

Glasgow Community Link Worker Programme

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Delivered by:
The Health and Social Care Alliance
Scotland and We Are With You

Glasgow City HSCP **Community Link Worker Programme**

Annual Report
1st April 2020 - 31st March 2021



Delivered by
The Health and Social Care
Alliance Scotland
and
We Are With You



Introduction

<https://glasgowcity.hscp.scot/publication/glasgow-city-hscp-community-link-worker-programme-annual-report-20202021>

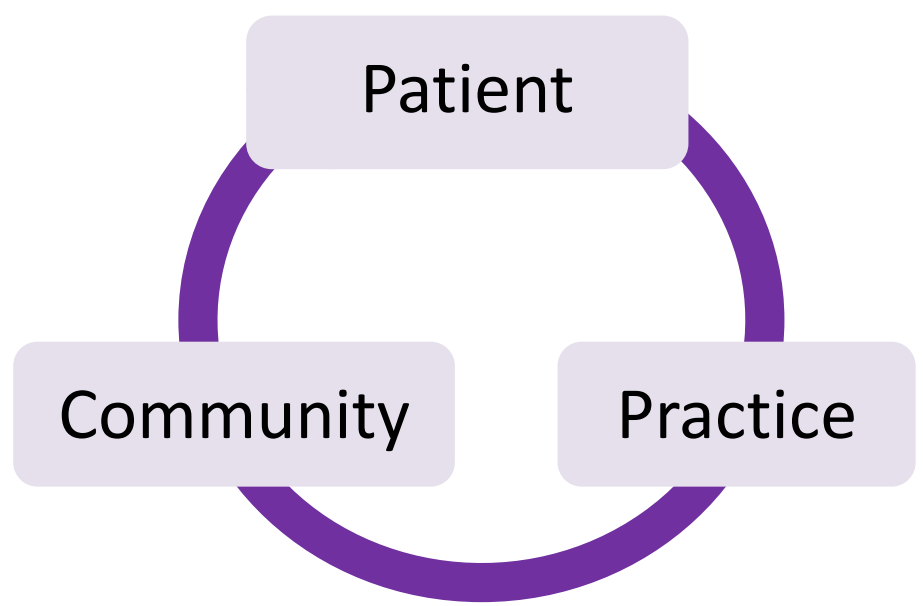
CLW programme in Glasgow

- Component of Glasgow's Primary Care Improvement Plan – a policy shift that impacted a strong inequalities focus across Scotland
- Currently we have 81 practices benefiting from an embedded CLW, 40 of these from **insecure** funds.
- Deprivation based allocation of CLW resource to General Practice – latterly responding to the challenge of reach.
- Commissioned Service - framework with six delivery organisations, currently delivered by two third sector organisations (The Health and Social Care Alliance Scotland and We Are With You)

"The CLW has played a positive part in our culture, with many of the people she has spoken with saying for the first time in their lives, their voices have been heard"

Community resource staff member

Community Link Worker Role



Patient centred

Generalist social support

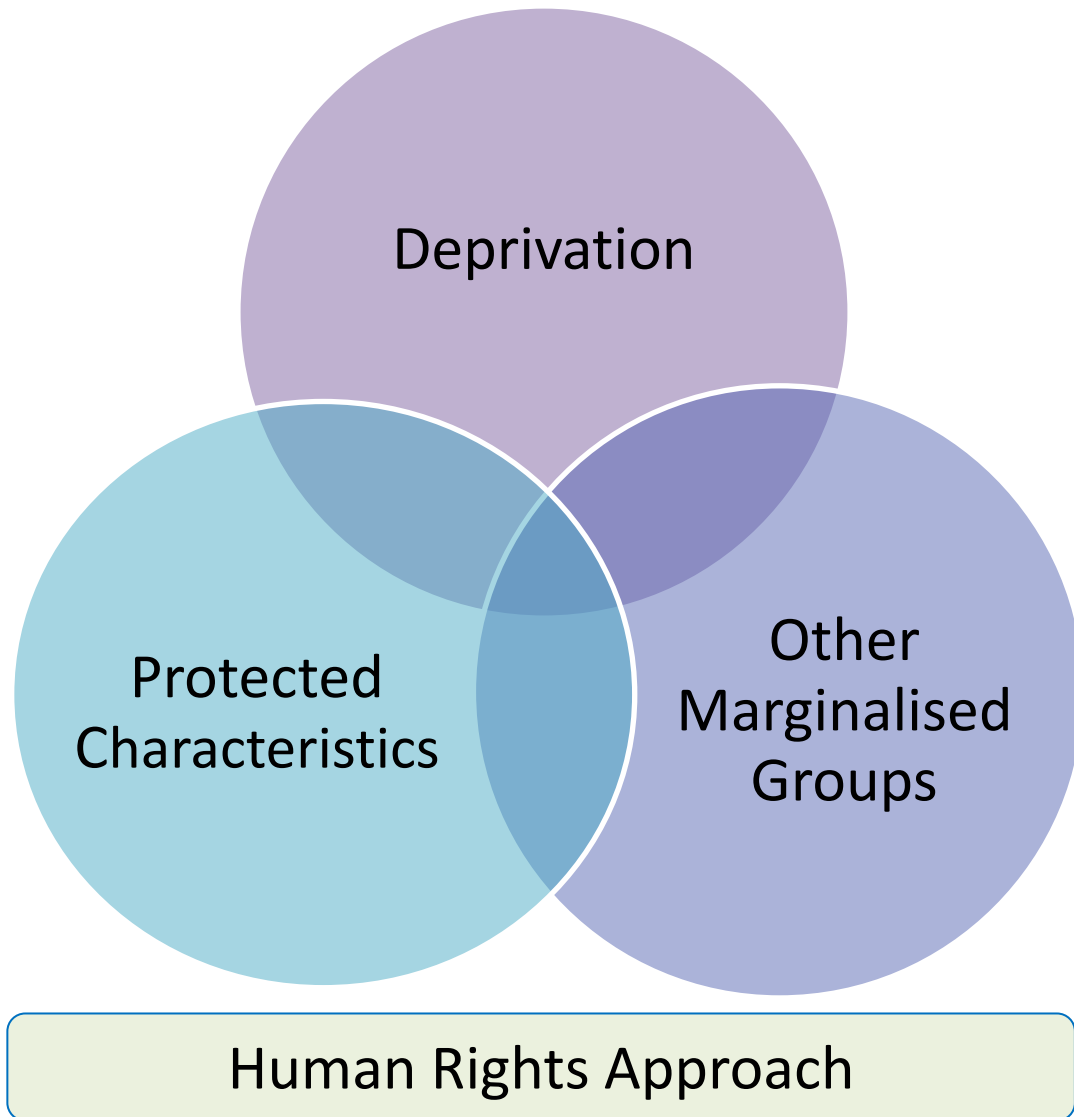
Inequalities focused

Working in partnership

"Having a links worker has been very positive and has genuinely bridged a gap between primary care and community resources"

GP Partner

Health Inequalities Focus



"You are the first person I have met who has really listened to me, and has made time for me, since I arrived in this country 15 years ago. Thank you so much for everything you do"

Programme participant

Thematic CLWs

- Asylum Seekers
- Homelessness
- Youth Health Service

What we see in service

In 2020/ 2021

4,996
referrals to the
service

93%
engagement rate

24,381
appointments were
held

73%
Improved wellbeing scores
on exit

Complexity

- Low
- Mid
- High

“Having a mild learning disability sometimes makes life hard... [CLW] is a godsend. I trust her wholeheartedly and value her advice. I’m not ready to go to groups, I know they would help me, but I can’t. She has listened to me, she doesn’t judge me and I feel normal when I am with her... I feel valued”

Programme participant

and Clyde

What we see in service

Reasons for Referral Vs Issues to be addressed

“My CLW informed me about the Warm Home Discount payment... In the past I have suffered from bad anxiety as I’ve had to choose between food or heat. When I get this money, it will help me over the winter and I will not need to worry so much. She also referred me to a money advice service for a benefit check”

Programme participant

Issues Addressed

1. Poverty (food, fuel, income, welfare)
2. Housing issues
3. Mental health and Wellbeing
4. Caring responsibilities

- Social isolation
- Bereavement
- Long-term conditions
- Disability/ learning disability
- Alcohol & drug use
- Gender based violence
- Childhood trauma
- Asylum seeker/refugee
- Family dynamics
- Loneliness
- Exercise

Case Study One

- 26yr old, single mum, asylum seeker
- Referred by GP as depressed
- Engaged with Anchor Centre, no other support
- Telephone appointment, disclosed feeling lonely & isolated
- Offered walk & talk appointments, explored strengths and interests
- Accompanied visit to crafting skills project, advocacy to ensure flexibility with childcare arrangements.
- Link to Reach Health Project, clothes vouchers & food parcels and Sahelyia for wellbeing support.
- Xmas gift and decorations coordinated
- Connecting Scotland Programme
- Significant improvement in wellbeing scores

Case Study Two

- 57 year old man. Reason for referral: isolation, low mood, alcohol use.
- Telephone appointment – what matters to you, uncovered:
- Physical health problems and significant mobility issues.
- Relationship breakdown – carer breakdown
- Agreed CLW could contact Housing Officer to understand social circumstances
- Based on discussion with individual, GP, HO, CLW submitted AP1 form
- Social Work Assessment, OT Assessment undertaken
- Tenancy deemed unsuitable, daily carers arranged
- Referral to Glasgow Centre for Inclusive Living's Home2Fit project & application with current provider
- Agreed to referral to Glasgow Council on Alcohol
- Supported attendance to Men's shed
- Ongoing involvement of statutory services and housing officer to monitor health, wellbeing and engagement

Looking forward

- Continue to embed existing provision and foster sustainability in practice
- Consider the implications of the SG guidance on Primary Care Mental Health Teams in relation to Community Link Workers
- Continue to build the MDT working in general practice – Welfare Advice in Health Partnerships
- Managing the complexity of contracting and procurement challenges for continued provision
- Consider the workforce development requirements for future extended provision.