

PULSE

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

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Printable Version

February 2022

Support for financial worries

February 1, 2022



Money worries may be an issue for some of us even more so at this time of year and now combined with the effects of the pandemic.

If you're worried about money and paying bills, it's important to seek advice quickly before it affects your health and wellbeing.

Having a plan of how you spend your money and making sure you have enough to buy what you need and pay your bills can reduce money worries. There are many sources of money advice to help improve our finances and make the most out of our money.

Jo Duffy, senior health promotion officer, BBV & Sexual Health Promotion and Tackling Poverty, NHS Lanarkshire, said: "I would urge any member of NHS Lanarkshire staff who is experiencing financial worries to seek support.

"There are many sources of money advice to help improve your financial situation, there might even be top up benefits you are entitled to. It's also possible some people are paying too much for some services so it's important to get advice on how to maximise your household income.

"Support from Money Matters in South Lanarkshire, Financial Inclusion in North Lanarkshire and Citizens Advice Scotland is all free and confidential for anyone who needs it."

Michael Simpson, acting head of sustainability and environmental management, NHS Lanarkshire, added: "People may not know that you can get grants for improving or upgrading windows and doors, installing high-efficiency insulation which can help reduce bills and create warmer homes. There are some great tips and advice from [Home Energy Scotland](#) and [Energy Saving Trust](#).

For support and advice visit:

CABS

- The Money Advice Service is a UK-wide organisation which offers free practical help for millions of people who need impartial money advice, whatever their financial circumstances.

North Lanarkshire Council – Financial Inclusion Team

- If you are worried about debt or experiencing financial difficulties, our debt advisers can provide free, impartial and confidential advice.

South Lanarkshire Council – Money Matters

- The Money Matters Advice Service is a free and confidential service that helps South Lanarkshire residents claim benefits and deal with debt.

Hospital at Home service set to enrich existing care provision in Clydesdale

February 1, 2022



A service which supports patients with the same level of care in the home as they would get in hospital is being extended to the Clydesdale area.

The expansion of Hospital at Home is part of South Lanarkshire Health and Social Care Partnership's ongoing efforts to respond to the demands associated with the Covid-19 pandemic and significant winter pressures.

Soumen Sengupta, director of health and social care for South Lanarkshire, explained that the development adds to a rich currency of well-established partnership, person-centred supports in the area.

“The challenges of the last two years have placed well-publicised pressures on all of our health and social care services” said Mr Sengupta.

“The Clydesdale locality is unique in Lanarkshire in terms of its geographical size and rurality. Existing service provision has been tailored to that.

“This includes the work of our award-winning integrated community support team, which is focused on supporting discharge from hospital and prevention of avoidable admission to hospital.

“Extending Hospital at Home's reach will enrich and complement this existing coverage of care. It's another visible demonstration of our commitment to ensuring we can safely keep more people close to their loved ones and communities during illness.”

Hospital at Home is already well-established across many other areas of Lanarkshire. This multi-disciplinary acute care service delivers specialist, co-ordinated and comprehensive assessment and care to frailer older adults in their own homes. Crucially, it offers immediate care to cases that have acute medical issues and would otherwise need hospital admission.

South Lanarkshire's Integration Joint Board recently heard details of the plans to extend the service to Clydesdale over an initial two-year period.

Mr Sengupta added: "Our staff work exceptionally hard – and challenge themselves – to do their best to ensure that people across South Lanarkshire receive the right care in the right place at the right time.

"This development will further strengthen their and our ability to deliver transformed care as we move through 2022 and beyond."

The Hospital at Home service is hosted by Health and Social Care North Lanarkshire.

Ross McGuffie, chief officer, said: "Research shows most older people would prefer to remain in their own homes, with support, if they are unable to look after themselves.

"Since its inception just over 10 years ago, Hospital at Home has continually demonstrated delivery of that very outcome – often in very complex cases that would have otherwise been a straight admission to hospital."

Mr McGuffie added: "The team's success has been built on various disciplines working together.

"We look forward to working closely with our colleagues and partners in Clydesdale – and adding to the skill mix and exemplary, existing culture of person-centred care."

Latest discounts from NHS Staff Benefits

February 2, 2022



Save £££s on some great deals both in-store and online, all especially negotiated for NHS staff. To find out more, or sign up to receive all the latest discounts, visit: www.nhsstaffbenefits.co.uk

Here are some of the latest deals from some fantastic brands.

- **NHS discounts for Valentine's Day**

Discover the treats for your Valentine with exclusive NHS discounts on gifts and getaways.

NHS Staff Benefits have got NHS discounts on small thoughtful gifts, romantic presents and luxury hotel stays. Stuck for gift ideas? You cannot go wrong with flowers (see Bloom & Wild, Roses & Cushions or Palette Gifts), jewellery (Watch Shop, Monica Vinader or Milly Grace, Rox or Chisholm Hunter) or a fun activity to do together (Check out The Indytute). There is plenty to choose from.

For more information, visit: <https://www.nhsstaffbenefits.co.uk/campaign/nhs-discounts-for-valentines-day>

- **Extra 20 per cent NHS discount on Greek Island and Eastern Med all-inclusive 2022 and 2023 Celestyal Cruises**

Celestyal has fast built an award winning reputation and recognition as the number one choice for cruisers and travellers to the Greek Islands and Eastern Mediterranean. It leads the way in showcasing the region like no other with an unbeatable mix of destinations, durations and experiences on and off the ship that all come together to make one unique and unforgettable holiday.

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Celestyal is dedicated to its guests' every need in delivering a truly memorable experience.

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To make a booking simply call directly with Celestyal contact centre directly on 0800 411 8038 or email cruising@celestyal.com.

To secure the discount on your booking, simply quote the exclusive code when calling/emailing.

For more information, including terms and conditions, visit:

<https://www.nhsstaffbenefits.co.uk/deal/extra-20-nhs-discount-on-greek-island-eastern-med-all-inclusive-2022-2023-celestyal-cruises>

- **Get £15 off your first four boxes from HelloFresh**

HelloFresh makes it easy for you to cook great tasting dinners from scratch every time. Each week their chefs are busy creating new exciting recipes from British classics to world cuisine, premium dishes, family favourites and speedy suppers so there is always something fresh and deliciously simple for you to try. Follow the simple steps and it is guaranteed to be a recipe for success.

HelloFresh is offering NHS Staff Benefits members £15 off your first four boxes.

To redeem the offer, simply use the exclusive offer code when placing your first order.

Please note that this offer is applicable to new customers only who must be 18 or over. Once redeemed you will be signed up to a flexible weekly subscription. The deadline for cancelling or making changes to your order is Wednesday midnight the week before delivery is due.

For more information, including terms and conditions, visit:

<https://www.nhsstaffbenefits.co.uk/deal/get-15-off-your-first-4-boxes-from-hellofresh>

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Time for Talking

February 3, 2022



All NHS Lanarkshire staff have access to free confidential counselling support.

‘Time for Talking’ provides an independent counselling service that can provide face-to-face or telephone support for psychological, emotional and practical issues.

Nicola McGregor, Time for Talking, said: “We provide a 24-hour helpline and a one-to-one support service which can be accessed by employees whenever they need it.

“Management referrals and self-referrals can be submitted via our website at www.timefortalking.co.uk

“We have a team of professionals who are in place to offer the support to employees by providing guidance and counselling. This can be done face-to-face or on the telephone or video call, or by on-line counselling.

“The Time for Talking team is made up professional counsellors, trained telephone staff and workplace advisors: they have a wealth of experience and provide a service which is sensitive and respectful to everyone who calls.

“Timefortalking is committed to supporting the wellbeing of all our clients and we offer Short-Term (4 sessions) Counselling and Solution Focussed Therapy as evidenced-based interventions which are shown to help people to cope with their issues and build resilience.”

To access the service, call: [0800 970 3980](tel:08009703980) or email: admin@timefortalking.co.uk to arrange an appointment or visit www.timefortalking.co.uk for further information.

Details of further support for staff can be accessed from Your Health Matters webpage at <https://www.nhslanarkshire.scot.nhs.uk/your-health-matters/>

World Cancer Day – Local Support

February 4, 2022



World Cancer Day (4 February) is a leading international awareness day led by the [Union for International Cancer Control](#) (UICC) which has grown into a positive movement for everyone, everywhere to unite under one voice to face one of our greatest challenges in history.

Lynn Mack, cancer haematology, breast and plastics service manager, NHS Lanarkshire, said: “World Cancer Day unites us all to raise awareness and take action. It’s also an opportunity to remind NHS Lanarkshire staff of the support available throughout Lanarkshire.

“I would urge anyone who is struggling due to being affected by cancer, to seek the free support provided by Macmillan and other local charities in the area.

“More people are surviving cancer than ever before, and it’s important to get any early signs or symptoms checked without delay. While it’s probably nothing to worry about, a quicker diagnosis can mean less worry.”

Gillian Harley, volunteering coordinator, Macmillan Services, said: “World Cancer Day is a great opportunity to raise awareness of all our support and initiatives available throughout Lanarkshire and the UK.

“Whether you have just learned that you have cancer, are in treatment, finishing treatment, or have a family member affected by cancer, we are here for you.

“Our services are all free and support is offered by highly trained and dedicated volunteers. We know that sometimes it can be hard to make that first step but there is so much we can help with on an emotional, financial or practical level.”

Macmillan in Lanarkshire

Cancer Information and Support Services

Whether you have just learned that you have cancer, are in treatment, finishing treatment, or have a family member affected by cancer, Macmillan is there for you. Request a pack of local cancer services that you, your friends and family might find useful at a time that is best for you. To request a physical or digital pack visit [Cancer Information Packs – Culture NL](#)

These support hubs are now open:

East Kilbride Library: Monday, 10am-2pm

Bellshill Cultural Centre: Tuesday, 10.30am-12.30pm

Fairhill Lifestyles, Hamilton: Wednesday, 1.30pm-3.30pm

Coatbridge Library: Thursday, 10am-noon

Active and creative community venues also have Macmillan information points where there is quality information. [Macmillan Cancer Information & Support Services – Culture NL](#)

Alternatively, telephone Macmillan directly on 01698 332607 for further information and support or email Macmillan@northlan.gov.uk

GET ACTIVE. FEEL GOOD – Move More

At Move More, we know that when living with and beyond cancer even a small amount of gentle exercise can help reduce your fatigue and leave you feeling better.

Being more physically active can help you cope with and recover from tiredness and fatigue. Exercise also helps to reduce stress and anxiety, looks after our bones and heart, reduces the risk of a blood clot and helps to keep you a healthy weight.... in general, it improves your wellbeing. That is why Macmillan Cancer Support has developed a range of activities in Lanarkshire.

Circuit Classes

Circuit classes are led by specially trained cancer rehabilitation and exercise instructors. They use a variety of simple cardiovascular and strength exercises which are adaptable to provide an individualised physical activity programme.

Time Capsule – Mondays, 4pm–5pm

Sir Matt Busby Sports Complex – Mondays, 1.50pm–2.50pm

Wishaw Sports Centre – Wednesdays, 2pm–3pm

Tryst Sports Centre – Wednesdays, 2.40pm–3.40pm

Airdrie Leisure Centre – Thursdays, 10am–11.30am

Macmillan Friendly Gardening

Like other forms of physical activity, gardening can have many benefits for your physical and mental health. Macmillan community gardening groups are a fun way of becoming more active. They provide a supportive, friendly environment with various gardening tasks available for novice or experienced gardeners. Activities include developing new gardening displays and maintaining existing ones. Raised beds are used for ease of access. Grow your own veg or bedding plants. Nothing too strenuous. Take it at your own pace.

Summerlee Museum, Coatbridge: Wednesdays, 10am–noon

If you are interested in joining the Macmillan Friendly Gardening team, telephone 01698 332607.

All the above activities are good ways of meeting kindred spirits, as well as helping you to become more active. Feel free to bring a friend or a family member along.

Volunteering Opportunities

With all this going on at the start of a New Year, Macmillan is rolling out new volunteering opportunities.

They would welcome people who can offer a few hours per week or per month, who are warm and reliable and have an interest in volunteering with people living with and beyond cancer.

Vacancies are available within the cancer information and support service drop-in hubs.

Also, they would love it if you are interested in leading or supporting the Move More classes. Full training will be given.

MacMillan wants to make sure that everyone affected by cancer has access to appropriate information and physical activity opportunities. They need your help to achieve this.

Please telephone directly on 01698 332607 for further information or email

[**macmillan@northlan.gov.uk**](mailto:macmillan@northlan.gov.uk)

Follow Macmillan on social media: [**Facebook**](#) and [**Twitter**](#).

Get Checked Early

Cancer screening involves testing apparently healthy people for signs of the disease and remains one of the most effective ways to find cancer early. It could save your life.

Find out more at [Get Checked Early](#)

New head of health improvement announced

February 4, 2022



Kerri Todd has been appointed the new head of health improvement following Elspeth Russell's move to public health.

Most recently the health improvement lead for Health and Social Care North Lanarkshire (HSCNL), Kerri joined NHS Lanarkshire in 1999 as a health promotion support worker.

Talking about her appointment, Kerri said: "We have a great team in health improvement and I'm proud to be building on Elspeth's great work.

"Over the next 12 months we'll continue to focus on addressing inequalities and supporting colleagues make a real difference in their areas of specialism. The development of Our Health Together gives us the ideal opportunity to further improve on our excellent inequalities and person-centred approaches as we recover services and move forward.

"Although I've had responsibility for a range of pan-Lanarkshire programmes for a number of years, most recently I've been lead for health improvement in North Lanarkshire, so I'm looking forward to working more closely with colleagues in South Lanarkshire and across the community planning partnership."

Kerri was also full of praise for health improvement staff for their amazing efforts throughout the pandemic, especially as many of them have been redeployed several times.

She continued: "During the last two years our staff have demonstrated what a fantastic group of teams they are.

"They have volunteered for many different redeployments across NHS Lanarkshire, both local authorities and the voluntary sector. This flexibility and dedication has been hugely appreciated by

me, our senior management team and colleagues across all of these organisations.

“Everyone adapted to working from home so quickly and we continue to work creatively with partners to deliver quality health improvement programmes. Our staff have shown remarkable energy and resilience which means we are in a good place to achieve our common goals.

“Ultimately, I know my new role will be a challenging one, however, it’s made all the easier knowing I have such a great team working with me.”

Ross McGuffie, chief officer, HSCNL, added: “Kerri’s appointment is testament to the great results she achieved as our health improvement lead.

“She has a clear vision of how she wants to work with the people across Lanarkshire to not only improve their health, but also how they can be empowered to lead healthy, independent lives.

“This is a great appointment for Kerri, the people of Lanarkshire and health improvement staff who know Kerri and the strengths and vision she brings to the role.”

National hub to review and learn from the deaths of children and young people

February 7, 2022



Background

Scotland has a higher mortality rate for under 18s than any other Western European country, with over 300 children and young people dying every year. Around a quarter of those deaths could be prevented.

With no national system to support consistent reviewing and learning from deaths of all children and young people in Scotland, the Scottish Government commissioned Healthcare Improvement Scotland and the Care Inspectorate to set up a national hub to review and learn from the deaths of children and young people. NHS Lanarkshire's child death review (CDR) team is working together on the initiative to:

- ensure that the death of every child in Scotland is subject to a quality review: develop methodology/documentation to ensure all deaths of children and young people that are not subject to any other review are reviewed through a high quality and consistent review process, and improve the quality and consistency of existing reviews;
- improve the experience and engagement with families and carers;
- channel learning from current review processes across Scotland that could direct action to help reduce preventable deaths.

Dr Donna Corrigan, NHS Lanarkshire paediatrician consultant who is the CDR lead for the project, said: 'We are delighted to be involved in such a meaningful and worthwhile project. Deaths of young

children under any circumstance is tremendously sad for all staff involved and especially difficult for the grieving families. By conducting death reviews, we strive to implement improvements within our systems from any valuable learning gained.”

Who is this for?

Midwives, nurses, medical staff, mental health professionals, child protection staff, local authority staff and general practitioners who have all been involved with the care of the now deceased babies, children and young people.

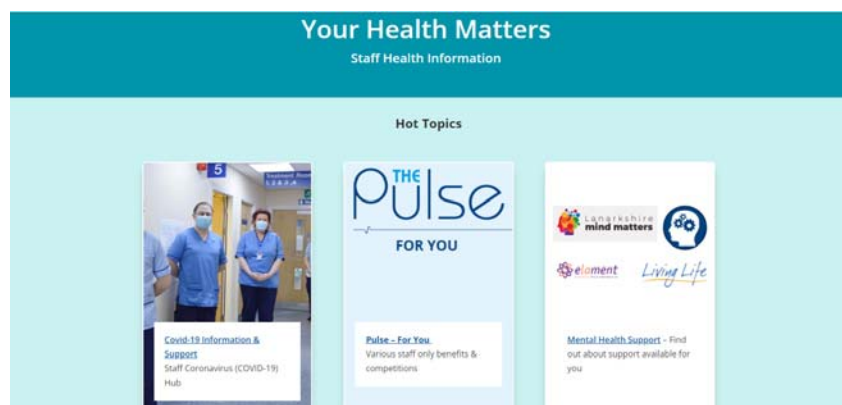
For more information, please visit the child death reviews page on **FirstPort** at <http://firstport2/staff-support/quality-directorate/assurance/child-death-reviews/default.aspx>.

For any queries, please email the CDR team at:

NHSL.childdeathreviewservice@lanarkshire.scot.nhs.uk

Your Health Matters – NHS Lanarkshire staff support hub

February 8, 2022



The [Your Health Matters](#) webpage has been developed within NHS Lanarkshire’s website and acts as an employee support hub for all health and wellbeing concerns.

The page pulls together the various information and support services in place throughout Lanarkshire in one easy to access location, both specifically for NHS Lanarkshire staff and for members of the public, which includes NHSL staff members. Staff who access the page will be signposted to a variety of topics that can impact both their working and personal life, including staff specific initiatives such as Covid-19 support, E-bike loans and Occupational Health, as well as links and guidance on how to access services that may be useful such as; Quit Your Way, Mental Health support, money advice and more.

Simon Martin, health improvement senior – Healthy Working Lives, NHS Lanarkshire said: “Your Health Matters is a one-stop-shop for NHS Lanarkshire employees on all things health and wellbeing that can be accessed at the touch of a button.

“As an organisation, we were well aware of the huge amount of information and support services available and in place for NHS Lanarkshire employees but we were also acutely aware through previous engagement feedback that awareness and accessibility was still an issue.

“The arrival of Covid-19 really brought these issues to the fore, along with the obvious concerns for the mental wellbeing of our staff during prolonged and extreme pressure. It made it even more important for us to create a space where employees could easily find information and services that could be accessed quickly. The initial focus was ensuring that employees were aware of the wide variety of mental health support that was available to them but during that process, it was evident that there were a number of other well-established support services that might be useful to gather together and highlight in one place.

“We chose to use our external website to host this information in direct response to the accessibility issues that many employees had previously mentioned. Now, staff have access to Your Health Matters via computer, tablet or smartphone – anytime they need.”

[View Your Health Matters webpage.](#)

Planning process marks another exciting milestone on journey to new hospital

February 8, 2022



Our exciting vision for a replacement University Hospital Monklands has reached another milestone with the start of the process to seek planning permission.

As part of the process, staff will be able to provide feedback through a public consultation. It will be held in March, before NHS Lanarkshire submits a planning application for its proposal to build the state-of-the-art new hospital at Wester Moffat, a picturesque site on the outskirts of Airdrie.

A Proposal of Application Notice, submitted last week to North Lanarkshire Council, includes an outline of the pre-application consultation, which is part of the planning process for the Wester Moffat site. It also has information on the eye-catching Wester Moffat setting, proposed as the home to a new hospital that will be expertly tailored by architects to the scenic landscape, providing spectacular views and a healing natural environment.

In line with current Scottish Government guidance, the four-week consultation will be online due to the pandemic.

A dedicated website will provide information on issues relevant to the Monklands Replacement Project's planning application to inform feedback from staff, the public and other stakeholders.

The website will also host two virtual public events (Thursday 17 March and Saturday 19 March), which will give the community an opportunity to have live question-and-answer sessions with members of the project team.

Full details of the planning consultation will be publicised when it launches.

See above for a newly-released concept design image showing a view of the hospital exterior looking towards the main entrance.

Previously published design images that show an overview of the campus including proposed parking provision are at www.monklands.scot.nhs.uk. The new Monklands will benefit from increased parking provision.

Monklands Replacement Project director Graeme Reid said: “The project team is absolutely delighted that the planning process is under way, marking another important step forward on the exciting journey to a new hospital for Lanarkshire.

“The fantastic input of our colleagues and other stakeholders has been crucial to the project so far and we look forward to engaging with the community on the plans for the ultra-modern new hospital as we progress through the planning process.”

There’s a host of information, including concept design images, on the Monklands Replacement Project (MRP) webpage – www.monklands.scot.nhs.uk.

*This includes frequently asked questions – <https://www.nhslanarkshire.scot.nhs.uk/get-involved/consult-engage/monklands-engagement/mrp-faqs-wm/> – covering topics including **public transport, parking, road infrastructure, travel assistance for staff** and the site selection process that involved extensive staff and public engagement.*

New Covid treatments reduce risk of more serious illness

February 9, 2022



People in Lanarkshire with Covid-19 who have certain medical conditions are being offered new treatments to help manage symptoms and reduce more serious illness.

A number of eligible patients in Lanarkshire have received letters from the Scottish Government letting them know that because of the conditions they have, they may be eligible to receive one of the new treatments available for Covid-19.

A full list of high-risk patient groups prioritised for treatment can be found on the [NHS Inform website](#).

To be able to receive these treatments, the person must also have a positive PCR or lateral flow test for Covid-19 and have symptoms of Covid that started in the last five days.

There are two types of treatment available to help manage Covid-19 symptoms.

Patients who are eligible are being seen by appointment in University Hospital Monklands and University Hospital Hairmyres, where they are given an infusion of a medicine called Sotrovimab, also known as a neutralising monoclonal antibody (nMAB).

Others who meet the criteria are being offered anti-viral tablets which they can take at home.

Dr Lucy Munro, medical director for Health and Social Care North Lanarkshire, said:

“These new treatments can help make Covid symptoms less severe, make complications less likely and are important in protecting people with very weakened immune systems.

“We advise those who have received letters to get tested as soon as possible if they develop symptoms and to contact the dedicated telephone number highlighted on the NHS Inform website. People who

think they may be eligible but haven't received a letter can check the website to find out if they have any of the conditions on the list.

“Most people who have received the Scottish Government letters and want treatment are making contact with us through the dedicated phone line. In addition, eligible patients who meet the criteria are flagged to our test and protect team who will also make contact with them and highlight the new treatments during the test and protect phone call.

“Getting vaccinated remains the most effective step people can take to protect themselves and reduce chances of becoming seriously ill with Covid. For those who still become infected, these treatments will help alleviate their symptoms, help their recovery and reduce the number of hospitalisations as a result of Covid.”

For more information on the additional Covid-19 treatment options, including accessing the treatment and the dedicated telephone number, visit the [NHS Inform website](#).

Treatment escalation plans – staff update

February 10, 2022



Realistic medicine is a national approach to healthcare which puts patients at the centre of decisions made about their treatment and one such project is now being rolled out across acute wards following a successful pilot.

Formerly known as the hospital anticipatory care plans (ACPs) – which were initially put in place in 2016 – the introduction of treatment escalation plans (TEPs) will ensure patients' wishes are supported with the most appropriate treatment and care while reducing the risk of harm.

TEPs were piloted in a number of wards across the three acute hospital sites, including the emergency department and ward nine at University Hospital Hairmyres (UHH), ward one at University Hospital Monklands (UHM) and ward seven at University Hospital Wishaw (UHW).

They were a result of having to adapt care plans to accommodate the varying needs associated with patients being treated for Covid-19 and non-Covid patients requiring critical care.

Principally, the TEP form is in place to support clinicians in:

- Establishing and documenting an appropriate level of treatment escalation for an individual patient including DNACPR status;
- Delivering care as close to the agreed plan;
- Ensuring patients are supported with the most appropriate treatment reducing risk of harm and or care out of keeping with their wishes;
- Developing their teams in shared decision making;

- Enabling a standardised approach to treatment escalation planning that reduces unwarranted variation in practice.

Following the success of the pilot and feedback from staff involved in the pilot, a revised TEP is now available across all wards with forms available for completion for all patients.

Karen Morrow, NHS Lanarkshire's realistic medicine programme manager, said: "I am pleased to confirm that the revised treatment escalation plan is now available within all three acute hospital stationery stores. An initial stock of the forms has been made available and all future needs can be ordered through PECOS using the order code CAT 391.

"The work of the short life working group and test areas has made this progress seamless. As you will know TEP – formerly known as the hospital anticipatory care plan – had been in place in NHS Lanarkshire since 2016, however, most recently plans were adapted to align with the varying escalation needs associated with Covid-19 illness, non Covid-19 and critical care requirements and treatment.

"It was identified following review to reduce any confusion on what form was appropriate, the revised TEP would encompass Covid and non-Covid illness.

"The test area feedback has been positive, the use of one form with clear procedure guidance has been helpful in supporting staff and patients and their families in escalating treatment discussions. Similarly, the addition of the clinical frailty scale and REDMAP communication guidance has been welcomed by users.

"Please note the new TEP does exclude critical care areas who continue to use specific forms for critical care needs.

"The development of the new TEP has not been possible without the support of all the chief nurses, the short life working group, Dr Calvin Lightbody and Dr Jack Fairweather, who have all been instrumental in taking this forward, and to our executive medical director, Dr Jane Burns. I would like to offer my sincere thanks to everyone involved and who offered their support during what has been the most challenging two years for staff and patients."

Dr Jane Burns, executive medical director added: "TEPs are a crucial part of ensuring we have shared decision making with our patients during their stay in our hospitals and they are a really useful tool in helping to discuss risks and benefits of treatment options."

Latest discounts from NHS Staff Benefits

February 10, 2022



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At Abel & Cole, they truly believe that all you need is less.

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- o Cancel or pause anytime
- o 30-day guarantee

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To secure the discount, simply copy the exclusive discount code and apply it at the checkout stage. You will create your vitamin by taking their two-minute consultation questionnaire which will recommend the seven nutrients best suited to your life.

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<https://www.nhsstaffbenefits.co.uk/deal/50-off-a-starter-box-from-nourished>

- **22 per cent off for NHS staff at LOOKFANTASTIC**

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Europe's number one online premium beauty retailer, LOOKFANTASTIC® is the ultimate destination for all your beauty needs and NHS Staff Benefits have a LOOKFANTASTIC NHS discount for you to enjoy. Carrying over 22,000 products with complimentary worldwide shipping to over 200 countries, they have become the online partner of choice for many leading brands.

NHS staff can save 22 per cent off selected products using the code with the LOOKFANTASTIC NHS discount.

For more information, including terms and conditions, visit:

<https://www.nhsstaffbenefits.co.uk/deal/22-off-nhs-staff-at-lookfantastic>

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Follow on Instagram at: <https://www.instagram.com/nhsstaffbenefits/>

Dedicated webpage offers wellbeing support for care home staff

February 11, 2022



All care home staff in Lanarkshire are being reminded of the [dedicated webpage](#) that has been developed, offering an essential guide for wellbeing support.

In autumn last year, eight downloadable newsflashes were produced focusing on the health and wellbeing of care home staff. The info-updates featured practical support and advice, ranging from managing anxiety, sleeping better to how to create time for yourself. Read the full story on The Pulse at: <https://www.nhslanarkshire.scot.nhs.uk/pulse-special-edition-care-home-wellbeing-newsflashes-complied-in-one-stop-webpage/>

Caroline Martin, senior nurse, who co-chairs the Lanarkshire's multi-agency care home staff wellbeing group, said: "Through our group's work with care homes, we have listened very carefully. It was highlighted to us that it could be challenging to know where to find wellbeing information.

"Since then, our group has focussed on developing and sharing meaningful help and support information, from wallet cards with helpline support to a series of information videos. The newsletter has been a strong addition to that raft of information.

Caroline added: "Although the feedback has been very positive, we are aware of how busy care home staff are. The collation of this series in one webpage means staff who perhaps missed some of the editions, or would like to revisit the tips and guidance, can find them all in one accessible place."

The care home staff wellbeing group is made up of representatives from North and South Lanarkshire Health and Social Care Partnerships, NHS Lanarkshire and Scottish care/care home sector. Its aim is

to ensure that staff are supported, from simple wellbeing provision, to those who require mental health assessment and intervention.

Dr Susan Ross, consultant clinical psychologist and co-chair, was also integral to the webpage launch. Dr Ross said: “Staff told us that the support they access and value the most is from each other.

“During the course of these newsletters we issued an appeal to find out more about what was working for staff, in terms of those naturally occurring supports. We’ve learned that a rich tapestry of innovative peer-to-peer support is exists across the sector. This ranges from formal events like staff appreciation weeks, nomination for award ceremonies, to more ad-hoc and creative means, such as a member of staff in one care home creating a superheroes style caricature gallery of her colleagues.

“This underlines that staff being there for each other has been – and is – a very effective and powerful form of support. Creativity abounds – but this is often achieved by staff just simply listening and talking to each other. The power of having someone who ‘gets it’ cannot be underestimated.”

Dr Ross added: “Where necessary, we aim to support staff to continue to be there for each other, sharing ideas and ensuring they have access to information and resources such as our [psychological first aid module](#).

“It’s also important they know where to reach out to for help when it’s needed. This new web page adds to the support and signposts available.”

Care home staff wellbeing group needs you

If any member of the care home workforce would like to join the wellbeing group, or share their thoughts, please get in touch. The group is 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 caroline.martin@lanarkshire.scot.nhs.uk

Video message from Heather Knox, NHS chief executive – 11 February 2022

February 11, 2022



In this week's staff message, Heather speaks about the Covid-19 cases in Lanarkshire. There is an improving picture with both the number of patients with Covid-19 in hospital and care home cases decreasing. The vaccination programme continues and Heather encourages anyone who requires a vaccine to get this organised.

Heather also speaks about waiting times and the review of the level of general practice services which will be decided on Monday.

The video can be accessed on Vimeo and YouTube using the links below:

Vimeo – <https://vimeo.com/675924671>

YouTube – <https://www.youtube.com/watch?v=1xUQ4l8Zoho>

NHS Lanarkshire welcomes new clinical director of public dental service

February 14, 2022



NHS Lanarkshire welcomes its new clinical director of public dental service, Geraldene Irving.

Geraldene, who lives in Kilsyth, started in the role on 10 January, having previously been the assistant clinical director of public dental service for NHS Greater Glasgow and Clyde.

Geraldene said: “I’m very excited to join the public dental service within NHS Lanarkshire. I’m especially grateful for the warm welcome I have received from the team since I came into post.

“As with all specialties, Covid-19 has had a massive impact on how we work and how we deliver care to our patients.

“It is clear that dental services across Lanarkshire have really pulled together and adapted in order to keep delivering the essential dental treatments that our patients require.”

Geraldene’s key priorities are to remobilise services and to get staff into the roles they were doing pre-Covid – taking on board the learning over the pandemic.

Geraldene added: “Lanarkshire has a fantastic reputation of general dental services and public dental services working together; particularly during the pandemic that really shone through.

“Through the challenge the professions face, there is also a great opportunity to assess everything that we have learned, both the good and the bad, to help shape the way that the service runs moving forward.

“There has been a lot of collaborative working with general dental services. It has enabled us to look at how we can work together to better treat our patients and how we can better use our time and resources.”

Weigh to Go, Linus

February 15, 2022



Being physically active and eating a healthy balanced diet are important for not only our physical health but are also a great way to boost our emotional and mental wellbeing.

To support those who wish to lead a healthier lifestyle, including NHS Lanarkshire employees, there's a free, community adult weight management group, Weigh to Go; held in partnership with South Lanarkshire Leisure and Culture and North Lanarkshire Council.

Rutherglen resident, Linus Gunn, has lost a staggering four stone by attending NHS Lanarkshire's Weigh to Go programme, which is open to all Lanarkshire residents aged 16+ within various North and South Lanarkshire Leisure Centres.

Linus Gunn, aged 24, has noticed incredible results since beginning the programme in Summer 2021, with not only weight loss but a new, healthier lifestyle. Linus said: "I went to my GP with concerns about my weight, and she was really helpful and understanding, subsequently referring me to Weigh to Go.

"Due to the pandemic, I joined the online class where I was able to learn about making healthy eating habits and exercise at home. Then as services re-opened I went to the classes at my local leisure centre as well.

"I was really nervous before attending my first class, but the lessons were really relaxed and informative, my instructor couldn't have been more helpful. I've learned so much about how to manage my nutrition, especially understanding food labels and how to exercise.

"Before joining the programme, I was too self-conscious to go to the gym so I had never been, but the gym staff are so helpful and I now have the confidence to go regularly and feel confident to carry out my exercises and use the machines.

“I’m so proud of myself for losing four stone, but I’m also really happy with my new positive lifestyle changes, motivation and wellbeing.”

Each Weigh to Go class is led by a qualified instructor, and consists of a 45 minute healthy eating and lifestyle interactive chat, followed by 45 minutes of a low impact exercise class, and is open to anyone who wishes to join.

Martin Webb, Lanarkshire Weight Management Service team leader, at NHS Lanarkshire, said:

“Weigh to Go is a great chance to continue to improve your overall health and wellbeing.”

“Hearing stories such as Linus’s is really inspiring and I’m so proud of his progress with the programme, not only because of his weight loss but his new confidence to attend the gym and the positive health and wellbeing changes he’s made in his life.

“I would urge anyone thinking of making any healthy changes to give Weigh to Go a try. The programme incorporates both an education and physical activity element tailored to suit all fitness levels.

“Lanarkshire residents are welcome to come along to be supported on their journey to eat healthier and become more physically active.”

Scott Crone, health development officer, South Lanarkshire Leisure, said: “I’ve had the pleasure of witnessing the progress and changes Linus has made, and can’t congratulate him enough on his hard work and dedication to creating healthy habits.

“Our popular, Weigh to Go classes are available for residents to take part and receive advice on living an overall healthier, balanced lifestyle, including exercise.”

Melanie Menzies, health and wellbeing manager, North Lanarkshire Council, commented:

“Being physically active and eating a healthy balanced diet are important for our physical health, as well as a great way to boost our emotional and mental wellbeing.

“Each week covers different health and wellbeing topics and how attendees can implement these into their current lifestyle.

“We’re looking forward to welcoming all attendees who wish to join.”

If you’re interested in registering or finding out more information, contact:

Culture and Leisure North Lanarkshire – Menziesmel@northlan.gov.uk

South Lanarkshire Leisure – scott.crone@southlanarkshireleisure.co.uk

[North Lanarkshire Leisure Weigh to Go Timetable](#)

[South Lanarkshire Leisure Weigh to Go Timetable](#)

Sexual health colleagues pay fond farewell to clinical support worker Elizabeth Bulloch

February 15, 2022



Colleagues paid a fond farewell to clinical support worker Elizabeth Bulloch who retired on 4 February after a remarkable 41 years' service.

Elizabeth, who worked with the sexual health service at Coathill Hospital, worked with school health for many years before joining NHS Lanarkshire in early 1981 as part of the reception staff with the sexual health service. An opportunity arose for clinical support work and Elizabeth transitioned into role following appropriate training.

Elizabeth has worked in several clinics pan-Lanarkshire over the years but her consistent clinic has been Bellshill.

Elizabeth is married to Gordon and they have a son Gordon, daughter Liza, son-in-law Stephen and granddaughter Freya.

In her spare time, she enjoys spending time with her family, particularly with Freya who she takes to her caravan whenever she can.

Karen Stewart, sexual health team lead, said: "Elizabeth has been part of our team for many years and will be missed by all. I am sure she won't be a stranger and will return to do some bank shifts in the near future."

Success of hi-tech system to spot when hospital patients are getting sicker

February 16, 2022



A digital system being tested as part of plans for Lanarkshire’s new hospital has led to a major boost in patient care.

The technology, which alerts healthcare staff to patients who are becoming more unwell, saw the number of complete patient observations leap from 31 per cent to 100 per cent.

The Patientrack digital patient observations platform, which works in conjunction with Hillrom’s Welch Allyn vital signs monitors, replaced a paper-based system and was piloted at University Hospital Monklands (UHM) – one of the first hospitals in Scotland to use the innovative technology.

The trial was spearheaded by the [Monklands Replacement Project](#) (MRP) as part of its exciting ambition to make the new University Hospital Monklands Scotland’s first digital hospital when it opens around 2028.

The system has now been rolled out across inpatient wards at University Hospital Monklands with a roll-out currently underway at University Hospital Hairmyres. University Hospital Wishaw will be next, with some community services eventually included as well.

MRP redesign lead Donna McHenry, who led the pilot study, said: “Patient observations should be conducted every four hours for the majority of patients, but achieving the desired frequency is challenging.

“Compliance with vital signs monitoring and recording has historically been inconsistent. With busy, noisy wards and healthcare professionals working to the limit in terms of capacity, tasks such as data

recording can sometimes be pushed down the priority list.

“So the pilot study was carried out in two medical wards and two surgical wards at UHM to see whether a standardised electronic recording system could improve compliance and help deliver safer care. It allows healthcare staff at the bedside to record patients’ vital signs on iPads instead of using paper charts.

“The system records key factors including pulse, respiratory rate, blood pressure, temperature, level of consciousness and oxygen saturation as well as the frequency of observations and whether the frequency is correct in the context of the ‘early warning’ score system and clinical observation policy that we use.”

David Watson, senior advanced practitioner at UHM, helped Donna analyse the success of the pilot. He said it led to a notable improvement in electronic compliance for a complete set of observations using the NEWS (National Early Warning Score) system, a tool that calculates an overall score from vital signs that are key to identifying, escalating and prioritising patient deterioration.

David explained: “Pre-pilot recording of vital signs was 31 per cent, but this rose to 100 per cent for the four trial wards during the pilot, with 56,000 electronic observations in total.

“The NEWS frequency reliability – showing observations completed on time – was also 31 per cent using the old paper system compared to 74 per cent for the wards using Patientrack.

“We surveyed staff and the majority agreed that ease of use was a strength of the system. The survey also revealed that staff perceived an improvement in patient safety due to the availability of timely and accurate vital signs, which would suggest an increased likelihood of earlier identification of those patients who are deteriorating.”

The system’s greatest strength is the ability to have hospital-wide visibility of all patients and their NEWS score. This is particularly useful during out-of-hours, when staffing numbers are reduced, and also for critical care outreach teams to ensure they are aware of potential deteriorating patients who may need their support.

University Hospital Monklands chief of nursing services Karen Goudie, who’s a member of the MRP team, said: “Our goal is for the new University Hospital Monklands to be Scotland’s first digital hospital, using systems that allow a more agile response to the challenges the NHS faces. That’s why the current Monklands site is leading the way in taking forward technological advances, such as Patientrack.”

For more information on the Monklands Replacement Project visit:

www.monklands.scot.nhs.uk.

One year on and over 1.4 million vaccinations administered

February 17, 2022



NHS Lanarkshire has administered nearly 1.5 million doses of the Covid-19 vaccination since the mass vaccination programme began.

A total of 1,442,757 doses have been administered since 1 February 2021 when the mass vaccination programme first started. This includes first and second dose and the booster vaccination. There have also been third doses for those at the highest risk.

Lynsey Sutherland, interim general manager, vaccination programme, said: “This is a massive achievement for everyone involved in the vaccination programme and I would like to thank our staff and our local communities for getting us this far.

“This has been the most challenging vaccination programmes Lanarkshire has ever undertaken and it’s not over. Covid-19 is still here, so we want to make sure as many people as possible are protected by being vaccinated.

“We have done everything we can to make it as easy as possible for people to be vaccinated with dedicated clinics for certain age groups and those with learning disabilities or autism, home visits for the housebound, appointments and drop-in clinics for flexibility.

“There are still Lanarkshire residents who have not accessed any doses or have gotten either their first or their first and second but not their booster. We would encourage anyone in any of these categories to please either book an appointment at one of our local vaccination clinics or attend one of our drop-in clinics.

“Staff at all our vaccination centres are happy to chat with anyone who has concerns and offer them reassurance that the vaccines are safe and offer protection, not only to the individual, but to their family, friends and work colleagues.

“We have already administered 537,648 first doses, 505,122 second doses and 399,987 booster or third doses.”

Information on all our vaccination centres listed below is available on our website at <https://www.nhslanarkshire.scot.nhs.uk/covid-19-vaccine/> which also provides details on our drop-in centres. Alternatively, you can book an appointment through NHS Inform either via the helpline (0800 030 8031) or online at <https://www.nhsinform.scot/covid-19-vaccine/the-vaccines/coronavirus-covid-19-booster-vaccination>.

Vaccination centres across Lanarkshire:

- Airdrie Town Hall, Airdrie
- Alistair McCoist Complex, East Kilbride
- Banqueting Hall, South Lanarkshire Council Headquarters, Hamilton
- Braidfute Retail Park, Lanark
- Fernhill Community Centre, Rutherglen
- Link Community Centre, Cumbernauld
- Ravenscraig Regional Sports Facility, Motherwell

Latest discounts from NHS Staff Benefits

February 17, 2022



Save £££s on some great deals both in-store and online, all especially negotiated for NHS staff. To find out more, or sign up to receive all the latest discounts, visit: www.nhsstaffbenefits.co.uk

Here are some of the latest deals from some fantastic brands.

- **30 per cent off bed and breakfast stay at Marine Troon**

Located on the beautiful South Ayrshire coastline, the stunning four-star Marine Troon hotel with refurbishments has everything you need for a relaxing getaway or day trip. Overlooking Royal Troon Golf Club and the dramatic Isle of Arran, this iconic building offers a central point to explore everything from vibrant towns to quiet beaches. Perfect for both adventure lovers, with kite surfing and paddle boarding or those looking to play on championship golf courses across our region.

The leisure club with treatment rooms offers hotel guests a great range of facilities. A full fitness suite, squash court, heated indoor pool, steam room, sauna and Jacuzzi await you. The options of Arran Bar, 1897 restaurant or outdoor terrace offer contemporary, casual dining options with dishes created from local produce, all areas showcase the stunning coastal and golf views.

NHS Staff Benefits members are being offered a 30 per cent discount on bed and breakfast rates. To secure the offer, simply enter the exclusive code into the promo code box on the website when making your booking.

Please note that this package is fully pre-paid at the time of booking.

For more information, including terms and conditions, visit:

<https://www.nhsstaffbenefits.co.uk/deal/30-of-bed-and-breakfast-stay-at-marine-troon>

- **45 per cent off your first box from Green Chef, 25 per cent off your second and 20 per cent off your third and fourth**

Heard of Green Chef? Probably not, they are new and part of the HelloFresh family. They operate a subscription-based meal plan service, delivering the healthiest meals for all types of diets. Green Chef offers a weekly subscription-based menu catering to five different diet options – vegan, vegetarian, lower carb, balanced and keto. There is something for everyone with Green Chef.

All of the fresh ingredients are provided in a box so customers can cook their meals from scratch, with easy-to-follow recipe cards, delivered at a time and day that suits them.

NHS Staff Benefits members are being offered 45 per cent off their first box, 25 per cent off the second box and 20 per cent off the third and fourth box.

To secure the discount, simply copy the code and apply it to your order.

For more information, including terms and conditions, visit:

<https://www.nhsstaffbenefits.co.uk/deal/45-off-your-1st-box-from-green-chef-25-off-second-20-off-third-fourth>

- **Tailored dog food from tails.com with 80 per cent off your first box**

Tailored dog food from tails.com: a kibble recipe made just for your dog. Supports good dog health, from tummies, skin and shiny coats, to joints and more. You get a portion scoop included and your order is delivered to your door every month on subscription.

NHS Staff Benefits members can get tailored dog food from tails.com with 80 per cent off their first box when using the exclusive code. Simply click on the ‘Get Deal’ button and the discount will be auto-applied to your order.

For more information, including terms and conditions, visit:

<https://www.nhsstaffbenefits.co.uk/deal/tailored-dog-food-from-tailscom-with-80-off-your-first-box>

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Follow on Instagram at: <https://www.instagram.com/nhsstaffbenefits/>

Coaching in the workplace

February 18, 2022



Are you interested in developing your career, role or self? Do you need to solve work-related issues? Could you improve relationships with others? If so, read on.

NHS Lanarkshire currently supports more than 50 members of staff to consider these exact questions and more.

Clients are supported by professional accredited coaches who are genuinely keen to offer confidential one-to-one discussions to further develop or resolve areas of interest or concern. Coaches help clients consider and develop the outcomes they wish to achieve and challenge clients to make the changes to be the person they want to be.

Over 50 members of staff have begun coaching with fantastic coaches since April 2021. With a wealth of experience in clinical and non-clinical roles, the coaches genuinely wish to help others.

Sharon Rodgers, organisational learning and development manager, leads on this service. Sharon advocates the benefits all staff can achieve from considering how they can make small or large changes in their work for the benefit of themselves, colleagues and, ultimately, patients and carers.

Sharon said: “Being coached is a challenging and thought-provoking process, not always comfortable, but provides superb personal development. Coaching gives an opportunity for constructive reflection with a coach who will be open, honest and impartial, giving you valuable time and space to explore personal and professional development issues that are important to you.”

Feedback from clients includes:

- *I was able to see I have the ability to achieve and keep going;*
- *I really enjoyed taking the time just to think about me and where I was in my professional career;*

- *I would highly recommend coaching to my colleagues, and already have; it helps clarity of thought, and space to consider the barriers and challenges I face;*
- *My mood and joy at work has improved because of coaching, thank you for this opportunity;*
- *I always felt safe and supported through the sessions.*

If you would like to find out more, email the organisational development team at learningandOD@lanarkshire.scot.nhs.uk. The team would love to work with you to help you move forward in your role.

Simplicity and a human touch key tools in tackling a complex challenge

February 21, 2022



Exemplarily partnership working in Lanarkshire is being used as a foundation to pave the way to better patient care across Scotland.

NHS Lanarkshire is now one of four national ‘pathfinder sites’ for the discharge without delay (DwD) programme. That means work being pioneered locally will be used to inform and shape a nationwide approach to help prevent delays and reduce length of stay in hospital.

Marianne Hayward, programme director for discharge without delay in Lanarkshire, said the key to a complex challenge is simplicity – and a human touch.

“There can be a variety of reasons for a delay to a discharge date but there can be a knock-on impact affecting a person’s health and wellbeing.

“Congested flow in hospital also impacts on how effectively we can admit people for unscheduled care – and it can all add to pressure on the system and those working within it.

“Compassion, collaborative working and communication is the simple but really effective foundation of this programme – and key to addressing these challenges.”

As well as improving links and communication between all agencies, among the other key elements of DwD is planning for discharge at the earliest possible stage. Prioritising and protecting time for this planning to happen effectively is another crucial component. Applying these principles has already yielded marked results locally.

A forerunner to the current approach, called 'Planned date of discharge' (PDD) – which was piloted in University Hospital Hairmyres – led to a sustained drop in delayed discharges.

Figures presented to South Lanarkshire's Integration Joint Board in December 2020 outlined a 60 per cent reduction in people who experienced a delay in getting home, compared to the previous year.

As part of the wider DwD programme, that initial approach has been now been scaled up throughout Lanarkshire.

Ms Hayward added: "We know from feedback that when someone goes into hospital, invariably the first question that's asked is 'when am I going home?' The majority of people are simply very anxious of the unfamiliar and the unknown.

"In essence, the work behind DwD is geared to answering this.

"In many ways this is not a new idea. What we have been introducing and refining is an improved system of working, with smoother, more seamless links between NHS staff, the hospital-based social care workers and the community teams. Our dialogue with families, carers, and of course the patient, is also key."

The programme is being led across Lanarkshire by South Lanarkshire Health and Social Care Partnership (HSCP). The approach was recently endorsed by members of South Lanarkshire Integration Joint Board (IJB).

Soumen Sengupta, director of health and social care said: "Alongside coping with the unrelenting pressures of the pandemic, our staff and partners have remained committed to developing and embracing leading models of care.

"The work already carried out in Lanarkshire bodes well for tomorrow – and is setting a benchmark of exemplary practice."

An animation has been produced to explain the PDD programme and its aims. Viewers can watch at the following link: <https://vimeo.com/524206343>

A sharp change of direction took Annmarie down a wonderful career path

February 22, 2022



In the first in a special series, we look at the people working in the very heart of our communities as part of the Care at Home service.

The service is recruiting now, and you can find out more by visiting: [SLA08839 – Home Carer – | South Lanarkshire | myjobscotland](#)

When a big birthday prompted Annmarie Doherty to assess her life, taking a new direction was “the best decision I ever made.”

Annmarie had worked in retail for 22 years but, when she turned 50, she realised a new direction was needed.

She said: “I knew deep down that I didn’t want to spend the rest of my career in retail – it was changing, and so was I. I had to make the break and I had to challenge myself and it was then that I saw a recruitment advert for a home carer with South Lanarkshire Council.

“As I read about the job, I couldn’t help thinking that it was the job for me – it just felt right.”

Moving into a completely different sector could have been a daunting prospect but Annmarie, from Rutherglen, was put at ease both by the information in the job advert and by what came after she had applied.

She explained: “It said I’d be put through full training for what I would need for the job, which gave me the confidence to apply, and once I was in the process I gained an SVQ and qualifications in moving and handling, palliative care and first aid.

“There are other advantages I’d never expected, too. For instance, I never considered pension benefits before I started but since joining I have been delighted with that aspect, and the discount on using South Lanarkshire Leisure and Culture gyms has been brilliant for my husband and me.”

The best part of the job for Annmarie, however, is the people – both those she cares for and those she works alongside.

She said: “I work in the re-ablement team, dealing with hospital discharges. It is hugely rewarding to be able to help people in a situation that in many cases they never thought they’d have to deal with and were not prepared for.

“Another major factor is that I work alongside a fantastic bunch of carers who helped me settle in so easily when I first started and even now I know I can call them with questions, for help, advice – you name it, nothing’s a bother to them. I can’t thank or praise them enough, and I’m very lucky and grateful to them all every day in my job. It makes such a big difference when you all get on so well and are there for each other.

“I absolutely love my job. Look at it this way: I never in my life had a CV. I went for my first interview in 22 years and I thought what am I doing? But four years on, I have never looked back and I enjoy every day. It was the best decision I ever made.”

Sad passing of our colleague David Yuill

February 23, 2022



It is with great sadness that we have to advise you of the death of David Yuill, a vaccinator with our Covid-19 vaccination service.

Claire Denning, service manager for the Covid vaccination service, said: “David was one of the original staff members of the vaccination service when he started in February 2021 and worked between the vaccination centres at Fernhill Community Centre and the Alistair McCoist Complex.

“David was very highly thought of among colleagues and would make everyone feel welcome, whether they were service users or new members of staff. He was very caring and would always go above and beyond his role to make people feel valued.

“Despite being in the clinically extremely vulnerable group, David chose to continue working and also volunteered with the Scottish Ambulance Service.

“He was a much-loved colleague and he will be greatly missed. Our thoughts are with David’s family and friends.”

Latest discounts from NHS Staff Benefits

February 24, 2022



Save £££s on some great deals both in-store and online, all especially negotiated for NHS staff. To find out more, or sign up to receive all the latest discounts, visit: www.nhsstaffbenefits.co.uk

Here are some of the latest deals from some fantastic brands.

- **45 per cent off meal replacements from Exante**

Exante is more than just a weight loss brand – they are all about helping and supporting their customers from all walks of life, whether it be if they are on a weight loss journey or struggling to maintain a healthier and happier lifestyle as their busy schedules just do not allow them to. Exante know life can get really busy sometimes and it can be really difficult to keep up a healthy diet when you just do not have enough hours in the day.

Exante is giving NHS staff 45 per cent off meal replacements using the exclusive voucher code. To access the offer, copy the code and enter it at the checkout stage.

For more information, including terms and conditions, visit:

<https://www.nhsstaffbenefits.co.uk/deal/45-off-meal-replacements-from-exante>

- **16 per cent off on all airport transfers**

HolidayTaxis.com can arrange any type of transfer from airports, ports, train stations and between addresses for any party size in over 21,000 resorts and cities in 150 countries worldwide.

They provide a wide range of quality and affordable private and shared vehicles, including airport taxis, shuttles, minibuses and luxury limousines. Their professional drivers are the perfect solution to ensure a hassle free journey and start your holidays earlier.

NHS staff can save 16 per cent off all airport transfers. Simply copy the code and use the link to access the offer (you may notice the promo code is automatically applied.)

For further information, including terms and conditions, visit:

<https://www.nhsstaffbenefits.co.uk/deal/16-off-on-all-airport-transfers>

- **25 per cent off men's and women's footwear from Fitflop**

NHS staff are being offered a 25 per cent discount off all purchases when shopping online with the Fitflop NHS discount.

Start living your life in comfort and style, Fitflop engineer their shoes to promote optimal body alignment and compliment your natural walking style. From casual trainers to elegant workwear, you will find the perfect style for your days and nights. Fitflop puts comfort first and has a range of trainers, sandals, shoes and boots for both men and women.

You will find every style which puts comfort and lightweight technology at the forefront designed to complement each silhouette and feel good throughout the day. Browse boots, slippers and shoes in array of trendy new styles and designs.

To access the offer, copy the exclusive voucher code, visit the Fitflop website and apply the code at the checkout stage when ordering.

For more information, including terms and conditions, visit:

<https://www.nhsstaffbenefits.co.uk/deal/25-off-mens-womens-footwear-from-fitflop>

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Launch of Healthy Smiles animation

February 24, 2022



An animation promoting good oral health and healthy eating for young children has been unveiled by the Lanarkshire Chinese Association (LCA) in support of the Chinese New Year.

New College Lanarkshire graduate Ruben Fernandez created the film designed to encourage regular tooth brushing and healthy eating choices. He was commissioned by the LCA while a student of 'HND 3D Computer Animation' at the College's Motherwell Campus.

The three-minute-long animation had its debut at the bowling pavilion of Hamilton Palace Sports Ground as part of the LCA's annual general meeting and Chinese New Year celebrations.

The film features a tiger cub character conceptualised by Ruben to reflect the fact that 2022 is the Year of the Tiger in the Chinese zodiac.

Ruben, who is originally from Spain and now lives in Blantyre, said: "I felt so good when I finished the project and seeing that the association love the final product is a bonus point.

"I really enjoyed animating the character – this is the stage when you give it life and imagine his personality, how he speaks and how he acts."

Lecturer Scott McKenzie, HND 3D computer animation course leader, said: "Ruben Fernandez's stunningly-professional animated short will help to improve the quality of life and wellbeing of children of Lanarkshire's Chinese community.

"Ruben's educational animation promotes oral health and hygiene in a manner that is humorous, attractive to a young audience and beautifully executed."

The Healthy Smiles project is funded by the Scottish Government through its oral health community challenge fund, which provides £35,810 over three years to improve oral health among infants and families in the Chinese community in Lanarkshire.

To watch the animation, visit: <https://youtu.be/S9PeJEMc1mE>

Salus helps staff to manage their mental health

February 24, 2022



Salus occupational health case management mental health support service is helping to assist NHS Lanarkshire employees to better manage their mental health.

Referral to the service is offered to employees who are absent from work as a consequence of mental health issues and can be accessed via the EASY team on 01698 759310.

Once registered, a health and life circumstance assessment will be conducted by a qualified health care professional, known as a case manager, with experience of supporting people with mental health difficulties.

The assessment allows the opportunity to:

- Explore the range of contributing factors that affect mental health and wellbeing at personal, professional and environment levels;
- Design supportive techniques/interventions to manage current condition;
- Explore practical solutions to address any factors that are adversely impacting overall wellbeing.

Employees receive support from a designated case manager for up to 20 weeks in the form of regular progress reviews.

Cathy Evans, regional manager, said “The service has been a valuable support to many NHS employees over the past year. Feedback from the service has been excellent with many people reporting that they felt listened to, their problems were addressed and they had a clear plan of the way forward to enable them to improve their health and return to work.”

For further information, visit: <https://www.nhslanarkshire.scot.nhs.uk/your-health-matters/>, under the SALUS button.

Hospital waiting times highlighted in the media

February 25, 2022



University Hospital Monklands recently featured on BBC Reporting Scotland in a hard-hitting report on NHS waiting times.

Lisa Summers, health correspondent of the BBC, interviewed a number of our staff about the steps being taken to address the issue of rising waiting times, highlighting the concern by our clinicians about the welfare of patients and also the continued pressures with Covid still in the community. A number of our departments were involved including radiology, theatre and endoscopy.

This was an opportunity for NHS Lanarkshire to highlight the many ways being adopted to address the growing pressure on waiting lists with the use of new technologies.

You can access the coverage in the video below.



Referring inpatients to Quit Your Way

February 25, 2022



Managing patients nicotine withdrawal in a supportive manner and prescribing appropriate medication where required may prevent the patient from becoming agitated or anxious, making their stay in hospital more comfortable.

The Management of Nicotine Addiction Assessment (Inpatient) Tool (MNAAT) should be used as part of the admission procedure to inpatients who smoke, to prevent them from experiencing acute nicotine withdrawal and is an important part of patient care.

Robert Sterritt, who quit smoking after being referred during his stay in hospital, said: “I found out about Quit Your Way whilst I was in Hairmyres hospital after I had a heart attack. My nurse asked me if I smoked, and when I responded I did, she asked if I would like referred to Quit Your Way.

“I started Nicotine Replacement Therapy whilst I was in hospital, and was issued with patches and gum. I was also shown how to apply the patch and given the tip to remove before sleeping as I experience sleep disturbances from the nicotine.

“The Quit Your Way team supported me after my hospital stay by sending me out my NRT, it’s been about six weeks now that I’ve been smoke-free and I previously smoked around 40 cigarettes per day.”

Jackie MacDonald, team leader – Quit Your Way, said: “The best way for NHS staff to help their patients who smoke to improve their health and prevent readmission to hospital is to offer them Nicotine Replacement therapy and refer them to the Quit Your Way service.”

Find out more information about the MNAAT

Visit the Quit Your Way dedicated [FirstPort page for acute referrers](#), or phone our local helpline on **07813 569289**, which is available Monday to Friday from 9am until 5pm.

The local Lanarkshire helpline is 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

Staff to have their say on health and wellbeing at work

February 28, 2022



‘Your Health Matters - Your Opinion Counts’ - staff video -
28 Feb 2022

Staff across NHS Lanarkshire are being given the opportunity to have their say on health and wellbeing at work.

‘Your Health Matters – Your Opinion Counts’ will be one of the platforms used to give staff a voice and encourage everyone to contribute in shaping the staff health and wellbeing strategy.

The survey will be live from 14 March to 10 April. All staff will be given the time to complete the survey in working hours.

In advance of the survey launching, Lesley Mackay, project manager for the health and wellbeing strategy, is available to be invited to team meetings to discuss what matters to your team.

Bookings need to be made for dates between 28 February and 13 March.

Lesley said: “The feedback we receive from ‘Your Health Matters – Your Opinion Counts’ will help us to focus on what is important to staff and help generate staff health and wellbeing priorities.

“The more staff who take part in this engagement process, the stronger the staff voice and the more reliable and robust the data will be.

“As no one size fits all, we have adopted a mixed mode approach to encourage you to contribute. You can complete the survey, have a conversation at your team meeting or join us at one of the virtual events.

“I appreciate that taking part is an additional demand on your time, but your feedback is really important to ensuring that staff health and wellbeing is at the heart of making NHS Lanarkshire a great place to work.”

The survey is confidential. No one will be able to identify your individual response. The information you enter into the survey will be completely anonymised.

To request Lesley to attend one of your staff meetings, please email a date and time to:
Lesley.Mackay@lanarkshire.scot.nhs.uk

‘Please. Be Kind’ – nurse’s poignant plea – as reports of violence and aggression continue

February 28, 2022



A Lanarkshire nurse is fronting a poignant stand against those who direct any form of abuse to health and social care professionals.

Linzi Munro, a care home liaison nurse, has also made a heartfelt plea for kindness in a video featuring photography of frontline staff.

All participants have been subjected to some form of hostility in recent months – indicative of wider reports that staff and partners continue to experience violence and aggression from a minority.

Although individual experiences have not been disclosed – the strain depicted in the photography has been described as ‘palpable’.

In a straight-talking clip, Linzi asserts the situation is ‘simply unacceptable’.

“We know the last two years has been a really tough time . . . we know it can feel like it’s never-ending.” Linzi explains.

“We know the pandemic and its very real impact can lead to feelings of frustration, doubt and fear

“We also know and understand that patience can wear thin, people reach their wits end . . . and emotions can boil over.”

Linzi continues: “But please remember as health and social care staff we are committed to caring – no matter the circumstances

“We are human too – and we carry worries and concerns of our own.

“It’s often not easy. But we keep going.”

In an emotive conclusion, the nurse of 13 years adds: “We will continue to be here for you – no matter what the future holds.

“But violence and aggression is simply unacceptable.

“And as we continue to navigate through these testing times, our plea is simple – and from the heart. Please bear with us.

“Please. Be kind.”

Heather Knox, chief executive of NHS Lanarkshire, Soumen Sengupta and Ross McGuffie respective chief officers of South and North Lanarkshire Health and Social Care Partnerships, said they stood squarely behind all staff and partners.

“Health and social care continues to be a positive, vibrant and rewarding sector to work in, whether that be in primary care, community, hospital or with one of our partners.

“As much as it’s very challenging it is very rewarding – the vast majority of people are patient and very appreciative.

“Sadly, however, we continue to hear reports from our staff that they are on the receiving-end of unpalatable behaviours from a minority. The impact of that can be far reaching and the strain caused is palpable on the faces of those in this video.

“We have supports available for those affected but prevention is better than cure: any form of violent or aggressive behaviour, be it verbal or physical, towards our staff will not be tolerated.”

The statement added: “We are incredibly proud of the ongoing efforts and commitment of our services and would strongly reiterate Linzi’s very powerful and over-riding message:

“Please. Be kind.”

‘It’s not on’: caring Linzi takes a stand

As a care home liaison nurse, Linzi has been integral in supporting care homes in Lanarkshire throughout the pandemic, particularly during times of outbreaks.

As well as care home staff and residents, her role sees her work in partnership with a variety services, from primary care, community and hospital staff.

Linzi said: “We’ve been living in a pressure cooker situation for two years. There’s comprehensive wellbeing support available but from my point of view, we get through tough times by speaking to each other, supporting each other and sticking together.

“Most people are supportive of health and social care staff, but I have heard accounts from my colleagues across services of some of the abuse they encounter when feelings boil over.

“My colleagues in the clip are among those who have experience verbal abuse in particular. I wanted to be part of this video to take a stand against that.

Linzi added: “We completely get that people are tired and frustrated. But we are human too.

“We are all in this together and support and kindness can go a long way to helping those who have dedicated their lives to helping others.”

Support provided to help staff with challenging telephone conversations

February 28, 2022



With appointments having to be rescheduled or cancelled over the past two years, call handling staff have frequently found themselves being victims of telephone abuse and aggression.

To help provide staff with the tools needed to help them in having these challenging conversations, a suite of online training sessions were carried out.

The 90-minute training sessions, which were held on MS Teams, saw 320 staff members being given the opportunity to receive help and advice on how to handle difficult telephone conversations.

Elaine McGuinness, senior organisational development advisor, said: “Staff are at times facing increasing criticism, concerns and complaints and sometimes being subjected to challenging and aggressive behaviour on a greater scale than has been experienced in the past.

“The public are becoming more frustrated as NHS services face increasing pressure, long delays and uncertainties about waiting times. When people are feeling vulnerable they may behave in ways which can be challenging and unpredictable and this is taking its toll on the health and well-being of our staff on the receiving end.

“Communicating by phone presents its own set of challenges, the training sessions aimed to support staff to manage challenging calls, maintain composure and confidence during difficult phone calls.”

The training sessions helped participants to recognise factors that can cause conflict to escalate and help them maintain composure and confidence during difficult phone calls.

The training also gave staff specific skills to structure and control challenging calls and help improve their self-confidence to manage difficult conversations.

Lynn Tweeddale, clerical officer, who attended the course, said: “I found the course extremely helpful and have already starting putting the tips that I learned into action.

“For example, during difficult calls I now know to keep an eye on the speed of my speech. When you talk quickly a patient may feel that they are being told off.

“If a patient talks over me, I make a point of listening to what they are saying rather than continuing with my sentence so illustrate that they are being well heard.”

Future training events on violence and aggression will be advertised via the Staff Briefing when they are finalised.

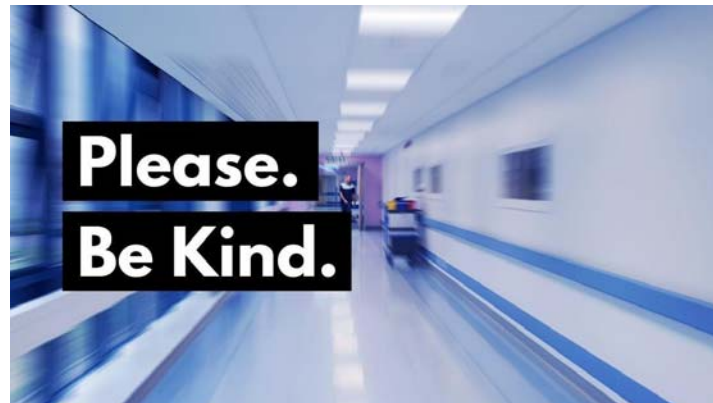
Full details of all health and wellbeing support available to health and social care staff is available at the following link: <https://www.nhslanarkshire.scot.nhs.uk/your-health-matters/>

Access to training and support for Local Authority employees is also available:

- North Lanarkshire Council employees should visit MyNL <https://mynl.co.uk/>
- South Lanarkshire Council employees should visit:
https://www.southlanarkshire.gov.uk/info/200254/employee_information

Support available to prevent and manage acts of violence and aggression at work

February 28, 2022



Staff are being reminded of the support that is available to them in preventing and managing acts of violence and aggression (PaMoVA) at work.

PaMOVA training is available to all staff across NHS Lanarkshire. It is designed to complement the knowledge and people skills our staff have and build upon their experience in their job role.

The training includes a focus on the importance of developing a positive and supportive relationship with patients and visitors as well as supporting staff to safely deal with situations. This may include how to react in certain situations or when to remove themselves or others to a place of safety and how to positively intervene to avoid or reduce harm to the patient or others.

The first stage of the training is an eLearning LearnPro module, which is required to be completed by all staff. For staff without access to LearnPro, a half day face-to-face training session can be arranged.

Gordon Gray, Head of Health and Safety, said: "Incidents of violence and aggression are not an acceptable part of anyone's job, although we know that it affects a number of staff and patients.

"Our training is designed to reduce as well as manage incidences of abuse towards staff if they occur through a variety of de-escalation techniques and intervention strategies.

"The training courses are provided as part of NHS Lanarkshire's commitment to maximising the personal safety of all staff and support patient safety.

"Following the completion of the e-learning module, staff can request to participate in module two and/or three if required as part of their job role. Participation in these modules is based upon a risk

assessment approach. Full details of the risk assessment can be found in the [PaMOVA policy](#), which also outlines how to debrief and support staff following an incident of aggression or abuse.

“The majority of staff who have completed modules two and three to date have been from the mental health and learning disability service, with some staff from acute and health and social care partnerships also attending.

“During 2020/21 we had 6,515 members of staff taking part in our courses and we have had positive feedback from those who attended.

“I would encourage everyone to access and participate in the PaMOVA training that is suitable for their job role.”

You can access learnPro from any computer using the following link <http://nhs.learnprouk.com>

To book a space on module two or three, please visit [the PaMoVA FirstPort page](#).

If you would like further support on what level of training is suitable for you, please e-mail

Andrew.Campbell@lanarkshire.scot.nhs.uk or

Steven.Wheeler@lanarkshire.scot.nhs.uk.

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