



Hello my name is...

STAFF across NHS Lanarkshire are getting behind the #hellomynameis campaign to help further improve patient care.

The campaign was launched by Dr Kate Granger, who is a terminally ill cancer patient. She started the campaign after a hospital stay in England last year when she observed that many staff looking after her did not introduce themselves before delivering care.

Frances Dodd, divisional director of nursing, said: "Introducing yourself to every patient is fundamental in providing patient-centred care.

"We all know that the little things make a massive impact on patients. By introducing yourself, you can help establish a friendly and trusting relationship with your patients. Compassion is central to great healthcare."

i You can support Dr Granger's campaign on Twitter by sending her a message at @GrangerKate including your name and the phrase #hellomynameis

SMOKERS CAN HELP

Doctors are calling on smokers to support the ban on smoking on NHS premises.

Respiratory consultant Dr Soong Tan and consultant paediatrician with special interest in respiratory paediatrics, Dr Carol Dryden, say the support of smokers could help reduce the number of people who will develop a respiratory illness in the future.

They made their appeal to promote NHS Lanarkshire's no smoking policy which bans smoking on its grounds. The policy aims to protect people from second-hand smoke, prevent future generations from starting and offers services to those who wish to stop.

Dr Dryden said: "I can appreciate why a smoker may believe they are not doing any harm to others by having one cigarette outside in an open space.

"But as a health-promoting organisation,

NHS LANARKSHIRE APPEALS TO SMOKERS TO SUPPORT BAN AND SET A GOOD EXAMPLE BY NOT LIGHTING UP ON HOSPITAL GROUNDS

● STUB IT OUT: Dr Carol Dryden and Dr Soong Tan ask smokers to show their support for smoke-free hospital grounds

we want to set a good example to the next generation so they do not see smoking as normal.

"We know that more than 70 per cent of people who smoke wish they had never started, which is why we're appealing to them to help us set a good example to the next generation and prevent them from starting an addiction which they will later regret.

"By simply not smoking on health premises, they can help us do that."

Dr Soong Tan added: "As someone who's well aware of the damage smoking can do, I would obviously prefer people to give it up altogether. But we're aware not everyone is ready or wants to stop.

"All we're asking is that they help us to discourage other people from smoking on the grounds by not smoking themselves.

"We also want to make them aware that although it might only be one cigarette for them, others before and after them will also have had just one which means that for patients and staff in the hospital, there is a constant presence of cigarette smoke hanging around the entrances.

"It makes what is supposed to be a healthcare environment, unhealthy and unpleasant."

i For advice on how to stop, call 0300 303 0242 (Mon-Fri, 9am-5pm), text 'advice' to 81066 or visit www.nhslanarkshire.org.uk/HealthyLiving/StopSmoking

Welcome to the **Pulse**



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Editorial **Policy**

As the staff newspaper of NHS Lanarkshire, *the Pulse* aims to celebrate the work and achievements of staff and services. It also shares information about the changes and issues that affect staff at work. We would like to hear your thoughts and suggestions about the kind of stories you would like to see in *the Pulse*. Contact Fiona (below) with your stories, comments and ideas.



GOT A STORY?

If you have any ideas, stories or features you would like to see included, or would just like to tell us what you think of *the Pulse*, please get in touch...

Fiona O'Dowd

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Email: fiona.o'dowd@lanarkshire.scot.nhs.uk

The deadline for contributions to the next issue of *the Pulse* is Friday 5 June.

COMMITTED TO THE BEST CARE

NEW ACUTE SERVICES DIRECTOR HEATHER KNOX IS DELIGHTED TO JOIN NHS LANARKSHIRE TEAM

NHS Lanarkshire's new director of acute services has an ambition to provide the best person-centred patient care.

Heather Knox was born in the Borders and grew up in Fife. She joined NHS Lanarkshire after moving from her post as director of acute services in Fife and was previously employed as director of regional planning for the west of Scotland.

The director, who is also a personal coach, has identical twin daughters who are 19 years old.

Heather said: "I completed a degree in sociology. I was really interested in medical politics and did my dissertation on attitudes

I TRY TO SEE SERVICES FROM THE PATIENT'S PERSPECTIVE AND YOU WILL OFTEN FIND ME CHATTING TO PATIENTS"

to IVF, examining people's views and ethical issues.

"I then completed a postgraduate degree in health research, which was sponsored by the Medical Research Council. As part of that, I undertook a course on health management. I really enjoyed it and joined the graduate management training scheme."

The training scheme saw Heather move to London, where she became the youngest general manager of a London NHS hospital at the age of 27.

Heather then moved to Glasgow Health Board, where she held a general manager role over seven sites in north Glasgow before accepting the role of director of regional planning for the west of Scotland.

Heather added: "I stayed in the west of Scotland planning role for approximately eight years.

My daughters were young and I wanted to see as much of them as I could and in the planning job, the hours were more manageable.

"When they went to

university, I decided that I wanted to get back to operational management as I really enjoy being in the hospital environment. I took a secondment to NHS Fife as their director of acute services for 18 months before applying to my current post in Lanarkshire."

Heather continued: "When I worked in the west of Scotland, I always wanted to work in Lanarkshire. I worked with a lot of the directors very closely and was struck by how strong the team was. It was this that drove me to apply for this job.

"I try to see the services from the patient's perspective and you will often find me sitting chatting to patients to hear their views. I often start meetings with a patient story and I will ask my team when they last spoke to their patients and what they learned.

"I am committed to improving the quality of healthcare for patients and I intend to build on the successes of Lanarkshire's existing services to ensure they meet the needs of patients now and into the future."



QUALITY: Heather joins NHS Lanarkshire from NHS Fife

Death of PPF's Felix Mulholland

THE former chair of the North Lanarkshire Public Partnership Forum (PPF), Felix Mulholland, sadly passed away in April.

Stephen Kerr, head of north Lanarkshire CHP (Interim), said: "Felix stepped down from his role as chair due to ill health but he continued to be actively involved in the work of the PPF.

"Felix was not only a well-respected and valued member of the PPF due to his level of commitment through his years of involvement, but was also very well-liked and highly thought of by his fellow members and those who worked with him. Felix will be a huge loss and our condolences go out to his family."



RESPECTED: Felix will be sadly missed

DID YOU KNOW?

You can tour the new lab on Wednesday 13 May. To book, call 01698 366391 or email heather.hunt@lanarkshire.scot.nhs.uk



TESTERS: Claire Cullen, biomedical scientist, and (far right) Pamela Alexander, biomedical scientist

FAB LAB

WISHAW'S BLOOD LABORATORY IS NOW FULLY AUTOMATED, GIVING FASTER RESULTS

WISHAW General Hospital is now home to one of the largest automated blood science laboratories in all of Scotland.

Thanks to a service redesign, the new fully automated laboratory analyses and diagnoses all samples from primary care as well as all Wishaw inpatient and outpatient blood samples.

It now carries out more than ten million investigations, with a further four million at the Monklands and Hairmyres labs.

Jacqueline McGuire, consultant biochemist for NHS Lanarkshire, said: "Previously, each hospital laboratory would manually process its own samples from its inpatients, outpatients and GP population. We had different procedures and practices on each site due to the different equipment that was used."

"Centralising primary care samples together on one site allowed us to employ state-of-the-art technologies to provide a more efficient and effective service. Every

piece of equipment we now have is through one supplier, Roche.

"We now have a 'tracked analyser system' at Wishaw laboratory. On a daily basis, thousands of specimens are booked into the system with a unique barcode. This barcode allows the system to know exactly what to do with each specimen and will prioritise emergency requests. This includes fully automated specimen sorting, centrifugation and aliquoting.

"The track transports the samples around between the analysers and will

store them within an online cold room after completion. These were all laborious tasks that previously had to be completed manually and were prone to error."

The system has helped to reduce turnaround times and increase the consistency of quality results.

Jacqueline added: "The staff have been dedicated in transforming the service provided by the laboratories. They have embraced all the changes and we now have a fabulous laboratory service, which we are all very proud of."

£7.8m Kilsyth Community Health Centre is open

THE new Kilsyth Community Health Centre is now open.

Construction of the £7.8 million centre was completed at the start of April and it opened to patients at the end of that month.

General manager of the North West Unit Owen Watters said: "The migration process of moving all the staff – healthcare workers, GPs and support staff – from the existing centre to the new one went well and I would like to thank everyone for their co-operation and support during this process.

"The feedback we've had from everyone who has used the new

centre has been positive with everyone appreciating the new state-of-the-art premises."

Next to open is the new Hunter Community Health Centre which will open its doors to new patients at the end of May.

General manager of the South West Unit Tom Bryce said: "The migration process to the new centre is about to get under way.

"Some staff have already visited their new base with everyone else kept informed and updated.

"All are looking forward to the move and to treating patients in the new centre."



ON SITE: Calum Campbell (third from right) and Colin Sloey (fifth from right) visit the new centre

WE'RE READY

SERVICES at Hairmyres have been enhanced to cope with any additional patients who come to the hospital once the A&E department at the Victoria Infirmary in Glasgow closes in May.

NHS Greater Glasgow and Clyde is planning public awareness activity to advise people which services they should use following the opening of the new South Glasgow University Hospital and the closure of the A&E at the Victoria. The Board will also ensure that GPs in the area are aware of referral procedures to Glasgow hospitals.

There will be no changes to the referral pathways for planned care: Lanarkshire GPs who normally refer into Glasgow's hospitals (largely the Camglen practices) will continue to do so when services move from the Victoria Infirmary to the South Glasgow University Hospital.

HAIRMYRES HOSPITAL GEARS UP TO COPE WITH EXTRA PATIENTS ONCE VICTORIA HOSPITAL'S A&E DEPARTMENT CLOSES IN MAY

However, as with any change in services, it is important to have contingency plans in place for unplanned patient activity and we are planning to augment our services at Hairmyres in order to help facilitate the change.

Colin Sloey, director of strategic planning and performance, said: "We have been working with NHS Greater Glasgow and Clyde, Scottish Ambulance Service and senior clinicians in NHS Lanarkshire regarding the arrangements for the management of unplanned patient activity.

"As part of our planning process we have completed a detailed analysis, using data provided by NHS Greater Glasgow and Clyde and the Scottish Ambulance

Service, to assess the numbers and case mix of patients that could potentially attend Hairmyres Hospital once the Victoria Infirmary emergency department closes.

"Capacity plans linked to these scenarios have been prepared to ensure that the site can accommodate additional patient activity. This includes changes to the staffing levels and physical environment such as increasing capacity within the emergency department and intensive care."

A new Hospital at Home service will also be rolled out in the Hairmyres catchment area. This is a multidisciplinary acute care team, made up of NHS Lanarkshire consultants, advanced assessment nurses,

AHPs and CPNs, who will deliver specialist, co-ordinated and comprehensive assessment and care for frail older adults in their own homes.

It will initially be offered to patients in East Kilbride and Strathaven and will incrementally roll out to cover the full hospital catchment area.

Colin added: "We will be assessing any changes in attendance rates, including a regular monitoring process with NHS Greater Glasgow and Clyde and the Scottish Ambulance Service in the first few months following the closure of the Victoria Infirmary. This data will be used to inform longer-term developments at Hairmyres to meet any changing patterns of demand."

Staff praised for helping identify places of violence

NHS Lanarkshire staff have been praised for their efforts in helping to reduce violent assaults.

The plaudits have come from the violence reduction unit (VRU) of Police Scotland following A&E reception staff in Monklands, Hairmyres and Wishaw General hospitals' ongoing support for a programme which records when a patient presents at A&E as the result of a violent assault.

The Lanarkshire Assault Injury Surveillance Programme (LAISP) involves NHS Lanarkshire, Police Scotland and the VRU and sees A&E reception staff gather information within a care plan, such as when and where an incident occurred and whether a weapon was involved. This anonymised information is then given to the police to help them:

- identify licensed premises where violence/assaults have taken place
- inform Lanarkshire 'campus cops' when it involves a school
- use in Lanarkshire police division tactical meetings
- compare police violent incident reports with A&E department information.

Karen McGuigan, assault injury surveillance programme manager, said: "This information doesn't contain any patient identifiable details but what we do collect allows the police to identify possible trouble spots such as clubs or bars where violence occurs so they can monitor it and take any action which they feel is appropriate.

"We appreciate that collecting the assault injury surveillance data can be challenging for A&E reception staff working in busy departments and, over the past



SURVEILLANCE SUCCESS: Members of the LAISP met recently to celebrate the work of the programme and thank A&E reception staff for their support

year, we've been delighted with the number of care plans which have been completed for patients who have been assaulted.

"It was for this reason that we and the police wanted to go on record to thank them for their efforts which are indirectly helping to make individuals and communities safer."

i For more information on LAISP, see the dedicated page on FirstPort at: <http://firstport2/resources/programme-projects/assault-injury-surveillance/default.aspx>



VISION TO REALITY: how the new intensive care unit at Monklands Hospital will look

Building work gets the green light at hospital

PLANS to expand and refurbish the operating theatres and intensive care unit (ICU) at Monklands Hospital have taken a major step forward.

The Scottish Government Capital Investment Group has approved the full business case for the £19 million investment programme.

Colin Lauder, NHS Lanarkshire head of planning and development, said: "We are delighted that the Scottish Government has approved the full business case.

"Monklands Hospital is the subject of ongoing investment through the NHS Lanarkshire Board to ensure that all facilities are able to support the ever-increasing levels of demand for specialist acute clinical care.

"This investment shows our commitment to meeting the needs and

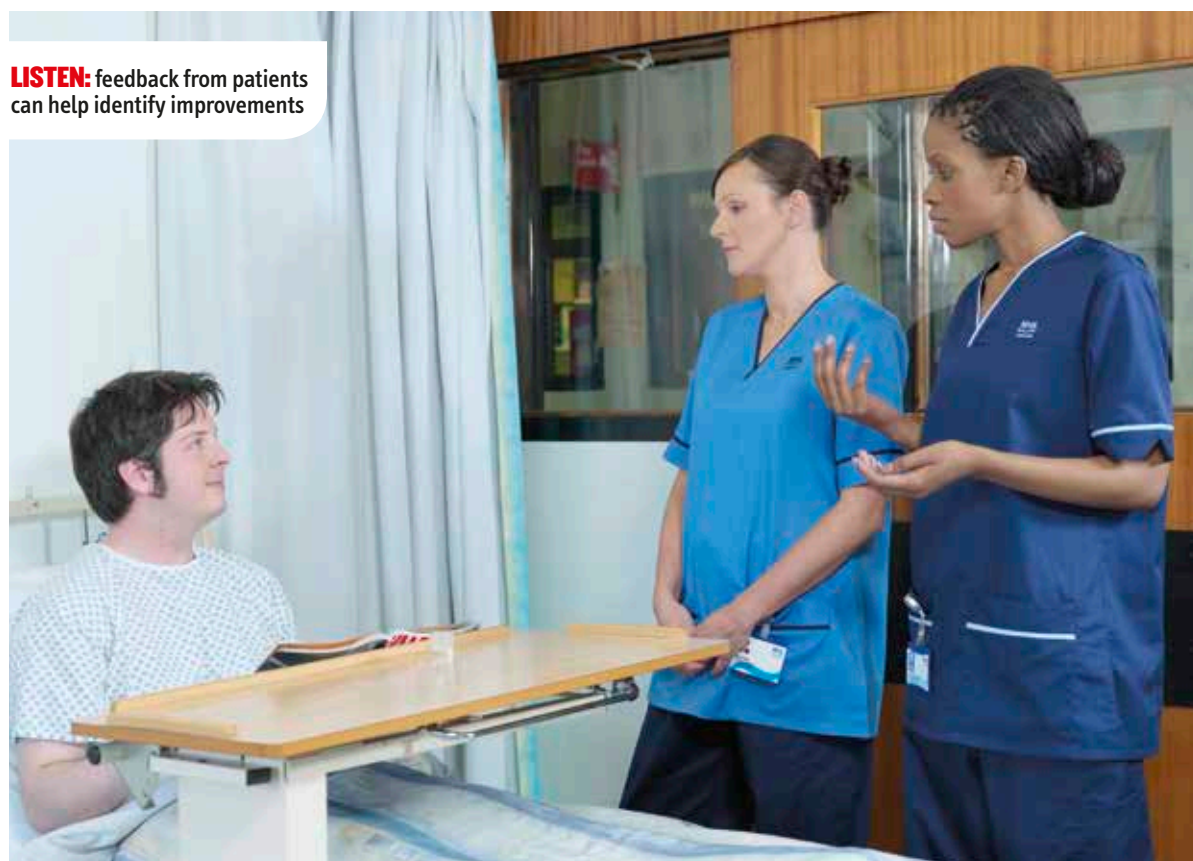
aspirations of both patients and staff."

Under plans, the seven existing theatres would undergo an extensive refurbishment programme alongside the construction of a new build 10-bed ICU. This will be located on the ground floor between the main building and renal/infectious diseases unit.

The Monklands Hospital site has been subject to a lot of improvement works and continued investment. In addition to the theatre and ICU upgrade, work is ongoing to create a new pathology laboratory (£1.8 million) and the Lanarkshire Beatson (£22 million) will open later this year.

This is on top of the new Maggie's Centre which opened last year and the investment of over £30 million in maintaining the infrastructure at Monklands over the last six years.

LISTEN: feedback from patients can help identify improvements



KEEP YOUR EAR TO THE GROUND FOR GOOD IDEAS

FEEDBACK HELPS US DISCOVER IMPROVEMENTS – SUCH AS KEEPING NOISE TO A MINIMUM IN WARDS

LISTENING to feedback is really important to help identify any areas for improvement.

Patients and visitors who share their experiences and views allow NHS Lanarkshire to respond, learn and, where required, make any necessary changes.

Ruth Thompson, chief of nursing services at Monklands Hospital, said: “We invite patients in each of our wards to tell us about their experience during their stay in hospital.

“One of the issues raised was about the noise levels on the ward. A noisy environment can affect communication, create negative feelings and cause interruptions to care and treatment. We also recognise the importance of rest during treatment and recuperation.

“Since receiving this feedback

we have introduced the ‘Shhh... initiative’ onto some of our wards.”

Posters have been placed around the ward as a reminder to keep noise to a minimum. There are also “You are now entering a quiet zone” posters at the ward entrance.

‘Chatter trackers’ have also been installed in the main corridors of the ward. These traffic light systems work as a visual reminder that the level of noise is reaching, or exceeding, an unacceptable level.

Ruth added: “All our staff are committed to reducing noise,

especially during rest periods and throughout the night. We have also asked families and friends to help us reduce noise during visiting times.

“This initiative certainly seems to be making a difference and the wards are calmer and quieter as a result.

“This is just one of many changes and improvements we are introducing to enhance our patients’ journey. I am very proud of the efforts of the staff and I am also grateful for the support we have received from the public.”

WE INVITE PATIENTS IN EACH OF OUR WARDS TO TELL US ABOUT THEIR EXPERIENCE DURING THEIR STAY IN HOSPITAL



OPEN INVITATION: all staff are welcome to join the forum

Meet up for latest news at Monklands

STAFF at Monklands Hospital have the opportunity to attend a series of open forum meetings.

The meetings are designed to keep staff fully informed and to give them the chance to ask any questions they may have.

Andrea Fyfe, director of hospital services at Monklands Hospital, said: “The meetings are open to all staff, from estates, porters, domestic and catering staff to pharmacy, nurses, doctors, clerical and administration staff.

“If you work at Monklands and want to know about recent developments or you would like to ask any questions then this is the meeting for you.

“I appreciate that we all have busy jobs, however, I would like managers and senior staff to give their staff the opportunity to attend. Staff do not have to stay for the duration of the meeting. Those who do attend can then

share the information with others in their department or ward area to help keep all staff informed.”

Each meeting will provide updates on all Monklands related business from performance against targets and developments in clinical practice to subjects such as car parking, the smoking policy and improvement works.

Staff can also submit questions or topics ahead of the meeting by emailing Lisa Elliot, personal secretary to Andrea Fyfe, via the global email address or by calling 01236 712305.

The dates and times for the meetings for 2015, held in the lecture theatre, are:

- Tuesday 5 May: 2pm–3.30pm
- Friday 19 June: 11am–12.30pm
- Friday 31 July: 11am–12.30pm
- Tuesday 22 September: 3.30pm–5pm
- Tuesday 3 November: 2pm–3.30pm.

Help is at hand with information pack

A RESOURCE pack for families and carers affected by drugs or alcohol has been launched by the Lanarkshire Alcohol and Drug Partnership (LADP).

Titled Help is at Hand, the pack aims to support families in recognising they are not alone when supporting those with drug and/or alcohol problems.

Eleanor McDermott, development officer (North) from LADP said: “While the person with the drug or alcohol problem needs care and support to get their life back on track, family

members and carers need to look after themselves too.

“This is what this pack aims to address by providing families and carers with a range of information, including the basics of knowing where to start.

“Since we launched it at the David Livingston Centre in Blantyre back in March, the local response from family members and staff has been fantastic.”

i For a copy of the pack, contact Pamela at pamela.stewart@lanarkshire.scot.nhs.uk or 01236 707583.

FEEL BETTER AT THE CLUB



ON THE MOVE: (from left) daughters of patients Kathleen Harbinson and Anne-Marie Chiswell, clinical support workers Shelley Bishop and Gail Neilson, and Karen Wilson, senior charge nurse

CARERS and relatives are seeing a real difference in their loved ones, thanks to innovative work taking place in Wishaw General Hospital.

Karen Wilson, acting senior charge nurse, said: "Through our dementia work, we know that many of the stress and distress symptoms shown by some of our elderly patients can be related to inactivity and social isolation.

"To address this issue and provide greater stimulation and interaction, the care of the elderly team at the hospital introduced 'The Club', an area in the day hospital where patients could come to and take part in social activities. It is a great example of person-centred care."

The activities that take place within The Club include bingo, reminiscence boxes, watching old

ACTIVITY CLUB FOR THE ELDERLY IS REALLY HELPING WISHAW PATIENTS

films and TV footage, listening to music and singing. Visitors can attend and suggest activities that could be included.

Feedback from relatives and carers has been really positive. They are finding that their relatives are much more interactive during visiting times.

Anne-Marie Chiswell, whose father was in hospital and attended The Club, said: "When your parent is in hospital you are really worried that they are stuck in a bed undergoing medical treatment. When my dad was taken out of the ward and put in among people I could see a real difference in him. I can't thank the staff enough. My dad got his appetite back and he was sleeping better at night too."

Kathleen Harbinson added: "When I came to The Club to visit my mum, it was like seeing a different person – it was like I had my mother back. I could spend longer with her at visiting time as she was more interactive. I went out of here skipping after seeing my mum in The Club."

Janice Miles, senior nurse for older people, said: "Staff and visitors are really seeing the benefits of The Club and our patients are feeling the difference, too."

"Since the introduction of The Club, three out of the four wards have seen a significant reduction in falls. One ward had 61 falls in 2013/14. Since The Club has been operating, falls in the same ward has reduced to 16."



RESPONSIBLE: staff called on to look out for the best interests of looked after children and young people

New corporate parenting role

NHS Lanarkshire has a corporate parenting responsibility for all children and young people who are looked after in Lanarkshire.

A corporate parent is an organisation or person in power who has special responsibilities to care for looked after children and young people. This includes children who are looked after:

- in residential care
- in foster care
- in kinship care, who live with a family member other than a parent
- at home.

Wendy Mitchell, nurse consultant for child and adult protection and vulnerable families, said: "A corporate parent is expected to carry out many of the roles a parent would."

"They, of course, will not be able to provide everything a loving parent can, but they should still be able to provide the children and young people with the best possible support and care."

"The concept is intended to encourage people and organisations to do as much as they can to make sure children and young people feel in control of their lives and overcome the barriers they face."

Children and young people in care or who are looked after have some of the poorest outcomes of all children and young people in Scotland.

Evidence suggests that:

- 50 per cent of the adult prison population were looked after
- 60 per cent of looked after children become homeless in adulthood
- 50 per cent of looked after children have a mental health issue, including higher rates of self-harm and suicide
- 25 per cent of looked after young women become pregnant within 18 months of leaving care
- Only four per cent of those who have been looked after go onto higher education.

Wendy continued: "We want to try and improve these outcomes."

"We want all staff to help by considering their wellbeing, assessing their needs, promoting their best interests, making sure their voices and opinions are heard, providing opportunities for them, providing advice and assistance when they're needed and making sure services are easy to access for them."



Campaign promotes alternative communication

A RECENT event has highlighted the successes of NHS Lanarkshire's campaign to improve services for those who use augmentative and alternative communication (AAC).

AAC helps get around problems an individual might have with speaking or understanding information. These range from pictures, gestures and

pointing to more complex techniques involving powerful technology and synthetic voices.

The 'now hear me' campaign encourages people to find out what they can do to support the estimated 26,500 people across Scotland who require AAC.

Pauline Downie, AAC Lead for

Lanarkshire, said: "A person's communication may be impaired due to lifelong conditions such as cerebral palsy and autism or it may be as a result of an acquired condition such as dementia, motor neurone disease, stroke or head injury."

"AAC can transform people's lives.

However, it takes more than a piece of equipment or a communication system. People who use AAC need to live in communities that understand and can respond to their needs.

"In Lanarkshire, we have been working hard to support individuals who use AAC in schools, colleges, hospitals and out in the community.

"Over the next few months, the AAC team will be promoting the now hear me campaign and telling people how they can support those who use AAC."

i To find out more about the campaign, visit www.nowhearme.co.uk or find AAC Lanarkshire on Facebook and Twitter.

Stand up and walk away from your desk... for a little while

STAFF in Cambuslang Health Clinic have taken a stand to encourage folk to get fitter.

They did so as part of the national Stand Up for Britain campaign on 24 April, which encouraged people to spend less time sitting at their desk.

It is estimated that if you spend more than four hours a day sitting you lose the benefits achieved from meeting physical activity targets.

Prolonged sitting increases the risk of diabetes, cardiovascular disease, obesity, cancer, depression, high blood pressure and neck or back pain.



TOP TIPS TO STAY ACTIVE EASY WAYS TO GET AWAY FROM YOUR DESK AND AVOID SITTING DOWN ALL DAY

- Leave your desk at regular intervals
- Get outside for a breath of fresh air during your break
- Speak directly to colleagues
- Do not eat lunch at your desk
- Use distant water coolers
- Use a printer in another location
- Go to further away toilets
- Stand up when you're on the phone
- Have walk and talk meetings
- Stand and stretch at least once per hour.

Jennifer Newman, senior health improvement officer based in Cambuslang Health Clinic, said: "The hours you spend sitting can add up

really quickly when you consider the school run, commuting, sitting at work and watching TV.

"When you also consider that

physical inactivity is the fourth biggest killer in Britain, and that more than 50 per cent of adults spend five hours or more per work day sitting, there's a need to get people away from their desk for a spell.

"It's important that people move about more during their working day.

"Even standing can help as you burn more calories standing than when sitting down."



For more information, go to:
<https://getbritainstanding.org/>
onyourfeet-britain



ON YOUR FEET: (from left) Jennifer Newman, Anne Watson and Margaret Porter want other staff to take a stand and get moving during their working day

Online tips to eat well

A NEW website is helping families make simple changes to the way they shop, cook and eat.

The Eat Better Feel Better website includes recipes, offers, handy hints and cook-along videos.

It also features a useful tool to help create your weekly shopping list.

Research shows that less than half of Scotland's mums are happy to cook a meal using fresh or frozen ingredients, without the use of a recipe.

However, more than a third of families are eating takeaway food at least once a week and around one third of families are eating ready meals at least three times a week.

Public Health Minister Maureen Watt said: "For many families across Scotland, buying, cooking and eating healthy food can be a real challenge. However, there are many quick and cheap changes that we can make which can lead to significant improvements in our daily diets.

"From dealing with fussy eaters and shopping on a budget to planning your meals and finding time to cook, Eat Better Feel Better aims to address the various challenges faced by families by providing lots of practical hints, tips and recipes to help families eat more healthily."

The site provides practical and easy to follow guides to cooking healthier family favourites such as spaghetti bolognese, homemade burgers and chicken curry.



For further information, visit:
www.eatbetterfeelbetter.co.uk

TAEKWONDO INSTRUCTOR IS FULL OF PRAISE FOR HOSPITAL STAFF

ANDREW IS ON THE MEND

A LOCAL taekwondo instructor has praised healthcare staff for helping him to get back on his feet after suffering a freak accident, which left him in pain for three years.

Andrew Chesworth, a fitness fanatic from Airdrie, jumped to the assistance of a colleague who was suffering a heart attack.

As he ran to help, he slid down a flight of stairs, badly damaging his knee and breaking his wrist in three places.

Andrew said: "My wrist was in so much pain at the time that I didn't really bother about my knee. I just thought that it had taken a bit of a bump when I fell.

"By the time I got my plaster off after surgery on my wrist, my knee was starting to swell and it would give way. I had no strength in it and I needed to hold myself up or I would fall on the floor. I went to the hospital and was told that I had torn the ligaments in my knee.

"I have now had a total of four operations on my knee over three years to rectify the damage that was caused."

Andrew holds a black belt in taekwondo, karate, kung fu and judo as well as being a keen cyclist.

He said: "Being unable to stay active drives you nuts.

I haven't been able to run, cycle or do martial arts, so it does get you down a bit.

"I love cycling and would often go away for hours on my bike. I hope to be able to do that again as it is not a load-bearing sport. I have also completed a marathon and lots of half marathons, which I don't think I will be able to do again.

"My two daughters are also both black belts in taekwondo, so my older one has taken over running the club. I often go and watch the action from the sidelines.

"I am looking forward to not being in pain any more, getting back to normality and going for a cycle."

Andrew is full of praise for the staff who cared for him throughout his hospital stays.

He said: "The staff couldn't have been nicer. From the consultants to the domestics, every single person who came into my room introduced themselves to me. They all took the time to speak to me, which was really nice.

"I have received a total of ten operations in hospital and never had a bad experience. Nothing was a problem for them; they even made my wife a cup of coffee.

"Lots of people think that the NHS is like a



SURGERY: Andrew had four operations to repair his knee

restaurant where you have one waiter for one table. They believe you should have one doctor treating only one patient. People don't realise how hard these people work and they have more than one patient to care for. They do extremely well.

"If you don't work in the emergency services, you don't realise how hard it is. It's not the easiest job in the world and the staff do it really well."



RETURNING TO WORK IS EASY

ABSENCE MANAGEMENT SERVICE TO BETTER SUPPORT STAFF

NHs Lanarkshire's occupational health service is changing to reduce staff absence by one per cent this year.

Thanks to the high work ethic and professionalism of staff across NHS Lanarkshire, short-term absences have been consistently low. However, over the past two years, the sickness absence rate has increased.

To help staff return to work early after an absence, NHS Lanarkshire's absence management service, Early Access to Support for You (EASY), was evaluated by the University of Glasgow.

Gillian Archibald, absence management co-ordinator, said: "The benefits of staff being present at work are considerable in terms of better patient care, reduced staff workload and increased morale.

"The independent review of the service illustrated that it had been effective in assisting to reduce sickness absence. It highlighted that the absentees who contacted EASY on the first day of their absence were more likely to return to work than those who called on subsequent days."

As a result of the review, the EASY service has been reviewed in order to meet the needs of the year ahead.



EASY: the occupational health service is aiming to reduce staff absences

Gillian added: "In order to help support staff to return to work, the EASY service is changing. The service will now inform staff of their previous absences in the last six months and remind them of the sickness absence policy thresholds.

"Staff will also be advised of the typical average duration of

absence for their condition and signpost them to appropriate information.

"In addition, managers will continue to support staff by making immediate referrals to EASY and timely referrals to occupational health."

The EASY service will also refer to physiotherapy when required

and provide details for the employee counselling service. It will also continue to promote self-referrals to occupational health and encourage staff to engage with case management services.

Human resources will continue to support managers and staff throughout the sickness absence management process.



Get training in research

TRAINING has been made available for staff who are undertaking further study or who have an interest in research and wish to improve their information skills.

The training courses also provide help in searching for and appraising research in literature reviews and teach attendees how to manage references, insert citations and create bibliographies.

The sessions include:

- Introduction to the knowledge network
- Advanced knowledge network
- Critical appraisal
- Manage your citations, create bibliographies, insert citations as you type up your research
- Carrying out a literature review – search effectively, use tools to focus your research question, build your search strategy, synthesise your findings, advanced searching techniques
- Grey literature – finding the unpublished research.

i For dates, times and to book onto one or more of the training sessions, email carol.hallesy@lanarkshire.scot.nhs.uk or call 01698 377601.

DEATH CERTIFICATION IN SCOTLAND A guide to death certification and registration changes in Scotland

Death certification changes

NEW arrangements for the certification and registration of death come into force in Scotland on Wednesday 13 May.

The arrangements will improve the quality and accuracy of Medical Certificates Cause of Death (MCCDs) and will provide improved public health information about causes of death in Scotland.

The changes to the current system will:

- introduce a new national review system to provide independent checks on the quality and accuracy of MCCDs
- end additional paperwork and fees for cremations to make the process the same for everyone

- mean that all deaths must be registered before either a burial or cremation can take place.

Medical director Dr Iain Wallace said: "It is important that all certifying doctors and other relevant staff are fully aware of all the changes. While certifying doctors are already completing the new MCCD, also known as Form 11, from 13 May 2014 cremation forms will no longer be required.

"Training packages have been prepared and all certifying doctors need to ensure that they are fully familiar with the certification and review process. Information for relatives has also been produced to provide details of the new arrangements."

Healthcare Improvement Scotland has prepared information guides on the death certification and registration changes and on the review process.

An information booklet entitled "When Someone Dies" will also be available in ward areas for staff to discuss with bereaved relatives.

i Frequently asked questions have been prepared by Healthcare Improvement Scotland and can be accessed at www.healthcareimprovementscotland.org/our_work/governance_and_assurance/death_certification/death_certification_faqs.aspx



ON CALL: The grounds maintenance team was available 24 / 7 during the cold weather

Staff have true grit around the clock during cold snap

DURING the last cold snap, a group of 14 members of staff worked around the clock to ensure that health premises were safe and accessible for patients, visitors and staff.

Every winter, the grounds maintenance team use approximately 500 tonnes of gritting salt, the equivalent of 550,000 bags of sugar.

The team operate on a 24 hour basis, including on-call from 3pm to 7am, seven days a week.

Sandy Allan, grounds supervisor, said: "Most people expect to open their blinds in the morning and find that the gritters have already been out. We have high expectations to meet.

"During cold spells, the managers on site will initiate a call for us to grit the areas required. During the winter, our call outs increase.

"We can get a call at any time and we can

be out for 12 hours ensuring that healthcare premises are safe and accessible. To give the team rest periods, we also use contractors to assist us.

"We maintain 49 sites over 900 square miles. During the winter we can get through 500 tonnes of grit. This can increase to 700 tonnes if we get a really bad spell of weather."

The team are provided with the best

equipment including tractors and gritters.

John Paterson, general manager for property and support services division (PSSD), said: "This PSSD team braves some horrible weather and unsociable hours, so that all NHS Lanarkshire staff and patients are safe and can access our properties. They each deserve our warmest gratitude and respect for doing so."

New room for trials in Wishaw

THE opportunities for patients to access new and innovative treatments as part of leading-edge clinical trials received a boost with the opening of a new, dedicated clinical trials room in Wishaw General Hospital.

The facility, situated in ward 15, allows consultants and clinical trials nurses to support patients who are participating in research studies in respiratory medicine, rheumatology and diabetes.

Raymond Hamill, the corporate R&D manager, said: "One of the biggest challenges in giving patients the chance to participate in clinical trials is the availability of dedicated space to carry out clinical assessments and deliver study treatments.

"We are therefore very grateful to everyone who collaborated to enable



TRIALS: Dedicated space helps staff carry out clinical assessments and deliver study treatments

us to open this fantastic facility."

Respiratory consultants Manish Patel and Andrew Smith are already making use of the facility, with patients being enrolled in clinical trials looking at new treatments for asthma and chronic obstructive pulmonary disease.

Dr Patel said: "Increasing patient treatment options through participation in clinical trials is a principle that is endorsed by the Chief Scientist Office in Scotland, and supports the Board's

agreed R&D strategy. It is great that we now have a dedicated facility that will allow more of our patients to take part in important research."

NHS Lanarkshire staff are increasingly involved in research, with studies in a wide range of specialties from neonatology to older peoples services, and encompassing small-scale educational projects through to large multi-national clinical trials of new medicines.

Heart disease is in the spotlight

NHS Lanarkshire's health improvement service has helped to raise awareness of the risk factors around heart disease at a local fundraising event.

Staff from Airdrie Locality Support Service and the Lanarkshire Carers Centre joined forces to raise money for the British Heart Foundation.

The fundraising event, which marked heart month, saw staff wearing red for the day to raise awareness of heart disease.

Wendy Kennedy, health improvement practitioner, said: "The staff were encouraged to pull out all the red items from their wardrobes, including ties, scarves, red noses, caps, sweaters, wigs, boots, fancy dress costumes, T-shirts and even Santa suits.

"I attended the fundraiser with a range of information and visual aids to raise awareness of the risk factors

around heart disease.

"Research shows that being overweight or obese can raise your blood cholesterol levels, increase your blood pressure and increase your risk of developing Type 2 diabetes. Because these are risk factors for coronary heart disease, your weight can have a big impact on your long-term health.

"Even if you don't have any of these conditions, it's important to keep to a healthy weight so you don't develop them in future.

"Stopping smoking is also important for your heart health, and the good news is that the risk to your heart health decreases significantly soon after you stop."

The event raised £71.66 and was donated to the British Heart Foundation to help fund lifesaving research and develop vital treatments.



AWARD WINNING: The ASSET team provides Hospital at Home services, reducing admissions



SUCCESS: Dental decay among children has been greatly reduced by the Community Dental Service



WELLBEING

Community Health Partnerships (CHPs) aimed to improve the long-term health of communities

BEST START: Vulnerable first-time mothers and their babies have been helped by the First Steps programme



NINE YEARS OF CHP

THIS year marks a milestone in the delivery of health and social care services as integration takes effect.

Integration is focused on person-centred planning and delivery, so that people get the right advice, support and care in the right place and at the right time.

Yet as integration begins – and as the respective North and South Lanarkshire Health and Social Care Partnerships (H&SCPs) supersede Lanarkshire's North and South Community Health Partnerships (CHPs) – 1 April 2015 marked the conclusion of a highly successful era in the delivery of health services in Lanarkshire.

The CHPs were introduced on 1 April 2006 to manage community health services and develop closer partnerships between health, social care and hospital-based services.

Their principal aim was to improve the long-term health and wellbeing of communities and enhance the quality of health and social care services.

CHPs also strengthened staff and public influence in the development and planning of services. Members of the public have been able to get

AS SERVICES INTEGRATE, WE LOOK BACK ON ACHIEVEMENTS BY CHPs

involved through Lanarkshire's Public Partnership Forums (PPFs).

Services provided by CHPs have included community nursing, child and young people's services, community dental services, community hospitals, audiology, drug and alcohol services, health and homeless, health improvement and allied health professions, mental health and pharmacy services.

Crucially, partnership working has been key to everything the CHPs have carried out and delivered. Strong links have been consolidated with local authorities, unpaid carers and the third and independent sectors.

Indeed, the integration agenda is perhaps the final leg of a journey that began many years ago – with the foundations firmly set by CHPs.

Accordingly, we reflect on just some of the many key achievements of North and South Lanarkshire's CHPs – and their legacy.

North Lanarkshire CHP

MENTAL HEALTH: Shifting the balance of care and developing award-winning

community-based services. Work in local areas was also reinforced by the opening of Lanarkshire's first Intensive Psychiatric Care Unit (Wishaw) in 2014.

DEMENTIA: Partnership working helped make Motherwell the nation's first official dementia-friendly town in 2012. The initiative was one of many taken forward by North Lanarkshire in its role as one of three Dementia Demonstrator Sites across

Scotland. The work has not only attracted global interest but has helped inform future versions of Scotland's Dementia Strategy.

PAEDIATRICS: Among a raft of improvements, including the smoother transition of children moving to adult services when they turn 16, a range of sub specialities have been developed, removing the need to travel to Yorkhill.

HEALTH IMPROVEMENT: Achievements have ranged from a literacy and play project (Play Talk Read) to the Mini Movers Nursery Programme – 91 per

cent of parents said the programme had increased their child's physical activity. Other highlights include 50,000 people signing a stop smoking campaign.

Integrated Day Services have been established in various localities, including Integrated Addiction and Integrated Equipment Adaptation Services.

The award-winning Hospital at Home Team, ASSET, was established in some areas, reducing the need for increasing hospital admissions among over 75s. The model is now being expanded to other parts of Lanarkshire.

South Lanarkshire CHP

The award-winning Integrated Community Support Team was piloted in East Kilbride and Strathaven, bringing together health workers, home care workers, occupational therapists from Lanarkshire Council. The team has been on supporting discharge from hospital and preventing readmission. The model has now been rolled out across South Lanarkshire.

The Community Dental Service has been hugely successful in



INFLUENCE: Public Partnership Forums have seen members of the public help to shape services



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What is the legacy of the CHPs?

Joint statement from Craig Cunningham, Head of South Lanarkshire CHP (Interim) and Stephen, Kerr Head of North Lanarkshire CHP (Interim):

"THE success of the CHPs has been founded on effective joint working with partners. While the most obvious have been with local authorities, many other successful partnerships have been forged.

These have ranged from Public Partnership Forums in both North and South Lanarkshire, to carers organisations, the voluntary and the independent care sector.

Suffice to say, the CHPs would not have been as successful as they were if it wasn't for this joined-up approach.

Continuing to develop and build on these arrangements will be key to the future successes of the H&SCPs as we enter integration. That includes continuing the focus on unlocking local potential across all partners – be they in the public sector, carer, voluntary sector or independent sector – to plan, design and deliver services relevant to local need.

There are many challenges ahead but the work of the CHPs has put us all in a strong position to meet them."



the rate of dental decay among children in Lanarkshire and exceeded their target in having the Fluoride Varnish programme rolled out to local children.

There's been significant refurbishment or replacement of community dental facilities.

Under the Palliative Care Strategy, a community nursing team in East Kilbride developed the Palliative Care Assessment Tool, which aims to improve the quality of life for patients as well as families at every stage of the end-of-life process from diagnosis onwards.

Community Optometry Service has

provided local access for urgent and routine eye conditions previously seen in GP surgeries or referred to hospital.

The First Steps programme has aimed to secure the best possible start in life for vulnerable first-time mothers and their babies.

Health improvement achievements have ranged from a literacy and play project (Play Talk Read) to the Mini Movers Nursery Programme. Stress Control sessions have been delivered to nearly 2500 people.

The integrated discharge hub at Hairmyres Hospital has been established to streamline discharge.

SUPPORT AND CARE AT HOME RESHAPING CARE FOR OLDER PEOPLE (RCOP)

Positive living in the community



TV STARS: Walking football captured the imagination on teatime TV



POSTER BOY: Ex-boxer John McCluskey became known across the nation

THE RCOP programme across North and South Lanarkshire has strived to make positive living a reality to growing numbers of older people by providing more support and care in the community, at home or in homely settings.

Some of the many partnership projects captured the imagination of the national – and even international – media. For example, a walking football team in Motherwell for over



65s made the teatime TV news, while ex-Army boxer John McCluskey, a patient of the Integrated Community Support Team (ICST) in South

Lanarkshire, became a national poster boy in recognition of the ICST's exemplary service. Former painter and decorator to the Royal family Matt Muircroft's (pictured left) tale of caring for his late wife, who latterly lived with dementia, touched hearts over the globe after making headlines worldwide. Matt's story showcased the sterling supports put in place across Lanarkshire for carers during the CHPs' tenure.



A clinical answer is a call away

KNOWLEDGE services has launched a new clinical enquiry helpline to help any member of staff find answers to their clinical questions.

By calling the dedicated enquiries number, 01236 713 700, with your clinical query, the knowledge services team will be able to provide summaries of the most up-to-date treatments, aetiology, diagnosis and prognosis evidence taken from national guidance and evidence summaries.

This service is open to all staff across Lanarkshire, but will be particularly useful for community staff who may have limited access to knowledge services.

i For further information, call the helpline on 01236 713 700 or email libraries@lanarkshire.scot.nhs.uk

i To contact knowledge services, email libraries@lanarkshire.scot.nhs.uk

PLAY BY THE RULES

STAFF who use clinical tools in their role are being urged to ensure that they are using them within copyright law.

Each tool or assessment used must be purchased or downloaded with an appropriate licence.

Amanda Minns, knowledge services manager, said: "Most publishers are open and willing to give permission for their tools and assessments, but they do want to be asked.

MAKE SURE YOU'RE NOT BREACHING COPYRIGHT LAW WHEN USING CLINICAL TOOLS IN YOUR WORK

"Knowledge services has the expertise to seek permission for you. Don't worry about tracing the permissions yourself if you are not sure where they come from or who owns the rights to the clinical tool you want to use.

"Knowledge services can find the copyright holders, negotiate for you and try to reduce any

costs or limitations to using the tools that you need."

When using clinical tools, it is important to remember:

- In copyright law, NHS Lanarkshire is seen as a business.
- Tools purchased in print cannot automatically be used electronically, scanned or uploaded to an intranet site. You need to ask

for permission to do this.

- Changing the font, order of questions and adding the NHS Lanarkshire logo does not make the tool the property of NHS Lanarkshire.

Go with the flow to create or update policies

A HANDY flow chart has been introduced to help authors of policies stay on track and ensure that they get their policy through the appropriate stages on time.

Amanda Minns, knowledge services manager, said: "The first thing you need to do is to check if a policy on your topic already exists. If it does, consider adding to that by contacting the responsible author rather than create a whole new policy. If a new policy is needed, find out who the endorsing bodies are and when they meet. These dates will dictate your ability to get your policy renewed on time.

"If there is an existing policy you can consider the fast-track process, which can be used for policies with minimal changes such as updating names and titles."

i For further information, visit the policies section on FirstPort or email corporatepolicies@lanarkshire.scot.nhs.uk

Is this a new policy? No

Does this still need to be a policy – could it be guidance instead?

Can you fast track this policy?

Who is your endorsing committee – when do they next meet?

Find out the dates of your endorsing committee and work backwards – this will help you work out how much time you have to write, amend and get your policy through the relevant committees before you breach the six-month limit

Have you advertised the updated policy in the staff brief/*The Pulse*/other sources

Have you completed the EDIA and ensured your policy is in the correct format?

Have you sent the final document to corporatepolicies@lanarkshire.scot.nhs.uk

Congratulations – you're done for another three years

Is this a new policy? Yes

Does this need to be a policy – is it relevant to all staff? Could it be guidance?

Do you know who your endorsing committees are and when they meet?

Have you accessed all of the supporting documents on FirstPort to help you write your policy?

Have you completed the EDIA?

Have you referred to other relevant policies in your new policy?

Make sure you send your completed policy to corporatepolicies@lanarkshire.scot.nhs.uk

Congratulations – you're done for another three years

TIME TARGETS MET

PSYCHOLOGICAL THERAPIES TEAM EXCEEDS GOVERNMENT TREATMENT TARGETS

NHS Lanarkshire is one of only three health boards in Scotland to have met a Scottish Government target to start treating patients within 18 weeks.

In 2011, the Scottish Government established an access HEAT target stating that, by December 2014, a minimum of 90 per cent of patients referred for psychological therapy should start their treatment within 18 weeks of referral.

At the end of 2014, in Lanarkshire more than 93 per cent of patients – including children, adolescents, and adults – referred to the service had started their treatment.

Dr Gary Tanner, head of psychological services, said: “We’re delighted with these figures and I want to thank all the staff in the service who have helped us reach these targets. It is their hard work and effort which means patients are

getting quicker access to our psychological service which is among the best in the country.

“The average across Scotland was just over 85 per cent so the fact we’ve also exceeded that is also very satisfying.”

Patients referred for psychological therapy can benefit from a range of evidence-based treatments which include group-based stress/anxiety control programmes, online cognitive behavioural therapy programmes, such as Beating the Blues which was launched at the end of 2015, as well as individual and group-based psychological therapies.

There is also telephone guided self-help and cognitive behaviour therapy which are also available via NHS 24.

Gary continued: “While we’re all very pleased with this, we realise it’s a constant effort to continue to meet and exceed our targets for the benefit of patients.



ON TARGET: NHS Lanarkshire’s psychology therapy service is among the best in the country

“As such, we remain committed to providing timely access to efficient and effective psychological therapies, to support and improve mental

health across Lanarkshire. We aim to do this by working with our partners to increase access to mental health services and matching each individual’s level

of need with appropriate treatment and support.”

i For more information on psychological services, visit [FirstPort](#).



VALUED: input from those who attended the event has been appreciated

Event explores better bereavement care

NHS Lanarkshire Bereavement Care Steering Group held an event looking at shaping bereavement care in NHS Lanarkshire.

The event, which was funded by the Ronald Miller Foundations Endowment Fund, was attended by more than 100 delegates, including nurses, midwives, allied health professionals, doctors, public partnership and third sector representatives.

Noreen Kent, chair, NHS Lanarkshire bereavement care steering group, said: “We aim to support the care of relatives and staff in relation to death and bereavement in NHS.

“The death of someone you have been caring for, or who is close to you, can be overwhelming. You may be unsure what to do, even if you are responsible for making arrangements.

“There is lots of information available and people who can offer practical advice and support to help you manage.”

The event included updates on developments in bereavement care within NHS Lanarkshire and covered topics from the family’s perspective – listening to and learning from the experiences of bereaved families and ‘Addressing the Great Taboo’ – talking about dying, death and bereavement.

Presentations were given by healthcare, hospice and spiritual care staff, and in a combined session by a researcher from Stirling University and carers involved as part of that study.

Noreen added: “The aim of the event was to improve bereavement care in NHS Lanarkshire and we really value and appreciate the input from those who attended the event.

“The NHS Lanarkshire Bereavement Care Steering Group members would also like to express their thanks to the Ronald Miller Endowment Foundation for their funding support for this important event.”

Don’t ignore hate crime

A NUMBER of ‘third-party reporting centres’ have been established across Lanarkshire to encourage those affected by hate crime to speak out.

The move has seen staff from a number of statutory agencies being trained to support people in reporting hate crime.

A hate incident is any incident which is perceived to be motivated by prejudice or hate based upon disability, gender, race, skin colour, nationality, ethnicity, heritage, religion, faith, or sexual orientation.

Grant Wilson, police liaison officer from Police Scotland, said: “For a variety of reasons, many victims and witnesses of hate crime find it difficult to report incidents to the police.

“To help make this easier, they can now speak to a ‘third party’ who they may feel more familiar with. They also provide a positive, confidential and supportive environment for the individual and provide a link between the victim and police.

“Premises which support third-party reporting will display the third



party logo on their window to make it clear that you can report a crime there.”

In an addition to third party reporting, there are several other ways for victims or witnesses to report a hate crime. This includes:

- Calling 999 in an emergency
- Contacting the police directly and in confidence ([www.scotland.police.uk](#))
- Locating a third-party reporting centre
- Reporting online at [www.scotland.police.uk/contact-us/hate-crime-third-party-reporting](#)
- Contacting Crimestoppers on 0800 555111 (or via [www.crimestoppers-uk.org](#)). All calls are confidential.

MORE CARE AT HOME

HOSPITAL AT HOME SERVICE EXPANDED TO CARE FOR MORE OLDER PEOPLE

A TEAM of specialist emergency healthcare workers that provide hospital-level care in older people's own homes has been expanded in Lanarkshire.

The Hospital at Home service, which will deliver rapid response assessment and care, consists of a range of healthcare professionals including NHS Lanarkshire consultants and nurses.

Based on an award-winning model currently operational in some areas of North Lanarkshire, the service launched in East Kilbride and Strathaven on Monday 20 April.

In the coming months, Hospital at Home will extend to other areas in the Hairmyres Hospital catchment including Hamilton, Uddingston, Larkhall, Blantyre and Bothwell.

The team will also work with South Lanarkshire Council Social

Work Resources to provide additional community support to patients, when required.

Calum Campbell, NHS Lanarkshire's Chief Executive, explained that the main aim is to improve patient experience and outcomes.

"Hospital at Home will become an integral part of services already available in the communities where we're launching.

"The key aim is to have the right care in the right place at the right time.

"Sometimes that will be an admission to hospital – but increasingly care can be provided appropriately at home."

The service will be based on the same model as the Age Specialist Service Emergency Team (ASSET) currently operational in some areas of North Lanarkshire.

The expansion comes at a crucial time. A new Act requires



RAPID RESPONSE: the Hospital at Home service was launched in East Kilbride and Strathaven

health boards and local authorities to integrate their adult health and social care services.

Harry Stevenson, Chief Officer of the South Lanarkshire Health

and Social Care Partnership, said: "This is the latest in a number of partnership initiatives aimed at supporting older people at home.

"Work like this demonstrates

that we are fully focused on making a real difference to the lives of people throughout area."

i For more info on Hospital at Home, visit our FAQ: <http://goo.gl/3G6456>

Residents tell their stories

THE ancient art of storytelling is being harnessed to improve the lives of older people living in care homes.

The Live Literature project, which is being piloted across Lanarkshire, involves a series of storytelling sessions around the theme of 'looking back'.

And improving the wellbeing of care home residents is a central theme.

"The initiative is about the transformational power of the written and the spoken word – and taking that to the very heart of care," explained Carol Hallesy, Assistant Knowledge Services Manager at NHS Lanarkshire, who has played a key role in the project.

"The aim is to engage residents and provide them with a creative outlet to relate their life experiences in a group situation. The benefits are immense. This is a stimulating, fun and very social experience – which is vital to wellbeing."

The sessions, which have been backed by funding from The Scottish Book Trust and delivered by professional storyteller Allison Galbraith, have included songs, poetry, stories and – crucially – the opportunity for residents to share their own stories and experiences.

Allison explained: "Storytelling is an ancient human art form and everyone is a storyteller. Older people in particular are brimming with stories.



"My job is to listen and to help them share – this is a two-way process and about bringing out memories of the past.

"Themes have included a good night out, dancing days, domestic life, fashion, working life and holidays and it's wonderful to see how relating these tales brings out an instant sparkle in people."

Participating care homes take turns to host the sessions, giving residents the chance to meet new people which heightens the social experience. Partners are now planning to use the storytelling workshop to help establish book groups or local history groups in the care homes and surrounding communities.



Listen Lanarkshire launch

A RADIO station geared to enriching the lives of older people across Lanarkshire has unveiled its new logo and brand.

'Listen Lanarkshire', a community online station, has been launched as part of the nationwide Reshaping Care for Older People (RCOP) programme.

And the new station has already captured imaginations across the area, with many answering an appeal for a new logo and name. Radio station organiser Iain Whyte, of Shotts-based charity Getting Better Together, which has played a lead role in setting up the station, explained: "This is a project we're very keen for people, regardless of age, to take real ownership of and we've seen that in action.

"We recently issued an appeal to the wider community and local schools to create the logo and name and it's brought out the very best in creativity."

Sarah Quinn, 14, of St Aidan's High School, won the prize for the station's new name – Listen Lanarkshire – and designing a secondary logo. Ross Adamson and Samantha McLean won the main logo design.

Iain added: "These designs and branding have really consolidated the radio station's identity."

i To tune in, visit www.listenlanarkshire.com or call the studio on 01501 825 800 if you wish to contribute.

MESSAGING SERVICE HELPS PEOPLE RECOVER

Heart patient Bill: ‘With Florence, help is only a text away’

A FORMER charity worker who dedicated his life to helping others has revealed how the power of text has offered him reassurance in his own time of need.

Bill Alcorn (63), from Biggar in South Lanarkshire, managed a Befriending Project for Bethany Christian Trust in Edinburgh, which was geared to keeping older people connected to their communities.

But a severe heart attack in 2011, followed by a series of related problems which led to Bill facing the possibility of a heart transplant, put an early end to his career.

Now Bill, who is recovering in his own home, has explained how an innovative new text message system – which links patients directly to NHS Lanarkshire Heart Failure Nurses to help manage their condition – has given him a crucial boost.

“When something like this happens it affects your confidence profoundly. You can feel at the mercy of the condition.

“But the text message system has given me an extra

layer of reassurance and a sense of regaining control. Help and advice is only a text away.”

The system is known as Florence and can help patients, like Bill, who have had hospital treatment for heart failure over the previous six-month period.

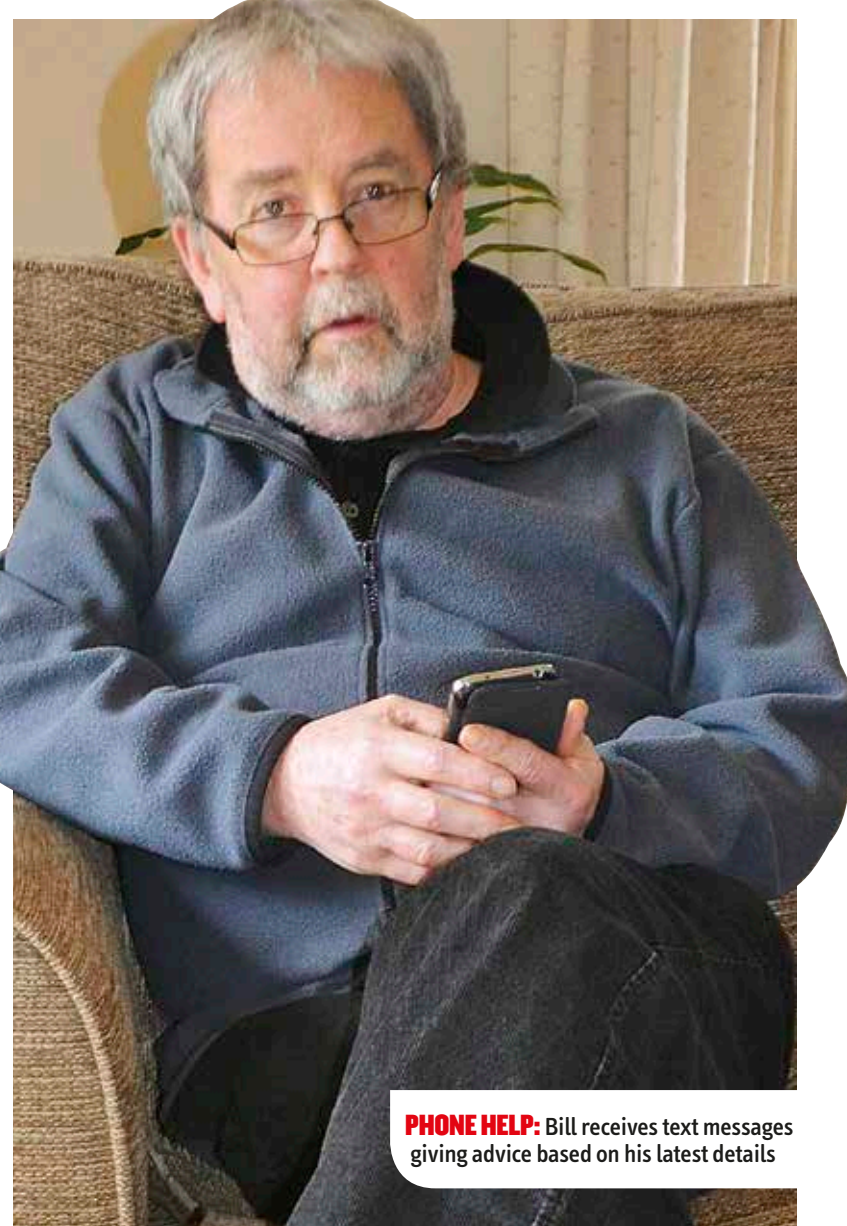
The free service, arranged by the specialist nursing staff, helps the user take a more active role in their own health care.

Patients send details such as weight and blood pressure, in a text message, and receive texts back with advice, all based on the latest readings.

The specialist nurses can add reminders or information to suit the individual patients and their care.

Traditional care is still available. The Florence system, however, means that Bill isn’t always tied to visits to clinic or hospital.

i A similar system has been set up for patients living with chronic obstructive pulmonary disease (COPD). For more information, contact Morag Hearty on United4.HealthProject@lanarkshire.scot.nhs.uk



PHONE HELP: Bill receives text messages giving advice based on his latest details

Inspection for older people’s services

The Care Inspectorate and Healthcare Improvement Scotland are currently in the process of undertaking multi-agency inspections of older peoples services across Scotland.

The methodology used is similar to that utilised within the multi-agency inspection of children’s services.

This involves a process of self-assessment against national standards supported by evidence, a review of both health and social work case files and speaking to staff and people using the services.

Deputy nursing director Anne Armstrong said: “We are committed to provide high quality care to people using our services. Therefore over the next few months

NHS Lanarkshire will be working with partners to undertake a self-assessment of the quality of services provided to older people using the national standards.

“In undertaking this self-assessment we will be working closely with our front line practitioners to identify good practise as well as areas that can be further improved.

“As always, the main driver is to continuously improve our services and ensure they are person centred, safe and effective.”

i For more information on inspections of older peoples services, contact Marjorie McGinty, programme manager for multi-agency inspection of adult and older peoples services, on 01698 858343.

Newsletters map out the milestones for integration

THE latest newsletters on the integration of adult health and social care services have now been published.

As well as the latest developments, the respective editions for North and South Lanarkshire map out milestones as integration takes effect.

Integration is focused on person-centred planning and delivery, so that people get the right advice, support and care in the right place and at the right time.

But what happens next, why is change necessary, what are the key dates, deadlines and what is the ultimate destination?

In essence, integration is perhaps the final leg of a journey that began many years ago involving many other partners, including unpaid carers, the third and independent sector.

Accordingly, the new editions map out the road ahead, providing answers to the above questions along with much more.

In South Lanarkshire, for example, the



newsletter tells the story of a care home interviewing panel including a sprightly centenarian.

McClymont House in Lanark, which is run by South Lanarkshire Council, was recently recruiting for a new Social Care Worker. Responsibilities include personal

care of residents and administering medications.

Yet there were no sugar-coated questions from the panel that put six candidates through their paces.

Meanwhile, in North Lanarkshire’s edition, a national health boss praises the good work of the hospital at home team.

Professor Jason Leitch, National Clinical Director of The Quality Unit at The Scottish Government – tasked with improving the national delivery of health and social care – said he was ‘encouraged and inspired’ after a recent visit to The Age Specialist Service Emergency Team (ASSET).

The newsletters also feature a 71-year-old referee’s recommendation for staying in top shape, with the help of a new web platform based on partnership working.

i You can read the digital versions of the newsletters here: www.nhs.uk/About/HSCP/Pages/newsletters.aspx

COMPETITION TIME
WIN FIVE CLASSES AT INFINITY HOT YOGA GLASGOW



CHOICE: With ten different classes on offer, there's something to suit everyone

BREATHE IN THE HEAT

ONE LUCKY READER CAN WIN FIVE CLASSES AT INFINITY HOT YOGA GLASGOW WORTH £45

NHS Lanarkshire has teamed up with Infinity Hot Yoga Glasgow to offer one lucky reader five classes worth £45.
Infinity Yoga in the Merchant City was created by Colette Ward, an established yoga and pilates teacher with more than 14 years of teaching experience.
Infinity offers ten different varieties of high-quality hot yoga in the heart of the city:
• HOT A – A blend of Ashtanga and Bikram created by Absolute Yoga Thailand, combining standing and floor postures.
• HOT B – From your bones to your skin – the original Bikram sequence with 26 postures and two breathing exercises.
• HOT BLAST – A 60-minute hot yoga sequence including standing and floor postures
• HOT FLOW – A traditional system composed of a series of postures linked together to create a powerful flow. The practice combines breath, energy locks, focus and a flow of postures to create a moving meditation.
• YIN – a quiet practice originating in the east via the disciplines of Kung-Fu. This class will improve your flexibility and concentration. You will focus on ligaments and tendons to open and relieve muscular tension and stress
• HATHA – A non-heated class. Each week focuses on a different area of the body
• PILATES – This class aims to correct and improve posture by strengthening the weaker muscle groups and lengthening the overused muscles in your body.
• HOT PILATES – This is an intermediate level class, not suitable for beginners.
• VINYASA TO YIN – A non-heated vinyasa/restorative-style class. To flow with the breath and finish in stillness.
• MOKSHA – Perfect for every level of student. Builds a firm foundation with emphasis on alignment and breathing.

For more information on Infinity Hot Yoga Glasgow, visit: www.infinityhotyogaglasgow.co.uk

Here's how you can enter...
To enter the competition, just answer the following simple question:
How many varieties of hot yoga does Infinity Yoga offer?
Please send your competition answers – including your name, location and contact number to – Alison McCutcheon, Communications, NHS Lanarkshire Headquarters, Kirklands Hospital, Fallside Road, Bothwell, G71 8BB. Or email you answer to alison.mccutcheon@lanarkshire.scot.nhs.uk with 'Infinity Yoga' in the subject line. The deadline for entries is Friday 29 May.



Time for a treat at The Pink Turban

SUSAN Reed, an administration assistant based at Law House, has won a £40 voucher from The Pink Turban.
Susan correctly answered that the Pink Turban is at 157 Wishaw Road, Wishaw.
The Pink Turban offers a variety of authentic Indian cuisine. It encompasses traditional dishes and age-old methods of preparation and presentation which you would expect to see at high-class restaurants in India.
The experienced chefs use only the finest, freshest ingredients to create specialities which will enchant you.
To find out more about the Pink Turban, please visit: www.pinkturbancuisine.com or call 01698 375 566.

PULSE SUDOKU

ENTER digits from 1 to 9 into the blank spaces. Every row must contain one of each digit. So must every column and every 3x3 square. Get the solution on FirstPort.

9x9 Sudoku grid with some numbers pre-filled.

SUCCESS AT CLINICAL RESEARCH AND QUALITY IMPROVEMENT CONFERENCE

A SHOWCASE OF ACHIEVEMENTS



BEST POSTER: Lorraine Falconer, left, received the award from Neena Mahal for a project aimed at improving communication and effectiveness



BEST ORAL PRESENTATION: Dr Calum McGregor and colleagues won for their project on lumbar puncture in investigating subarachnoid haemorrhage

STAFF throughout NHS Lanarkshire showcased their achievements at the fourth annual Clinical Research and Quality Improvement Conference.

The event provides clinicians with the opportunity to present the results of research, audit and quality improvement activity that they have been involved in.

For the event, 60 submissions were received, with 14 oral

presentations and 24 poster presentations being shortlisted to exhibit on the day.

Neena Mahal, chair of NHS Lanarkshire, said: "This conference is a great way to highlight the creative and innovative work that is carried out by NHS Lanarkshire staff to improve the quality of healthcare that is provided to our patients."

"I am really impressed with the work that has been showcased at

the conference through the oral and poster presentations that were made.

"The work that has been demonstrated at the event has made me feel very proud to be part of NHS Lanarkshire. The work of our staff demonstrates our commitment to driving a quality improvement culture in this organisation."

The Ken Corsar Quality Award for best oral presentation was won

by Dr Calum McGregor and colleagues for their project on the use of lumbar puncture in the investigation of subarachnoid haemorrhage.

The award for best poster presentation was won by Lorraine Falconer and colleagues for their project aimed at improving the communication and effectiveness of clinical handover within Monklands Hospital.

Trainers trained

STAFF from NHS Lanarkshire are among 25 graduates of a national training programme to support those with a learning disability.

Support workers Brian Feighan and Leslie Kane completed the train the trainers programme. It supports the roll-out of an educational resource for support staff who work with those whose behaviour is perceived as challenging.

Training programme manager Elaine Kwiatek, of NHS National Services Scotland, said: "Staff have an invaluable role in supporting people in these situations. The right support is key to enabling people to live meaningful and fulfilled lives. Having the right skills, attitudes, knowledge and confidence are central to getting that support right."

"We had developed an earlier programme in positive behavioural support for staff whose job sees them working with people with various types of learning disability."

"Those who took part in the course found it invaluable and we decided to roll out the programme by training experienced learning disability nurses in NHS Scotland to deliver it within their own board area, in hospitals and in community settings."

An important feature of the training programme is that each participant has a support worker with whom they can test out their training at every stage.

Awards for administration and support staff



ANNUAL CELEBRATION: Staff completed SVQ or Modern Apprenticeship qualifications

NHS Lanarkshire employees have had their achievements recognised in a special awards ceremony at New College Lanarkshire.

Administrative and support staff picked up certificates at the event held recently at the Motherwell Campus.

The workers have all completed SVQ (Level 2 or 3) or Modern Apprenticeship qualifications in Business and Administration.

The partnership between New College Lanarkshire and NHS Lanarkshire encourages those involved to learn about progression opportunities, such as

going on to study for HNC in Administration and IT, or HNC in Management.

Event host Linda McAllister, head of the Faculty of Business, Social Science and Sport, said: "The faculty was delighted to host this awards ceremony, which has now become an annual celebration to acknowledge the achievement of NHS employees."

"As these are work-based qualifications, the event gives participants the opportunity to visit the college and experience college life."

"It also provides the opportunity

for employees to consider further opportunities to enhance their career options.

"The learners greatly enjoyed the experience and recognised the support of New College Lanarkshire in helping them to achieve their goals."

A Scottish Vocational Qualification (SVQ) in Business and Administration is designed to equip those working at different levels of business and administration with the skills and knowledge they need to demonstrate competence in their job role.

FOND FAREWELL

WE SAY GOODBYE TO STAFF WHO TAKE A WELL-EARNED BREAK TO RETIRE AFTER DECADES OF



Kenny Cushley

FRIENDS and colleagues bid a fond farewell to Kenneth Cushley who retired from NHS Lanarkshire in March after 35 years' service.

The senior charge nurse/OAP liaison nurse, who was based within the community mental health team at Udston Hospital, Hamilton, began his nursing career in 1979 when he trained as an enrolled nurse.

After completing his first-level qualification at Paisley University, Kenneth joined NHS Lanarkshire, where he worked within acute admissions at Hairmyres Hospital.

In 2007, Kenneth took up his present post in the old age psychiatry acute liaison service, a

post in which he remained until his retirement.

Kenneth lives in Lanark and in his spare time is a gym enthusiast and keen cyclist.

Jennifer Russell, service manager, said: "In the three years I have worked with Kenny, I have been impressed by his continuing dedication, enthusiasm and passion for his role.

"He is entirely committed to supporting colleagues in acute to develop their skills in mental healthcare and has played a key part in the development of the OAP acute liaison service in Lanarkshire."

Catherine Wright

AFTER a remarkable 42 years' service, Catherine Wright retired from NHS Lanarkshire in March.

The charge nurse, who was based within the community mental health team at Udston Hospital, joined the NHS in 1973 when she was appointed as nursing assistant at Hartwood Hospital. She thereafter undertook nursing training in 1974.

After a spell living in England, Catherine returned to Scotland in 1978, where she worked in the Royal Edinburgh Hospital, a post she held for two years. In 1985, Catherine joined NHS Lanarkshire, working in Cleland Hospital before moving to Udston Hospital, a post she held until her retirement.

Catherine lives in Newmains and in her spare time carries out some sessional work with Alzheimer Scotland, as well as enjoying walking. She also caters for events and functions, a hobby she wishes to continue on a more professional basis. Catherine would also like to continue her love of travel by visiting family in England and Australia.

Team leader, Ann Michelle Skilling, said: "Cathy has been a valued member of our team. This is not only for her nursing skills and personality, but her management of finance and household matters, especially the tea money and social fund. We wish Cathy well in any future plans she has."

David Doyle

DAVID Doyle, minister of St Mary's Parish Church in Motherwell, retired as hospital chaplain in April after a career spanning 28 years.

David was well known in the Strathclyde Suite at Park Springs Care Home, Motherwell, where he provided spiritual support and guidance to many residents. He has followed the Strathclyde Suite in all new wards and has continued to provide patients and relatives with a church service.

He was also chaplain of Strathclyde Hospital in Motherwell, which closed in 2005.

David's father was also a hospital chaplain for the Strathclyde Suite so it has been well and truly a part of the Doyle family.



Cindy McLean

FRIENDS and colleagues bid a fond farewell to Cindy McLean, who retired from NHS Lanarkshire in January after 16 years' service.

The medical secretary, who was attached to the care for the elderly team at Hairmyres Hospital, joined NHS Lanarkshire in January 1999 when she was appointed as a typist with the x-ray department at Hairmyres Hospital, a post she held until July 2005. Cindy then joined the care of the elderly team on a job-share basis, where she provided support to Drs Martin, Yip and McGurn, a position she held until her retirement.

In her spare time, Cindy enjoys craftwork, yoga, travel, keeping fit and singing in a choir – activities she will continue to enjoy in her retirement.

Angela Smith, business support manager, said: "Cindy was a big part of the team and played an invaluable role. I know everyone who worked with Cindy was very sad to hear she was leaving, but we wish her all the best in the next chapter of her life."



LS

DEDICATED WORK

GET IN TOUCH

If you would like to feature a retirement in *The Pulse*, contact Alison McCutcheon, Communications Department, on alison.mccutcheon@lanarkshire.scot.nhs.uk or 01698 858111.



Pauline Bell

AFTER 34 years' service, charge nurse Pauline Bell retired from NHS Lanarkshire in February.

Pauline, who was based in the integrated addiction service at Airdrie Community Health Centre, joined the NHS in 1981 when she was appointed as nursing assistant with the learning disability team at Lennox Castle Hospital in Lennoxtown. Pauline thereafter undertook nurse training and qualified as a staff nurse in 1984.

In 1985, Pauline moved to Woodilee Hospital in Lennoxtown where she trained as a mental health nurse.

Pauline joined NHS Lanarkshire in 1986 when she was appointed as charge nurse at Kirklands Hospital, Bothwell, a position she held until 2006. She then moved into the community to work with the condition management programme through Salus.

In 2011, Pauline joined the integrated addiction service at Airdrie Community Health Centre, a post she held until her retirement.

Pauline, who lives in Kilsyth, is an animal enthusiast, being the owner of two dogs, two cockatiels and two guinea pigs. In her spare time, she enjoys relaxing with her Kindle and holidaying in Florida where she spends time with her sister. Pauline likes to be kept busy and will no doubt seek further employment or join the voluntary sector on her retirement. To mark her retirement, Pauline will soon travel to Florida to visit her sister.

Brian Norton, team manager, said: "After 34 years of public service, we wish Pauline a bon voyage as she sails off into her retirement. Her organisational skills and big personality will be missed by all."

Elaine Whyte



COLLEAGUES in emergency care at Wishaw General Hospital waved a fond farewell to sister Elaine Whyte, who retired from the NHS in October 2014 following a career in nursing spanning more than four decades.

After qualifying as a nurse, Elaine worked in paediatrics at Yorkhill and Law hospitals, followed by a period in surgical and medical receiving at Wishaw General Hospital.

Colleague Janet McKay said: "Elaine will be sadly missed due to her caring and knowledgeable expertise and lovable nature."

"Her retirement was celebrated with her colleagues and friends at Wishaw Golf Club and a great night was had by all. We are sure she will be kept busy with all her grandchildren and lots of holidays."

Dr Clifford Godley

AFTER 37 years' service, general practitioner Dr Clifford (Cliff) Godley retired from the NHS in February.

Dr Clifford, who was based in the Avondale Medical Practice at Strathaven Health Centre, gained his Membership of the Royal College of Physicians (MRCP) in 1981 and worked as a respiratory registrar at Glasgow Royal Infirmary before entering into general practice.

In 1982, Cliff joined NHS Lanarkshire, where he initially practiced in Wishaw before moving to Dunlop Street Surgery in Strathaven in 1985.

Quickly flourishing in practice, Cliff maintained his interest in respiratory medicine with a weekly hospital-based respiratory clinic until 2009. Cliff was one of the founders of the Avondale Medical Practice, which became a training practice in 1993.

Cliff has always been interested in medical education and has willingly shared his knowledge and expertise. In recognition of his contributions, he is a fellow of both the Royal College of General Practitioners and the Royal College of Physicians (Glasgow and Edinburgh).

Cliff has lived in Strathaven throughout his career in general practice. He is married to Jane, and they are both keen skiers and competitive golfers. They have one son Keith and a daughter Cheryl, both of whom have qualified



as doctors. Cheryl is set to follow in her father's footsteps into a career in general practice. Cliff has been a church elder for many years and is a long-suffering (this season) Motherwell football fan.

Yvonne Gilmour, practice manager, said: "Dr Godley has always been willing to go the extra mile to help his patients and has been an unfailing advocate and support for patients particularly those with more complex problems."

Pictured are (right) Dr Cliff Godley and Dr Bill Campbell.

Karen Stokoe

AFTER 26 years' service, health visitor Karen Stokoe, who was based at the Alison Lea Health Centre in East Kilbride, retired from NHS Lanarkshire in February.

In 1974, Karen undertook a year's training at Victoria Infirmary before becoming a staff nurse in orthopaedics.

In 1978, Karen moved to Simpson's Memorial Maternity Pavilion to train as a midwife. After completing her training, Karen moved to Glasgow Royal Infirmary, where she worked within accident and emergency (A&E).

In 1981, Karen decided to leave Scotland and moved to Saudi Arabia, where she worked with the Riyadh military in A&E for two years.

It was at this time that Karen decided to take a year out and spent her time



touring New Zealand before joining London Chase Farm Hospital in Middlesex in 1984.

In 1986, Karen decided again to move abroad and travelled to Australia, where she worked as a specialist registrar within A&E in Adelaide.

In 1987, Karen returned to Scotland joining Bangour Hospital as a specialist registrar within A&E.

After completing a health visitor course at the then Bell College, Karen joined NHS Lanarkshire in 1989. She was initially based at Hunter Health Centre and, in 2009, moved to Alison Lea Health Centre, where she remained until her retirement.

In her spare time, Karen enjoys walking, skiing, going to the gym, cooking, baking and reading.



Diane McGilvray

AFTER 37 years' service, community support worker Diane McGilvray retired from NHS Lanarkshire in March.

Diane, who was attached to the community mental health team at Airbles Road, Motherwell, joined NHS Lanarkshire in 1978 where she was based with older people with complex care needs at Cleland Hospital.

In 1990, Diane moved to the Airbles Road Centre when it officially opened and, in 1993, was successful in being

promoted to Band 'B' in the day hospital.

The day hospital staff initially covered the community and when the community developed, Diane covered the Motherwell/Clydesdale area. She settled in the Motherwell team where she remained as a valued member until her retirement.

Alison Drinnan, team leader, said: "Diane and I have worked together for the last 20 years and the place will be quiet without her presence."

DID YOU KNOW?

Laura will cycle 350km in Africa – the equivalent of cycling from Glasgow to Liverpool.



SADDLE UP: Raising money to tackle cancer is a cause close to Laura's heart as her mum is a cancer survivor

A cycle down in Africa...

STAFF NURSE TO UNDERTAKE CYCLE FOR CANCER CHARITIES

AN EMERGENCY care staff nurse is set to undertake the cycling challenge of a lifetime.

Laura Curivan, who works at Wishaw General's emergency care unit, will travel to Africa to cycle 350km over seven days.

The challenge, which will take place in October, will see Laura attempt to raise more than £4,000 for women's cancers.

Laura said: "Women's cancer is a cause very close to my heart as my mum is a survivor of cervical cancer. In the nursing profession, you care for patients who have cancer and provide the best treatment that you can. However, by raising money, I hope that I will be able to fund research into providing even better treatment methods."

"The funds raised by the

cycle will be divided equally between three charities: Breast Cancer Care, Jo's Cervical Cancer Trust and Ovarian Cancer Action.

"All competitors are asked to raise a minimum of £3,000 in donations to take part."

The challenge will see Laura fly to Tanzania, where she will travel close to Mount Kilimanjaro. From there, she will cycle to Maasai Village then through the volcanic landscape to Arusha, the main town in northern Tanzania.

From Arusha, Laura will cycle through the countryside to Tarangire National Park, Mto Wa Mbu Lake Manyara National Park and the Ngorongoro Crater Conservation Area.

i If you would like to help Laura beat her fundraising target, visit: www.justgiving.com/Laura-Curivan Or text CURI79 £amount to 70070.

BY RAISING MONEY I HOPE THAT I WILL BE ABLE TO FUND RESEARCH INTO PROVIDING EVEN BETTER TREATMENTS"

Award for improving lives

A PROJECT which is improving the lives of looked after children has scooped an award.

The 'My Health, My Voice' project won the best quality improvement project category at the NHS Education for Scotland (NES) Best Start Leadership Celebration event.

Looked after children's nurses Maureen Allan and Ellen McDonald developed the tools during the NES Best Start Leadership Programme.

Maureen said: "The project originates from work that has been tried and tested by psychologists in therapy sessions and other settings."

"The interactive tools are showing to be invaluable in encouraging looked after children and young people to participate in their health needs assessment in a meaningful way. The tools are helping them to get in touch with their deep and difficult emotions and to identify their

unmet health and wellbeing needs."

The project included a 'feel bag', where each toy in the bag represents one of the GIRFEC SHANARRI indicators. It also includes touch point emotion cards.

Ellen said: "The emotion cards allows the looked after child or young person to find the word or emotion that best match their feelings and go beyond bland statements such as 'I don't feel healthy'."



WINNERS: Maureen and Ellen pick up the award