appreciate that local health and social care teams – alongside council and health board colleagues – have been working tirelessly in responding to Covid-19. This is also apparent across our colleagues working in primary and secondary care; and those in the third and independent sector. To be honest, I have been both humbled and energised by how driven colleagues are to use the learning from this experience to inform what we do and how we do it going forward.

**Q: In terms of leadership, what is important to you?**

A: In a nutshell, there’s four key principles, or ‘Ps’, that anchor my approach.

The first and most important “P” is people. It’s crucial that those of us in leadership roles value, inspire and empower colleagues. And we all have a role to play in engaging and enabling service users, carers and communities. That’s as important now as it’s ever been.

Partnerships – this is about the value I place on building strong working relationships to deliver shared outcomes.

Performance – this is about the importance of ensuring and demonstrating that we are delivering positive impact.

And last but not least, prudence – ensuring responsible use of the public pound, and that services and support are fit-for-the-future.

**Q: Looking to the future, what’s your thoughts?**

A: In terms of the here-and-now, it’s about addressing – and doing our best to support – other through – considerable demands right in front of us. That’s the immediate focus.



Looking further forward – and I see that as a critical part of my job – then there’s also a fifth ‘P’. And that’s our having a positive vision.

If there was ever a time for thinking differently about health and social care, it is surely now. The pandemic has served as a graphic reminder that people’s health and wellbeing is shaped by the broader circumstances in which they live and the opportunities that are open to them – or, in many cases, not.

But it has also demonstrated that people are not simply victims of circumstance – over the past 14 months many have taken matters into their own hands by helping neighbours and getting involved in community activities for the common good. We have also learned what can be achieved when we pull together across boundaries. It is already clear to me that that has been repeatedly demonstrated by individuals and teams across the area – and I look forward to building on that.

I’m also mindful that, despite superhuman efforts, no one is tireless. So, as we continue to navigate the pandemic and chart a course for the “new normal”, we all need to be mindful of the importance of self-care (both physical and mental) – and continue to do our best to take care of each other.



# Learn more about COP26, an international climate change conference

August 1, 2021



There are fewer than 100 days to go until [The UN Climate Change Conference](#), COP26, comes to Scotland!

The conference is planned as the latest of a series of international climate change conferences which are addressing the issue of global warming caused by increasing levels of carbon dioxide and other greenhouse gasses in the atmosphere, due to human activity.

The UK Government is hosting this global event, which is coming to Glasgow in November.

Marie Porteous, head of sustainability and environmental management, NHS Lanarkshire said: "A COP26 Preparedness Group has been created within NHS Lanarkshire to assess the impact this will have on our staff and our services. The team will be working closely with our partner organisations – including our Local Authority colleagues – to develop resilience plans to manage any impact on Lanarkshire.

"Additionally, as a Board, work is also continuing to develop our sustainability and climate change strategy, and we are developing a risk analysis on the effects of climate change."

To find out more about the event, there is a 30-minute [COP26 awareness module](#) to find out everything you need about this international event!

If you have any queries please contact:

[Marie Porteous](#), head of sustainability and environmental management or [Martin Gordon](#), resilience manager.



## International Climate Change Conference – COP26 Conference of Parties, Glasgow SEC, 1 – 12th November 2021

You can also [view what Scotland has set out](#) as to how it will help meet the global goals of the Paris Agreement on climate change.



# Claire receives national recognition

August 1, 2021



Congratulations go to Claire Gallagher who featured in an edition of the Daily Record on Wednesday 28 July. Claire, a mental health support worker with the community mental health team at Airbles Road, Motherwell, was contacted by the national newspaper as part of its special feature on those who have been nominated in this year's Scottish Health Awards.

Claire has been nominated for the Support Worker of the Year category in the 2021 Scottish Health Awards, run by the Daily Record in partnership with NHS Scotland, by Marjorie Baxter, secretary with NHS Lanarkshire's adult mental health team.

Claire said: "It was a privilege to be able to tell my story because it's such a unique time we are in. It was really nice for the ward staff to have something to remember following a difficult time when I lost my fiancé Ian."

Claire added: "I love my job, I wouldn't change it for the world. I don't think I do anything different to anyone else. I can only thank Marjory for taking the time to nominate me – it's made me feel really appreciated."

Link to article: <https://www.dailyrecord.co.uk/special-features/hero-claires-tears-married-hubby-24645431>

Do you know a healing hero who deserves to be recognised across the sixteen award categories? To nominate, go to [www.scottishhealthawards.com](http://www.scottishhealthawards.com)

Nominations will close on 26 August.

The winners will be announced at the Corn Exchange, Edinburgh on 4 November, restrictions permitting.





# Retirement of Elaine MacKinnon, sexual health nurse adviser

August 2, 2021



Congratulations go to sexual health nurse adviser Elaine MacKinnon who retired in August after 38 years' service.

Elaine, who worked with the sexual health service at Coathill Hospital, began her career as a midwife, working between William Smillie and Bellshill maternity hospital. After many years, Elaine joined the family planning team where she worked in various clinics across Lanarkshire, including Kilsyth, Blantyre, Hamilton and Motherwell.

In 2007, following the integration of family planning with genito-urinary medicine, Elaine accelerated her nursing skills and became an experienced nurse, enabling her to share her knowledge with more junior staff. Elaine also became a mentor to many, helping many nurses both pre and post registration.

Elaine lives with her husband Malcolm in Motherwell and has three grown-up children Fiona, Lindsey and Iain. She is mother-in-law to Gordon and Morgan and dotes on her grandson Murray.

In her spare time, Elaine enjoys spending as much time as possible with Murray, who lives in Aberdeen. She is looking forward to making good use of her newly acquired bus pass to embark on coach trips. Elaine also enjoys knitting baby blankets, her walks with Dougall, her Westie dog, and all her dog walking friends she chats to along the way.

Karen Stewart, sexual health team leader, said: "I've had the privilege to work with Elaine for 19 years. She is a fabulous, caring nurse who always gives her patients the best person-





care possible. We have laughed and cried together and I don't have a colleague, I have a friend for life. I would describe Elaine as 'unique' and a credit to our nursing profession."



# Alison 'warmly' welcomes donations to her winter jacket campaign

August 3, 2021



Alison Harley, response, resilience and preparedness officer, Kirklands Headquarters, would like to express her deepest gratitude to those who have kindly donated to her 'Just Jackets' winter 2021 campaign.

To date, over 200 jackets and coats have been collected by the Salvation Army, which will go directly towards keeping many homeless people warm this winter.

Alison said: "I've been overwhelmed by the generosity of my colleagues in NHS Lanarkshire. The jackets and coats will be greatly appreciated by the people who are, sadly, homeless.

"I'm really grateful to the Salvation Army for supporting my campaign and agreeing to distribute all donations to the people they support."

If you would like to donate to Alison's campaign:

- place your unwanted jacket/coat in a bag;
- take it to NHS Lanarkshire headquarters, Kirklands Hospital, Bothwell;
- place your unwanted jacket/coat in the box located in the reception area.

All sizes of jackets/coats will be accepted.

The last uplift from Kirklands Headquarters will be Tuesday 31 August.

For any further information, please contact Alison on 0781 8618970.





# Tobacco Control Team exceeds Scottish Government target for successful smoking quits

August 5, 2021



Over 1,500 people across the whole of Lanarkshire, have successfully quit smoking with the support of NHS Lanarkshire's Tobacco Control Team, since 1 April 2020.

Additionally, the Local Delivery Plan (LDP) target set by the Scottish Government each year to achieve a defined number of 12-week quits from clients residing in the 40% most deprived areas in Lanarkshire, has also been achieved!

The LDP target was set at 902 successful quits within these areas, between 1 April 2020 & 31 March 2021, which the Tobacco Control Team surpassed, as they achieved over 940.

Due to the Covid pandemic, the team adapted to provide telephone support to clients referred to the Quit Your Way service, combined with home delivery of Nicotine Replacement Products, this had a positive impact on the number of successful quits achieved.

Residents could also receive free stop smoking support from their local pharmacy.

Shirley Mitchell, tobacco control programme manager, NHS Lanarkshire, said: "Exceeding our LDP target is a brilliant achievement given the circumstances and it wouldn't have been possible without the hard work of the full team.

"Quitting smoking during lockdown would not have been easy to do, and I'm especially proud of the success these Lanarkshire residents have achieved by quitting during the pandemic."

Jackie MacDonald, Tobacco Control Team Leader – Cessation, NHS Lanarkshire added: "Although we saw a drop in the number of people engaging with our Quit Your Way service,



compared to 2019/2020, there was a higher success rate for those who managed to successfully quit.

“Staff reported that clients were more open in their discussions regarding their quit attempt and other concerns they were having e.g. Covid fears, financial worries etc. Nurse Advisers were able to provide reassurance and advice plus signpost clients to other relevant services.

“The introduction of the National Centre for Smoking Cessation and Training practitioners who provided clients with weekly behavioural support was particularly valuable when some of our nurse advisers and nurse specialists were redeployed, as this ensured that clients still received telephone support which was influential in achieving the LDP target.”

### **Referring patients to Quit Your Way**

Refer your patients to NHS Lanarkshire’s Quit Your Way service for free, stop smoking support.

The phone number is [0800 84 84 84](tel:0800848484) and will be available Monday to Friday from 9am until 5pm.

Staff can also use our [‘Click to be Contacted’ service](#) too.

The local Lanarkshire helpline is also available Monday to Friday from 9am until 5pm on [07813 569289](tel:07813569289), where you can get assistance with queries in regards to stopping smoking, including:

- Taking referrals
- Provide behavioural support to clients who are motivated to stop smoking (as required)
- Advise on pharmacotherapy products available to support quitting



# Video message from Heather Knox – Friday 13 August 2021

August 5, 2021



In this video, Heather updates staff on the new violence and aggression campaign, the importance of wellbeing, Covid-19 testing and iMatter.

The video can be viewed on:

- <https://youtu.be/c6aKUJ5AFro>
- <https://vimeo.com/585867407>

# iMatter staff experience questionnaire returns

August 5, 2021



During 2020, the iMatter staff experience questionnaire was paused and, instead, staff were asked to participate in the Everyone Matters Pulse Survey which took place over three weeks in September 2020.

The corporate management team (CMT) used the results of the Pulse survey to develop an action plan which is now being taken forward.

Please find below, details of the actions:

## **Identified area for improvement – Management and leadership/pride and appreciation**

### **ACTION:**

- Ensure a robust range of support tools/information/guidance is available for managers who are managing staff working remotely.
- CMT to continue to promote recognition of staff – acknowledge contribution of all staff. Be exemplars and encourage SLTs to follow example.

## **Identified area for improvement – Staff wellbeing**

### **ACTION:**

- Explore how existing resources can be developed and enhanced to reach all staff.
- Create opportunities for staff to de-brief – allow time to talk.
- Ensure clear communications to highlight support available to all staff.



- Plan on how we continue to support staff wellbeing post-Covid.

Now, in 2021, following guidance from Scottish Government, we are in a position to reintroduce the full iMatter staff experience measure, to help us reflect on the past year and build back better together as we continue to grow and emerge from the most challenging times.

Look out for details of the dates for your area in the staff briefing. The full timeline of this year's iMatter cycle is provided below:

<b>Directorate</b>	<b>Questionnaire Period</b>
All corporate directorates (including PSSD)	9 August to 30 August 2021
Acute directorate	23 August to 13 September 2021
North and South Health and Social Care Partnerships	13 September to 4 October 2021

Teams within human resources, information and digital technology, organisational development, Salus, finance, public health, strategic planning (including PSSD), communications, medical and the nursing, midwifery and allied health profession (NMAHP) directorates – along with the corporate management team – have received their iMatter questionnaires and are being asked to complete them by 30 August.

The iMatter continuous improvement model has been designed with the input of staff throughout NHS Scotland to help individuals, teams and health boards understand and improve staff experience – the extent to which employees feel motivated, supported and cared for at work.

iMatter puts the focus at team level – each one has their own iMatter team report.

Staff can take just 10 minutes out of their day to fill in their questionnaire, completed anonymously. The completed questionnaires will then be processed by an external company making it totally confidential.

Heather Knox, chief executive, said: "NHS Lanarkshire recognises the importance of effective employee engagement. Staff who feel engaged, involved and valued provide a strong workforce, which is in turn essential to improve healthcare services. There is a well-documented link between staff satisfaction and patient satisfaction including the quality of the care we deliver.

"To understand the levels of satisfaction of our staff – particularly given the pressures they have been under during the current Covid pandemic – is really important. Getting feedback will enable us to share the best of what we do and identify and support those areas where more assistance may be required. This helps promote openness and transparency in our teams





about staff experience at work and, over time, supports each team's development. There is already a lot that is good about our teams and our workplace, but we should always be looking to learn and improve."

Completing the questionnaire – online, on paper or by SMS (text message) – allows staff the chance to give feedback on, and be involved in, influencing change and improvement in their workplace.

Evidence shows that the better the experience of staff at work, the better the experience of patients and their families.

iMatter is designed to help line managers understand what it is like for their staff as an individual at work, in their teams and in NHS Lanarkshire.

Please take the time to fill in the iMatter questionnaire by 30 August. If you are in one of the groups above and have not received your questionnaire, please speak to your line manager.

### **Want to know more about iMatter?**

- Visit FirstPort at: <https://www.staffgovernance.scot.nhs.uk/monitoring-employee-experience/imatter/>;
- Visit the national iMatter website at: <https://www.imatter.scot/teamstories2020HSCP/> where you can view a number of team stories from across NHS Scotland, including several from Lanarkshire;
- Visit the national staff governance website for NHS Scotland at: <https://www.staffgovernance.scot.nhs.uk/monitoring-employee-experience/imatter/>



# New resuscitation guidelines podcast – paediatrics

August 1, 2021



Welcome to an update for the Resuscitation Council UK Guidelines 2021 in relation to paediatrics. During the podcast, resuscitation colleagues will highlight the main changes.

## **Basic life support**

The paediatric basic life support algorithm identifies no major changes. The focus remains on the assessment of the unconscious child and calling for help by dialling 999 or 2222, depending on your location.

Remember to deliver five rescue breaths followed by 15 chest compressions. Then, working on a ratio of 15 chest compressions followed by two ventilations. Begin chest compressions if there is no sign of life, or the patient has a bradycardia less than 60bpm and poor perfusion.

High quality CPR is emphasised: chest compression depth at least one third the anterior-posterior diameter of the chest, or by 4cm for the infant and 5cm for the child.

Attach a monitor or defibrillator when available and then follow the paediatric advanced life support algorithm on arrival of the in hospital clinical emergency team.

## **Advanced life support**

The paediatric advanced life support algorithm shows no major changes with the exception of:

Once a tracheal tube is in place, continuous chest compressions should be given. In this case, ventilations should approximate to the lower limit of normal rate for age:

- Infants: 25 breaths per minute;
- Children 1-8 years old: 20 breaths per minute;



- Children 8-12 years old: 15 breaths per minute;
- Children >12 years old: 10-12 breaths per minute.

Please note in weight estimation in children who are obese ideal body weight should be used to avoid drug toxicity.

For new-born and neonates guidelines, please refer to Resuscitation Council UK Guidelines 2021. Visit: <https://www.resus.org.uk/library/2021-resuscitation-guidelines>



0:00 / 3:38



# New resuscitation guidelines podcast – adults

August 1, 2021



Welcome to an update on the Resuscitation Council Guidelines 2021. During the podcast, resuscitation colleagues will highlight the main changes.

## **Basic life support**

The adult basic life support algorithm shows no major changes. Cardiac arrest recognition remains the key priority, along with triggering an emergency response – either 999 for community or 2222 for in hospital response. Provide chest compressions and rescue breaths 30:2 as soon as possible following cardiac arrest confirmation. Ensure someone has been despatched to collect an automated external defibrillator (AED) if available. In community scenarios the ambulance service may be able to advise of the nearest AED. Attach the AED as soon as it becomes available and follow the instructions.

## **Choking**

There are no changes to the choking algorithm for adults and children over one year. Continue to deliver up to five back blows followed by up to five abdominal thrusts. For children under one year, up to five back blows followed by five chest thrusts.

## **Tachycardia**

There are minor changes to the drug doses in the management of tachycardia. Please refer to the tachycardia algorithm.

## **Adult advanced life support**

The emphasis remains on high quality chest compressions. The drug management of A including the use of adrenaline and amiodarone, are unchanged. Consider thrombolytic drugs



when pulmonary embolism is suspected or confirmed. IV fluids should only be used when cardiac arrest is caused by, or possibly caused by, hypovolaemia. Consider mechanical chest compressions only if high quality manual chest compressions are not practical or compromise provider safety.

For further information on cardiac arrest in special circumstance please refer to the Resuscitation Council UK website – <https://www.resus.org.uk/>.

## **Anaphylaxis**

In anaphylaxis, we find some changes to the treatment algorithm. Keep a patient with cardiovascular instability lying flat with or without the legs raised. Changes in posture from supine to standing have been associated with cardiovascular collapse and death. Continue to assess your patient using and A-E approach. For diagnosis purposes pay special attention to sudden onset of airway, breathing and circulation as well as any unusual skin changes.

Call for help by dialling 999 or 2222 depending on location. If possible, remove allergen. If available, give intramuscular adrenaline according to age appropriate guidelines. Please note there are additional changes to paediatric doses.

If available, apply high flow oxygen and begin monitoring. If there is no improvement after five minutes, repeat adrenaline dose and consider fluid bolus. If still no improvement, ensure resuscitation team or ambulance is on its way and implement the refractory anaphylaxis algorithm. Please note IV adrenaline infusion should only be used in certain specialist settings and by those experienced in its use. Note many health care providers may have given IV adrenaline during resuscitation, however, this is insufficient experience to justify them using IV adrenaline in the treatment of anaphylaxis.

Please note anti-histamines are not recommended in the initial treatment of anaphylaxis as they are of no benefit in the treatment of life-threatening symptoms, although may be used once the patient's condition is stabilised to aid treatment of cutaneous symptoms. The routine use of corticosteroids is no longer advised.

For details of the new guidelines, visit: <https://www.resus.org.uk/library/2021-resuscitation-guidelines>

Listen to the podcast here – <https://vimeo.com/586697869>



# Don't miss the chance to give your views on future of planned orthopaedic surgery

August 1, 2021



We are reminding stakeholders that we are seeking their feedback on proposals for the future provision of elective (planned) orthopaedic surgery. Elective orthopaedics is planned surgery primarily to replace the main bony joints such as hip, knee and shoulders, and for repairs to the associated tissue.

NHS Lanarkshire's preferred option – proposed by officers of the health board – is to transfer the service from its current location at University Hospital Hairmyres in East Kilbride to the new University Hospital Monklands, at Wester Moffat, when it opens around 2028.

The engagement process, [launched last month](#), is seeking the views of stakeholders, including the public, orthopaedic patients and their families, staff from NHS Lanarkshire and health and social care partnerships, and other members of the community who have an interest in the issue.

## How to get involved

The engagement process will run until 15 September. To help inform feedback, we'd urge people to take the opportunity to read the handy engagement guide and frequently asked questions on [our webpage](#).

- Complete the online survey – <https://nhslanarkshire.engage-360.co.uk/surveys/4>
- Join the virtual public meeting: 26 August, 7-9pm, via Microsoft Teams



To receive the meeting link, please register to attend, with 'public meeting' in the subject line of your email and provide your name, daytime contact number, email address (if you have one) and the first part of your postcode:

- email – [engagement@lanarkshire.scot.nhs.uk](mailto:engagement@lanarkshire.scot.nhs.uk);
- telephone – 01236 713348.

The meeting, which will be hosted on the Microsoft Teams online platform, will include a presentation and facilitated group discussions.

- Contact us direct with your comments or questions – or if you need a paper copy of the survey
- email – [engagement@lanarkshire.scot.nhs.uk](mailto:engagement@lanarkshire.scot.nhs.uk);
- telephone – 01236 713348;
- Write to – FREEPOST RTEJ-HZLK-AETZ, Communications Dept, NHS Lanarkshire, Kirklands, Fallside Road, Bothwell, G71 8BB.



# Special focus on care home wellbeing group

August 3, 2021



Staff wellbeing has been in sharp focus in The Pulse online in recent weeks and months.

While community, primary and acute teams have been a key focus of our messaging, local authority, the independent sector and NHS care homes are a vital audience – and part of our wider partnership – too.

The care home workforce has experienced unique and continued pressures during the pandemic – and targeted wellbeing support has been set out.

In the first in a series of focus articles, The Pulse online looks at supports available for care home staff across Lanarkshire. In a special Q&A, we begin by profiling the multi-agency care home wellbeing group.

Questions answered by the group's co-chairs, Caroline Martin, senior nurse, and Dr Susan Ross, consultant clinical psychologist.



**Q: How did the wellbeing group come about?**

A: The drive to deliver high quality care has been evident throughout the care home sector despite the challenges brought about by Covid-19 and the many restrictions and measures that





have been introduced.

In September last year, a number of staff working alongside Lanarkshire's care homes decided to form a staff wellbeing group, aiming to understand the unique challenges this workforce were facing, and tailor supports that would be available to all care home staff, regardless of role or employer/owner.

**Q: Who is on the group?**

A: The group is made up of representatives of from North and South Lanarkshire HSCPs, NHS Lanarkshire, Scottish Care and, most importantly, members of the front line care home workforce themselves. The aim is to ensure staff are supported, from simple wellbeing provision to those who require mental health assessment and intervention.

**Q: How has the work, and the aim, of the group been informed?**

A: Care home staff completed a survey in September 2020 (around 500 responses) which helped us understand how they were doing, what supports they valued the most and, crucially, where the gaps were. We also try to keep a close ear to the ground.

Staff told us that the support they access and value the most is from each other. We aim to support them to continue to do that, sharing ideas and ensuring they have access to information and resources. It's also important they know where to reach out to for help when it's needed.

**Q: So what sort of things has the wellbeing group been doing?**

First and foremost, our deepest sympathies and condolences are with all those who have lost loved ones to Covid-19. We also know the impact of Covid continues to be deeply felt by our colleagues working in the front line of care homes too.

We have a range of supports in place for care home staff if they need it. By way of a few examples:

- We heard that it could be challenging to know where to find information, so help and support information and signposting were shared. This was verbally, (at the weekly conference calls) and we wrote to managers to promote in-house wellbeing supports and establishing rest areas.
- We established a single point of contact telephone line for staff to seek signposting information about wellbeing and mental health support, which is 07971794065. The dedicated line is staffed Monday to Friday, 9am-5pm.



- We also provided every member of the care home workforce with a laminated card (with lovely Charlie Mackesy art) signposting to the dedicated line and other wellbeing and mental health information, including 24/7 support.



- We have created three short videos with Phil Smith, a clinical psychologist from NHS Lanarkshire, and Ally Cowan of Summerlee care home. They include an [overview](#) of what's available, [practical ways](#) of supporting wellbeing by being there for each other and [support channels](#) over and above peer support.
- Members of the group also offer individual and team support to staff when this is needed – this is often a listening ear following difficult events, and guidance or suggestions for what supports might be most helpful to support staff through challenging times.

**Q: How important are the natural supports you mention in terms of staff supporting each other?**

A: Crucially important. There often isn't time to reach out to external supports – and we know staff want to look after themselves and each other.

We have established a peer support network, organised peer time for managers and encouraged the identification of in-house 'Wellbeing Supporters' and their training using the an online module on [Psychological First Aid](#).

**Q: Do you have any examples of peer to peer support?**

A: Yes. We're proactively publicising some of this amazing work. One example that gained a lot of media attention was an artistic nurse who gave her care home colleagues a superhero-style boost – depicting them in an amazing caped-crusader gallery.

Wonder woman Lynn Bell, who works in Parksprings nursing home, Motherwell, has created caricatures of all of her co-workers – in full-flight and resplendent in flowing capes. Lynn says her painting has been inspired by of the collective spirit of the team.

We know how staff being there for each other has been – and is – very effective and powerful. Super-talented Lynn provided a very bright, and very brilliant, example of that in action.



**Q: How do care home staff contact the group?**

A: It's really important we keep a two-way dialogue with care home staff. If any member of the care home workforce would like to join the wellbeing group, or share your thoughts, please get in touch. We are keen to hear the things that are tricky for staff collectively and individually and to make sense of what they have faced in the past 16 months.

Please email us:

[Caroline.Martin@lanarkshire.scot.nhs.uk](mailto:Caroline.Martin@lanarkshire.scot.nhs.uk)

[Susan.Ross@lanarkshire.scot.nhs.uk](mailto:Susan.Ross@lanarkshire.scot.nhs.uk)

The final edition in this series will be care home staff sharing examples of things that have made a difference and got them through – please let us know if you would like to share examples from your care home with your colleagues.

In the next edition, we will focus on creating time and space for yourself.



# Covid restrictions for school return

August 4, 2021



If you have children returning to school or nursery for the new term, a number of Covid-19 safety protocols will remain in place as a precautionary measure.

The safety and wellbeing of children and staff is paramount as schools and nurseries aim to continue to provide a safe learning environment for all.

The following information has been prepared to answer questions for parents and carers that they may have about Covid-19 and the return of children to school or nursery.

## What will happen if there is a case of Covid-19 in school/nursery?

Due to recent changes announced by the Scottish Government, blanket self-isolation of whole groups of children following a positive Covid-19 test will no longer be routine.

- Whole classes will no longer be asked to self-isolate if someone in the class tests positive for Covid-19.
- Your child would only be identified as a contact if they have had prolonged close contact with the case (someone who tests positive for Covid-19) – eg same household, overnight stays.
- There will be no requirement for you or your child to self-isolate unless you are contacted by Test and Protect – the contact tracing service.
- All close contacts of the case **who need to take specific actions** will be identified, contacted and advised by the Test and Protect service to follow the latest guidance on self-isolation and testing.

The guidance was updated on 9 August 2021 and usually the following **will not need to**  **te:**

- Adults who are **double vaccinated** (for more than two weeks), who do not have symptoms, and do not develop symptoms, who have a negative PCR test.
- Children and young people aged under 18 who do not have symptoms, and do not develop symptoms, and who have a negative PCR test.

**Adults who have not been vaccinated or has only had a single dose** should self-isolate for 10 days from symptom onset in the symptomatic person and book a PCR test. If the test is positive, they should continue to isolate in line with guidance from Test and Protect. If the test is negative, they should still isolate. This is because a test cannot indicate whether someone is incubating the disease and therefore may go on to develop Covid after a test is taken.

If anyone (adult or child) has had a **positive** PCR test in the last 90 days then they do not need to seek a further PCR test (unless symptomatic) and do not need to isolate.

Further information on the latest self-isolation requirements can be found on the NHS Inform website at: [Coronavirus \(COVID-19\): Guidance for households with possible coronavirus infection | NHS inform](#)

Accessible, easy read formats and information in other languages can be accessed at: [Translations \(nhsinform.scot\)](#).

### Regular testing

- Regular testing, even when you don't have symptoms, can help keep you and your school community safe.
- If your child is at secondary school, they can access free LFD (lateral flow device) tests from the school, to allow them to test twice-weekly at home as long as they have no symptoms. Please contact the school directly to ask about this if your child is having problems accessing tests.
- Please encourage your child to test twice-weekly, and to record all positive, negative or void results on the online reporting portal at: [nhsinform.scot/campaigns/coronavirus-covid-19-report-your-test-result](#).
- In addition, you and the rest of your family, including primary school-aged children, can access free test kits through the universally accessible testing programme, which is available to everyone in Scotland. Free at-home LFD test kits are available for collection from Covid test centres or pharmacies, or delivery by ordering online – [gov.scot/publications/coronavirus-covid-19-getting-tested/pages/no-covidsymptoms](#).

**Book a test if you or your child develop symptoms**



- Please be vigilant for [symptoms of Covid-19](#). If your child develops any symptoms of Covid-19 they must not attend school or nursery. They should stay at home, self-isolate and get tested for Covid-19. Find out more on [NHS Inform](#).
- All other household members of your child (including yourself) must also stay at home and follow the latest guidance, which can be found on [NHS Inform](#). In the event of a positive result, the Test and Protect service will contact you to provide tailored advice on what to do.
- Book a test at [NHS Inform](#) for your nearest Covid-19 test site. There are drive-through, walk-through, and mobile testing units across Scotland which are open from 8am until 8pm, seven days a week. A full list of sites can be found at [Scot](#). Or you can order a home PCR test kit [online](#), or by calling [119](#). A test will then be delivered to your home. To return, you can either drop the test at your nearest priority post box or, if you are unable to go out, you can also call [119](#) to book a courier collection from your home.

## How to stop Covid-19 spreading

There are things you can do to reduce the risk of you and anyone you live with getting ill with Covid-19.

### DO:

- Get vaccinated if you haven't already done so. Vaccination is our best defence against Covid-19. If anyone who is eligible in your family or home have not yet been vaccinated, then they should arrange vaccination as soon as possible. This could also help you avoid having to self-isolate in the future. Information on how to arrange a vaccination can be found on [NHS inform](#).
- Regularly wash your hands with soap and water for at least 20 seconds.
- Use hand sanitiser gel if soap and water are not available.
- Cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze and put used tissues straight in the bin and wash your hands.
- Open windows/doors regularly to ventilate your home.
- Be vigilant for Covid symptoms and self-isolate when you have Covid symptoms or have been advised to by Test and Protect.

## Vaccinations

We are now seeing the vaccine offered to everyone aged 16 and over and, in line with JCVI guidance, it has also been offered to some young people from key groups who are aged between 12 to 15 years.



All 16-17 year-olds can now get their Covid-19 vaccine appointment by text or email by registering here – <https://www.nhsinform.scot/vaccineregistration>.

### **Further information**

For general Coronavirus frequently asked questions and information: [Coronavirus | Parent Club](#)

[Coronavirus \(COVID-19\): Guidance for households with possible coronavirus infection | NHS inform](#)

For local information and details of the services available in Lanarkshire:

<https://www.nhslanarkshire.scot.nhs.uk/novel-corona-virus-covid-19/>

If you have any questions about coronavirus please visit [www.nhsinform.scot](http://www.nhsinform.scot) in the first instance or call the helpline on 0800 028 2816.

Scottish Government guidance on reducing risks in schools can be found [here](#).

