

Annual Performance Report - Reducing Inequalities, supporting Self-Care and ensuring services are Open Door

To view the Microsoft SWAY interactive version of this report please use the links below

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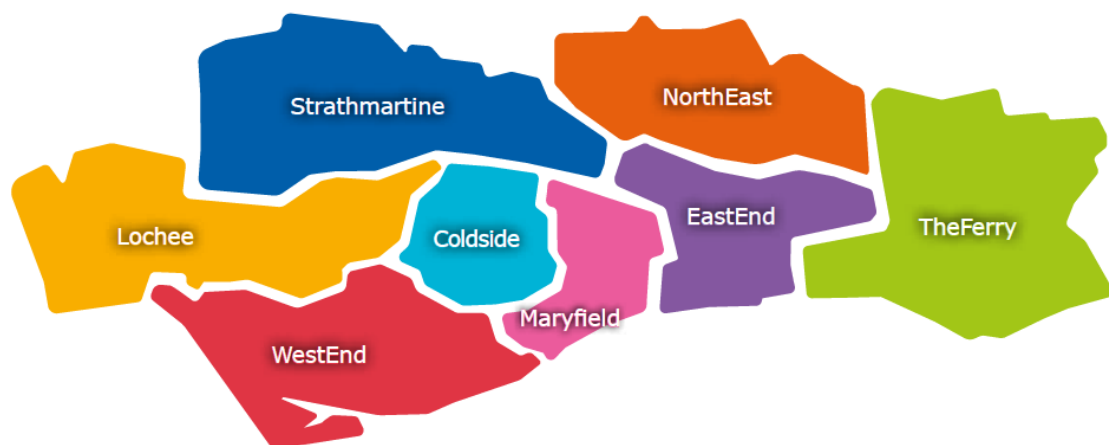
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Version optimised for Laptop, PC or Tablet

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Introduction

Dundee is a City with a population of approximately 150,000 people. It consists of 8 geographical areas of the city. Localities and communities can have geographical boundaries but many instead, are defined by social, cultural, environmental and health related aspects.



Information about the health and wellbeing of people in Dundee shows that there are big differences between how healthy and well people are. These differences happen because of where people live in the city, how much money they have and because of who they are (for example, their ethnic origin, sexual orientation, disability or age). These differences are often called Health Inequalities.

People who are affected by poverty or poor social circumstances or who have a Protected Characteristic can find it more difficult to access health and social care services. Sometimes these people also have a poorer experience of support and services, including that they do not make as big a difference to their health and wellbeing as they do for other people.

Dundee has high levels of social issues that impact on health and wellbeing of vulnerable people, including people affected by poverty and the issues that are often associated with this. These include drug and alcohol use, poor mental health, domestic abuse and others types of violence against women, and harm to other vulnerable adults and children.

As part of the work to make Dundee a 'fairer' city the IJB has developed new equality outcomes as part of their work to develop a new strategic commissioning framework for health and social care in Dundee. During the period 2023-2027 the IJB will progress the following equality outcomes:

1. Improving the accessibility of information published by the IJB.
2. Increasing ways to listen, hear and learn what matters to people.
3. Finding ways to make sure IJB membership is diverse and reflects the overall population of Dundee.
4. IJB contributes to an improved culture within the workforce to actively challenge discrimination.

Covid-19 Recovery and Cost of Living Crisis

Inequality within Dundee has further been made apparent throughout 2023/24 where the population has been impacted by the cost-of-living crisis.

The Engage Dundee survey explored citizens' experiences of coping with the cost-of-living crisis over a 12-month period from November 2022. The survey collected information on personal circumstances and characteristics and included categorical responses on difficulties experienced; personal finances; services/ support used; health and wellbeing; other changes experienced and future support. Respondents were invited to provide additional comments and leave contact details should they wish to be involved in further discussions.

Results found that people were struggling with costs relating to food, energy, rent/mortgage and unpaid care.

- Almost 1 in 8 of those leaving comments reported that their health and wellbeing were worse generally as a result of coping with the cost of living and that ongoing health issues were persisting due to being cold, healthy food being too expensive and that homes were not heated adequately leading to feelings of depression.
- Respondents were asked to rate their general health on a scale of 1 to 5, with 1 being “very bad” and 5 “very good”. The most common response was 3 (38.9%) with an average score of 3.3 across the total sample.
- 65% of people responded saying they were struggling with costs of exercising/keeping physically active and 72% struggling with costs of things that are good for your mental wellbeing.
- 86% of people responded that they experienced feelings of fear, anxiety, stress or worry.
- Almost half of those with a pre-existing physical or mental health condition reported these had worsened due to the cost-of-living crisis, including from the effects of inadequately heated homes and poor diet. Around one third reported developing a physical or mental health condition over the previous 12 months.
- Many respondents commented on negative health impacts from the cost of living. Ongoing health issues persisted due to being cold, not being able to afford healthy food, skipping meals altogether or heating homes inadequately. Some respondents were unable to find time for self-help due to working longer hours and a small number commented that a lack of face-to-face care had impacted them negatively.
- Over 1 in 5 of comments referred to deterioration in physical health with some respondents feeling fatigued, in more pain, or unable to manage pre-existing conditions due to being cold or not eating well. Some were less physically active whilst others gained weight due to the cost of healthy meals. The prohibitive cost of transport meant that some could not seek medical help whilst others could not afford non-prescribed medication and treatments.
- 4 in every 10 comments reflected impacts on mental health including chronic anxiety due to financial worries, inability to socialise, or working longer hours leading to stress and in some cases depression. Some felt drained, demotivated, ashamed, miserable and overwhelmed from trying to cope. Financial worries exacerbated depression and anxiety which were previously well managed and there were concerns about the future, a lack of control and poor sleep.
- Deterioration in mental health was recognised as impacting on relationships. Respondents stated that low mood and motivation made it difficult to connect

with others and that parental stress impacted on children's mental health and wellbeing. Some felt increased working hours were affecting family life.

The crisis is having a profound effect particularly on those living in the more deprived areas who were already struggling to make ends meet.

As a response, interventions such as food vouchers, no cost family activities, and free hot meals were organised and appeared to have a positive and protective effect.

Further to this, the effects of the COVID-19 pandemic were still visible throughout 2023/24. Since the pandemic, long lasting effects have been inherited such as an increase in demand for services whether it be through COVID absence, long COVID or indirect consequences such as deteriorated Mental Health/Drug & Alcohol issues. The increase in demand and longer waiting lists have put pressure on services at a time where limited additional financial resources are available to invest.

Partnership services have now adopted a 'new normal' approach where health and social care services will continue to build on the new ways of working which have been required to be implemented as part of the Covid-19 response, such as increased use of technology to carry out virtual consultations, a blended approach to home and office working, more outreach working and greater opportunities for mobile working.

Winter Fund for Carers



Carers are more likely to be affected by poverty and deprivation and are now recognised as a group of people likely to be subject to Health Inequalities. In the winter, costs of living can increase, especially in households where fuel costs are high and warm clothing, footwear and bedding needs replaced and where disability can make it harder to keep warm.

In 2023/24 Dundee IJB allocated the Carers Partnership money to Dundee Carers Centre for a Winter Fund to support carers most in need. The fund was set up for carers to help to alleviate some of the increasing financial pressures being experienced over the winter period. It also aimed to enable people to continue their caring roles with less anxiety regarding their health, well-being and financial security during the current cost of living crisis.

Dundee Carers Centre administered the fund and they ensured that it was publicised widely across the local support agencies to ensure that carers who did not currently receive support from the Centre were also encouraged to apply for funding.

Similarly, the funding panel who reviewed applications and made decisions comprised of representatives across the sector, including money advice services.

This year's applicants identified having to make choices between 'heating' and 'eating', and there was a subsequent increase in the percentage of awards for fuel and food. In 2023/24 the fund distributed 429 grants totalling £124,019, covering costs such as food and fuel, travel, white goods, winter clothing, and bedding and furniture.

Of carers who responded to the Engage Dundee survey:

- 56% reported that they had gone without food or energy so that they could pay a bill (46% of all respondents also reported this)
- 93% reported that they felt fear, anxiety, stress or worry (86% of all respondents also reported this)

[Click here for Dundee Carer's Centre Website](#)

Equality Mainstreaming

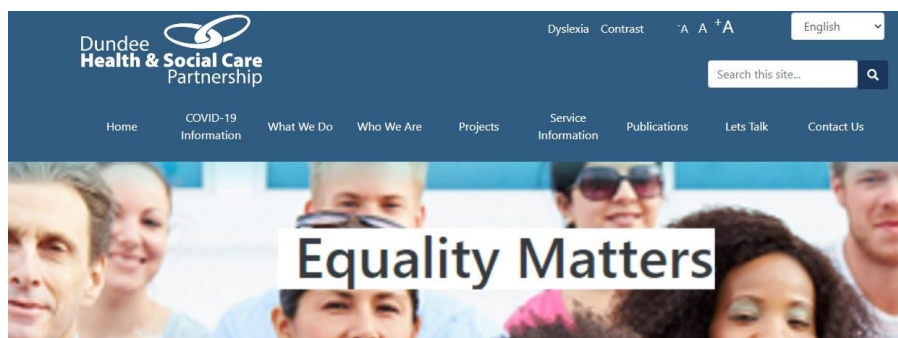
Successful progress towards equality requires policy makers, decision makers and the workforce to take account of the differences between people and groups of people and recognise a positive value in those differences as well as mitigating any potential negative impacts. Dundee IJB is committed to ensuring that no one has poorer life chances because of their personal characteristics such as their gender, where they come from, the colour of their skin, what they believe or if they have a disability.



[Click here to view our Equality Mainstreaming Report and Equality Outcomes](#)

Some of our Key Achievements:

- Expanded access to learning opportunities for equality and fairness matters available to the workforce within the Dundee Health and Social Care Partnership. This has included the establishment of a Dundee Health and Social Care Partnership Equality and Human Rights Workforce Learning Network and contributions to existing workforce networks for people with a disability, who are Black, Asian or from another minority ethnic group or who are LGBTQ+.
- Focused improvement activity to ensure that the IJB is undertaking Integrated Impact Assessments (covering both equality and fairness matters) for any decisions it is taking that might impact on protected groups or have fairness impacts. This has included changes to the way in which Integrated Impact Assessments, as well as other important equality information, is published by the IJB.
- Continued efforts to engage with people from protected groups as part of the IJB's strategic planning activities. This has included taking additional steps to ensure that engagement events and opportunities are accessible to people who have additional communication needs. It has also included publishing plans and supporting information in alternative formats, for example the Strategic Plan for supporting people with a Learning Disability and Autism was accompanied by a video interview and short information leaflet.
- Commissioning of specific service improvements that have had a positive impact on people who have protected characteristics. This has included the development of the Dundee Community Wellbeing Centre (known locally as Hope Point), as well as the shared care model for support to people who use drugs through GP practices. There has also been investment in services to support women experiencing domestic abuse and sexual violence, including specific provisions for women who are British Sign Language users. Finally, through the Carers Partnership support has been provided to those most in need of financial and practical help through the Carers Winter Fund.



Please click [here](#) to view further information about Equality Matters.

The Dundee General Practice Strategy

The Dundee General Practice Strategy has been developed with GP colleagues, cluster leads, other practice staff and service leads. It is set out in 3 parts, the Areas of Focus, the Guiding Principles, and the Activities over the next 5 years that will provide the structure to achieve the ambitions.

- 20 Minute Neighbourhoods which is looking to provide care closer to home and align with the green agenda in reducing the need to travel.
- Inequality and diversity to recognise and, where possible, tackle and promote inclusion.
- Partnership Working to improve, transform and achieve what is needed by looking at other organisations that can support health and psycho-social care.
- Digital Solutions to support patient care, provide clinical knowledge, and improve workflow, together with ensuring a focus on systems which are compatible with those already being used.
- Right Care, Right Place, Right Person which takes account of the patient's story and ensures service changes are informed by data and evidence.
- Citizens' Views which are part of our collaborative working and are important in guiding the development of services and as a mechanism for quality assurance.

General practice is at the heart of our communities and is uniquely placed to deliver the care and support needed by patients who experience health inequalities. GP colleagues were keen to include activities that can deliver the ambitions set out in this Dundee General Practice Strategy. These actions contribute to the 5-year work programme.

- Maintain a healthy workforce
- Deliver evidence bases, patient centred care
- Continuously improve services
- Deliver value-based health and care
- Focus on prevention, self-care and early intervention
- Address inequality and inequity
- Approve access to general practice and linked services

A stakeholder group contributed to the development of this Dundee General Practice Strategy. This group included Dundee citizens, service leads, together with general practice and Dundee HSCP colleagues.

The citizens of Dundee gave their views in two ways. There were group discussions and an invitation to complete an online or paper version of a patient survey.

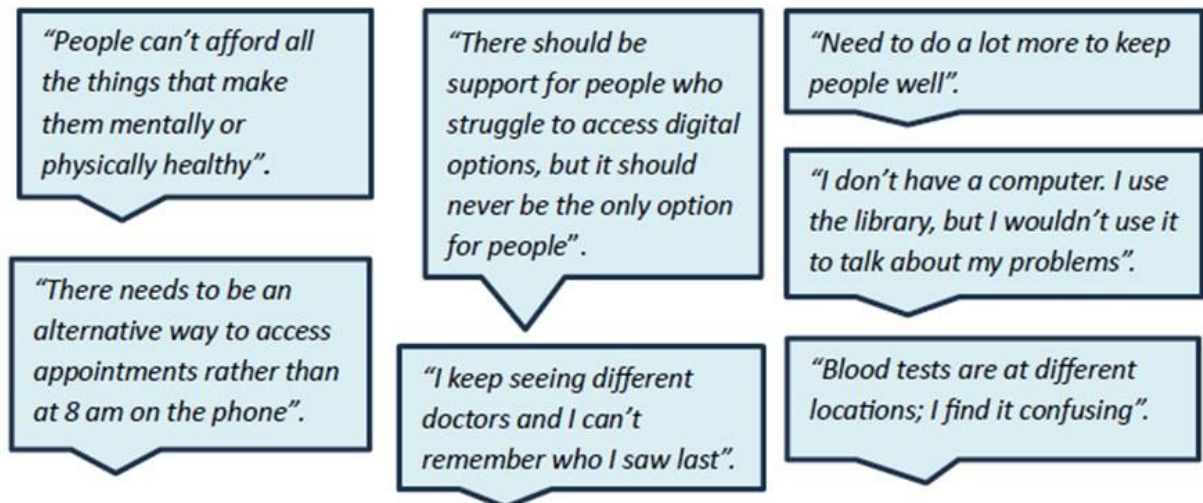
The survey results found that it is activities to improve access that respondents wish to be focused on. This was echoed in the group discussions with both staff and patients. Improvements to access include:

- Providing information to patients on the services available and how to access those services
- Improvements to appointment booking system
- Training for practice reception teams to support with navigating patients to the right care, right place and right person was the top guiding principle for survey respondents

Other notable findings were:

- 20-minute neighbourhoods were valued, and this aligns with Dundee's City Plan
- Pressures on general practice were recognised with sustainability the second Area of Focus
- Digital solutions were the lowest priority of the Guiding Principles for a mix of reasons including digital poverty and older age group concerns around usability

Below some quotes from patients:



Health Inclusion Nursing Team

The Health Inclusion Nursing Team consists of Registered General and Mental Health Nurses as well as Associate Practitioners working in communities across Dundee City covering all localities. The Team provides health support and advice, holistic health assessments, person centred support to access and engage with services, 1-1s, group work and health and wellbeing interventions. They work

closely with individuals who are homeless or at risk of homelessness, involved in Community Justice, use drugs or alcohol, carers, refugees and asylum seekers, from minority ethnic groups, people who are hard to reach and people living in areas of deprivation and/or poverty. The service delivers nurse-led drop-in clinics and work in close partnership with statutory and voluntary services.

In 2023-24 there were:

- 1,267 referrals of which 522 were for people who were female and 745 were for people who were male
- 312 Keep Well health checks of which 120 were for people who were female and 192 were for people who were male
- 3,139 community health consultations with 1,710 people in community cafes, hostels, criminal justice, asylum accommodation and nurse led outreach health clinics

"I felt disassociated from my health before now. I feel more in control. My health has improved as a consequence"

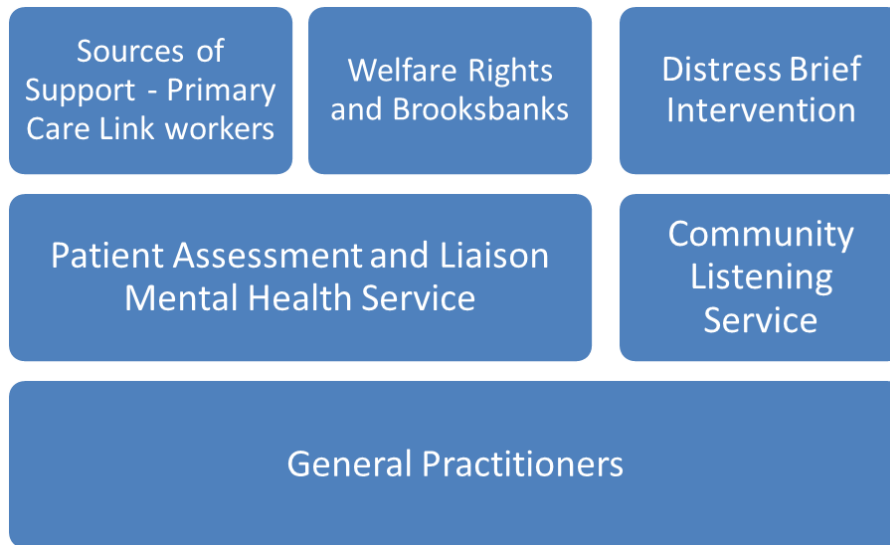
"Wouldn't have found the Health and Homeless Outreach team if I hadn't gone through other services first e.g. Just Bee, Steeple, Haven. Service is excellent. Helped me avoid homelessness with their help and signposting plus building my confidence around asking for help from mental health and GP"

"Easier to see the nurse. Harder to get appointment with my own doctor"

"The services offered by these angels is very much needed and very worthy. I see these people at numerous places - helping so much. Many thanks"

"Having used the local service, I can honestly say this is a first class professional and confidential and they signposted me to further sources of support"

Mental Health and Wellbeing Services in Primary Care, Dundee



The vision is to provide mental health and wellbeing services in Primary Care that enable people to access the right support, at the right time, in the right place, by staff who are knowledgeable and skilled to deliver this.

This is achieved through the Primary Care Mental Health and Wellbeing (MHWB) Framework that utilises a multi-disciplinary team alongside collaboration with communities, third sector, and specialist services.

General Practitioners (GPs)

Doctors working within GP Practice Teams and the GP Out-of-Hours Service continue to provide mental health assessment, support, treatment, and referral to other NHS-Services or DHSCP and Third Sector organisations for people of all ages. The in-hours GP service operates Monday to Friday 8 am to 6 pm, with the GP Out-of-Hours Service providing cover for the remainder giving a 24/7 service. Practices operate different appointment systems but in essence provide a combination of appointments in advance, same-day appointments, and a system to respond to urgent and emergency unscheduled care inquiries. The GP Out-of-Hours Service is accessed via NHS 24/111. In combination, this provides a universal service with low barriers to access, the main limitation is caused by a mismatch of supply and demand. In-hours GP receptionists/patient advisors act as navigators for individuals seeking help for a mental health issue. They enquire and triage during the initial telephone call and decide who is most appropriate from the multi-disciplinary team to support the individual. In addition to direct patient services, GPs both in and out of hours respond to inquiries relating to the health of their registered patients from the Scottish Ambulance Service, Police Scotland, Educational Settings, Care/Nursing Homes, District Nurses, Community Pharmacies, Social Work, other NHS departments and many more.

Patient Assessment and Liaison Mental Health Service (PALMS)

PALMS is hosted by the Dundee Adult Psychological Therapies Service. The service is delivered by experienced Mental Health Nurses within GP practices across Dundee. PALMS is available to adults aged 18 and over (16/17-year-olds are eligible if not at school) who are experiencing mental health and psychological difficulties and are not already engaged with statutory mental health or psychology services. People can self-refer for an appointment to receive a one off 30-minute triage assessment of their current mental health and wellbeing difficulties. They will receive advice, signposting to self-help resources or third-sector services and where appropriate onward referral to other statutory services. PALMS actively liaise with NHS and other partnership services to facilitate timely patient access to support and treatment, including establishing clear referral pathways, and working collaboratively to contribute to wider local mental health developments. Mental Health Nurses also offer consultation to practice staff (e.g. GPs, Nurses, Health Visitors, and other) on patient care and locally available services. Between May 2023 and April 2024, PALMS provided this service to a total of 5193 individuals at GP practices.

Just go along to your local pharmacy to access this service



Patient Assessment & Liaison Mental Health Service (PALMS)

Looking for ADVICE from a Mental Health Specialist?
Ask to talk to PALMS.

Patient Assessment & Liaison Mental Health Service (PALMS)

“Who are you?”

“

Mental Health Specialists, offering a one-off appointment to assess your difficulties with mental health and wellbeing. We can sign-post you to self-help resources, local services that may be able to help or refer you to the most appropriate services

”

“How can I make an appointment?”

“

Speak to the receptionist at your practice. You do not need another healthcare professional to refer you.

”

To find out more about PALMS and learn if this is the most appropriate service for you, please see our leaflet available in the waiting area.

Feedback from people who use the service

"Great service, hope it continues"

"I felt listened to and understood"

"Was lovely and supportive, made me feel very at ease and I felt this was a safe and good place to discuss some difficulties I had"

Feedback from GPs

"The service within our medical centre has been extremely beneficial. It has enabled us to navigate patients to the service who are appropriate for the service. In turn, this has helped with GP appointment capacity. I have found the service to be valuable at Grove."

"....I feel less uncomfortable nowas when prescribing medication we are offering a more holistic care to go alongside this"

"Very useful resource to help us manage a significant clinical burden"

"Frees up my time to do other work." & "Fewer follow up mental health appointments."

"I feel more confident now that we have good psychological assessment options that are actually available to patients"

"My overall view of having a PALMS nurse within the surgery is that of a positive one. She's helped a lot of patients and they enjoy seeing her"

NHS Tayside Community Listening Service

The Listening Service is an NHS Tayside Spiritual Care service. They are available within GP practices in Dundee and offer up to six, 50-minute appointments with a trained volunteer/listener. This creates the opportunity and space for people to talk about any challenging situation (i.e., health, relationship, grief, loss) helping the person find their way forward. The service is currently available for any person aged 16 and over, however is not the preferred route for those in crisis, with suicidal thoughts or acute psychosis.

"I found the listener listened very well gave me time to talk and without prejudice and also helped to show different perspectives on things. The listener was very patient very well spoken and her voice was calming too. She helped you to become less fearful and guilt free about things too. I found her to have a great knowledge of life and the different subjects she talked about. A very nice person to talk too and also put you at ease when talking to her. So professional and caring an asset to any employer."

"The listener sometimes challenged me which was also useful and helped me reflect."

"She listened to me and did not dismiss me and my reality. I felt she let me take control of what I wanted to speak about."

"I believe meeting with the listener was a good thing for me as I was able to talk to a stranger and therefore, she had no preconceptions on my person life, unlike talking to the people around me."

Sources of Support – Primary Care Link workers

Sources of Support Service



If you are 16 years or older, a Primary Care Link Worker can help you tackle these challenges so you have more control over your health and manage your needs in a way that works for you

Ask your GP, nurse or receptionist to find out if this service is suitable for you

Sources of Support Service

THERE ARE MANY THINGS THAT CAN AFFECT YOUR HEALTH



Taking care of your health involves more than medication alone

Sources of support have link workers available in all GP Practices in Dundee. The service includes any person aged 16 and over and can be accessed via a range of Primary Care referrers or self-referral routes. Their remit is to support people whose mental health and well-being are impacted by social, economic, and environmental issues, which means that the service offers non-medical interventions and coordinated care to help improve health and well-being. In Dundee, link workers will case manage the needs of the person for up to 20 weeks to help them achieve their identified goals. Advocacy and liaison with primary and secondary care, statutory, and third-sector services is a key feature of the link worker role. Primary Care

supports tackling mental health inequalities through these staff and it is evident from the service's activity that a higher volume of people from deprived areas access link worker support. Between May 2023 and April 2024, the service supported 941 people.

"Thank you very much for your support throughout the most difficult time of my life. I honestly appreciate all that you have done for me and helped, from filling in forms and supporting me to my assessment. I definitely wouldn't have been able to do it without you. This includes listening to me and especially our chats we have had together as it makes me realise, I am not alone in this. From the first time we met until now what a massive difference I can see within myself, it is unbelievable. So once again thank you for everything"

Where we made Improvements

- We enhanced pathways between the Scottish Ambulance Service and the services offered by the Primary Care multi-disciplinary team (MDT). A survey with ambulance staff identified a need to increase knowledge about what is available and how to access. A navigation tool for ambulance staff is being co-designed and will be tested by the Ambulance Service in Dundee from December. This will be evaluated and refined then embedded.
- An improvement project within Cluster One GP practices is focusing on the prevention of developing chronic pain by the optimisation of education and information about pain and psychosocial approaches offered by the Mental Health and Wellbeing MDT.
- A Dundee community resource directory with the available Primary Care Mental Health and Wellbeing services, and wider community services including those provided by third sector and statutory services has been developed. This is with a view to digitising this and making available to the public and staff providing services. Management and governance is being established in respect to this prior to being tested.
- A scoping review of the current provision has been conducted and areas identified requiring most development. These will be used to inform the development of the Dundee Primary Care Mental Health and Wellbeing Delivery Action Plan 2024-2027.

Because you have put us in touch with all these other places that are helping, I don't feel alone anymore. There was no one I could turn to before, now I've got help.

I feel like I've come a long way from when I met you at the start. Without you we would still be sitting in limbo. You've been really helpful, honestly its been great I have enjoyed coming in thank you.

Its nice to know that I no longer have to worry about money or barely making ends meet which have put strain on my mental health, receiving this award will help me work on my mental health.

You have been amazing at figuring out my needs and helping me access the correct support. Thank you for all you have done. I know I have provided you with some challenges and the way you have supported me to overcome them is a credit to you. I now have all the correct support in place and a better relationship with my GP and I know its okay to open up and ask for help. Thank you again.

Distress Brief Intervention (DBI)

The DBI service is a national programme providing support to people aged 16 or over experiencing distress and feeling overwhelmed emotionally. In Dundee, the service is hosted by Penumbra and based in the city centre. Following the initial referral (which is immediate via email) a DBI peer practitioner will contact the person within 24 hours and support them for up to 14 days. They will work with the person to address some of the difficulties they may be experiencing that have led to their distress and work together to identify ways of preventing and managing any future distress. These could include social difficulties such as relationship problems, anxiety, low mood, thoughts of self-harm, thoughts of suicide, housing worries, money worries, and employment issues.

DBI seeks to widen the support offered to people engaging with frontline services, at a time when they need it the most. Presently, there are several potential routes to receiving DBI. These are: via the emergency department, police, ambulance service, via the GP, or PALMS practitioner. At present the opportunity for these frontline services to refer a person to DBI is being managed through a phased programme to ensure they can meet demand. Between April 2023 and March 2024, 834 individuals were referred to DBI in Dundee. 82 referrals were from Police Scotland and 752 from Primary Care



“I was contacted very soon after I was referred to the DBI service. Even at initial conversation, I was made me feel he was there to chat about anything. It made me feel reassured. When we did have a longer chat, he made me feel I was not alone. It was good to hear he had once been in a similar situation. This made me feel things will get better. I did a lot of offloading, and felt I was listened to. There was no judging. Thank you.”

“Thank you so much for your support and advice. I cannot tell you how much it has helped me over the last two weeks. I genuinely don’t know where I would have been without it”.

“You were so patient and understanding. You're so lovely and I appreciate it all, thank you.”

“I found the support of DBI really valuable, and I am really grateful for the service, the staff member was great! Having someone non-judgemental, easy going, and encouraging to speak to has helped me during a tough time in my life. Thank you!”.

HOPE Point Dundee

Hope Point has been developed as an initial contact centre for anyone in Dundee City who experiences distress, including those with mental health issues. The centre opened in July 2023 and has continued to be open 24/7 for people who need it. The environment and service has been co-designed with a wide range of people in the city in order to ensure the service is able to take account of individuals needs including equality and protected characteristics.

Lived experience has been integral to the developments both in terms of consultation in the planning stages and with regards to the staff team who are all employed in Peer Support roles. A welcoming, non-clinical environment and an approach underpinned by the principles of Time, Space and Compassion. Staff come alongside people on a short-term basis to help solve the difficulties they are facing, plan next steps safely and connect them with other supports and services if that is what’s required.

2,466 contacts were made to the service up to March 2024



What to expect when you visit us...

A Warm Welcome!

A friendly member of our team will assist you at our building entrance on 4 South Ward Road.



One-to-One Support

One of our peer workers will listen, and have a chat with you to identify how we can best support you.

Connecting

Our support is short term, at the time you need it most. We will work with you to connect you with the right support to aid your recovery longer term.



We will help you to **plan your next steps** safely, and we can help you to find a way forward.

"The staff at Hope Point saved my life. Amazing people! Amazing Service!"

"It was beneficial for me to see staff here and feel valued and listened to"

"It is amazing that there's a 24 hour accessible centre for any adult or young person struggling with mental health"

"I was absolutely hopeless before finding Hope Point, now I'm full of hope"

"You guys have saved my life many times over"

Penumbra Wellbeing Workshops are community based, relaxed and informal, explore self-management, open to the general public and are delivered in conjunction with other agencies for specific groups



Penumbra Wellbeing Workshop



Penumbra Wellbeing Workshops

✉ Dundee.POWWOWs@penumbra.org.uk
☎ 07717 618 722 (Anne)
f @PenumbraDundee

What is a wellbeing workshop?

Our workshops are for people aged 16 and over in Dundee. They cover a range of wellbeing topics and take place in community venues across the city. They're a fun way to learn and share ideas and techniques that support good mental health and wellbeing.

Anxiety

Tuesday 5th July 2022
10.30 am - 12.30 pm

Explore the impact of anxiety on our bodies and minds, identify the thoughts that make us anxious and discuss techniques that we can use to help reduce anxiety.

Venue: V&A Dundee, 1 Riverside Esplanade, Dundee, DD1 4EZ

Sleep Matters

Tuesday 12th July 2022
10.30 am - 12.30 pm

Opportunity to reflect on your sleep pattern, explore how this affects your well-being and what tools we can use to help improve our sleep habits.

Venue: V&A Dundee, 1 Riverside Esplanade, Dundee, DD1 4EZ

Self-Care

Tuesday 19th July 2022
10.30 am - 12.30 pm

We explore self-care and how self-care helps our wellbeing. You get the opportunity to share examples, learn from other participants, and leave with practical tools you can use moving forward.

Venue: V&A Dundee, 1 Riverside Esplanade, Dundee, DD1 4EZ

To book

To book or find out more about these sessions contact us via the details at the top of the page.

Penumbra
Mental Health

penumbra.org.uk
f i t y in

Of the 115 people who completed feedback questionnaires:

- 100% felt able to access support when they needed it.
- 91.1% felt the environment made them feel comfortable.
- 100% felt valued & respected by our team.

Where appropriate, a distress measure is used where people self-rate the degree of their distress on a scale of 0 to 10. This takes place at the start and at the end of an intervention with Hope Point staff. 100% saw a decrease in their score. The average was 3.6 points reduced distress rating.

Creating Hope Together Through Suicide Prevention

Suicide is a complex issue for people in Dundee, and the 'whole of government and whole society approach' of Creating Hope Together: Scotland's Suicide Prevention Strategy 2022-2032 is welcomed. The Protecting People and Dundee's Children at Risk and Adults at Risk Committees, which are to be established as part of local governance structures, will take responsibility for alignment of the National Strategy and local suicide prevention priorities. Locally, suicide prevention work continues to progress across several spheres ensuring this aligns with the national strategy, and other national policies including the Mental Health and Wellbeing Strategy 2023-2033. It is a priority within the Dundee Health and Social Care Partnership's Mental Health and Wellbeing Strategic Plan (2020-2024), and activities are supported by Public Health Scotland colleagues working locally and nationally.

Key achievements in the last year

- A full-time Suicide Prevention Co-ordinator has been employed to co-ordinate, lead and drive forward key work in relation to suicide prevention.
- A Suicide Prevention Stakeholder Event in Dundee was held with around 100 attendees to inform the development of Dundee's Suicide Prevention Delivery Plan which will be available in the coming months.
- Membership of and contribution to the Tayside Multi-Agency Suicide Review Group.
- Targeted work around locations of concern.
- The co-production of a service to support people bereaved by suicide is underway.
- The Tayside [Suicide? Help!](#) App and website has been refreshed and presents local information and support available for people.
- NHS Education for Scotland suicide prevention courses have been delivered and colleagues across many sectors are working to achieve an increase in training. These are promoted through widely emailing colleagues who provide services, promoting the Protecting People Learning Framework website as well as encouraging participation across DCC, NHS, Independent and Third Sector networks.
- Pilot funding was awarded from the Tayside Health Charity to build learning and capacity and develop a third sector alliance to deliver suicide prevention training across services and communities.
- Hope Point: Wellbeing Support Service continues to establish itself in the city as a safe place, open 24 hours a day, 7 days a week for people in distress and at risk of suicide. This peer support service offers a compassionate response and ongoing evaluation shows this a valuable asset for the city. Meanwhile, Distress Brief Intervention services have been expanding to

support the work of Primary Care, Police Scotland, and the Scottish Ambulance Service for people in distress.



In August 2023, the National Records of Scotland published its statistics for probable deaths by suicide in 2022. Across Scotland there was an increase in probable suicides (9 deaths) from the 2021 figures, with a total of 762 deaths in 2022. In Dundee specifically, in 2022, 29 people died by probable suicide, this is an increase of four people from 2021 (for comparison 2000=34, 2019=33, 2018=34). The rate was higher than the Scottish average in Highland, Dundee City, East Ayrshire and Perth and Kinross council areas. Suicide rates for males are still twice as high as females however it is worth recognising that female deaths across Scotland in 2022 increased by 18 and males decreased by 9 on the previous year.

Violence Against Women

Dundee Violence Against Women Partnership

Exit site

Search

If risk is happening **NOW**, call 999.

Find support contact numbers [here](#)

Find out our latest news [here](#)

[Click here for the Dundee Violence Against Women Partnership Website](#)

Deaf Links

Deaf Links is a Tayside-wide charity based in Dundee. Through a wide range of services, activities and learning opportunities they support people who experience sensory loss.

In partnership with Women's Aid in Dundee, Angus and Perth, Deaf Links are committed to supporting Deaf women who are experiencing any form of abuse or coercive control.

Through advocacy workers who are fluent in British Sign Language they provide a dedicated advocacy service to Deaf women across Tayside who have or are experiencing any form of violence, abuse or coercive control. They work directly with women, their children and young people offering crisis intervention, information, advocacy services and support to enable equal access to mainstream support services.

The advocacy services provided empower, inform and enable women in a variety of settings liaising closely with statutory and other voluntary organisation.

The Violence Against Deaf Women Advocacy Worker also provides information sessions to Deaf Women and raises awareness of BSL and Deaf Culture with mainstream service providers.



[Click here for further information about Deaf Links](#)

Shakti Women's Aid

Shakti Women's Aid is a national organisation specialising in supporting Black and minority ethnic women and children experiencing domestic abuse and honour-based violence. They had provided an outreach service in Dundee for a number of years, supported by two successive allocations from National Lottery funding followed by allocations from Scottish Government and Imkaan (a UK-based organisation dedicated to addressing violence against Black and minoritised women and girls). Funding from these sources came to an end in March 2023; on a short-term basis Shakti were utilising reserves to continue the service in Dundee. During 2022/2023

Shakti Women's Aid Dundee Outreach Service supported 60 women survivors of gender-based violence; during the year 34 women successfully exited from the service, with 31 women receiving ongoing specialist service support. An evaluation of the service carried out prior to the pandemic found that key benefits of the service included: specialist support to complement work of local service providers and additional expertise regarding immigration rights. In 2023/24, the Integration Joint Board, alongside other public sector partners, invested one-off funds to ensure that the Shakti Outreach Service continued to be able to provide support in Dundee, while the organisation worked to identify longer-term funding sources.



'Not many agencies understand the cultural issues and the bottlenecks. I was married to my second cousin and there was so much pressure on me. I thought I would lose my child. So, by understanding these sorts of pressures, they were able to help me take it a step at a time.'

'I had nothing. I had no family here. I had no money. I had no friends because of my husband. My language was not good. I had no nappies for my child. I don't know what I would have done. But I have hope now.'

Welfare Advice and Health Partnerships (WHAP)

Welfare Rights Officers from Council Advice Services and Brooksbank Centre and Services offer support to patients in Primary Care across 11 Dundee general practices. They assist patients with socio-economic problems such as benefit claims, appeals and debt advice. This allows clinicians more time to concentrate on clinical care whilst referring financial concerns of patients to experienced advisers who can, with patient consent, access the patient's medical record and use information to inform applications for sickness and disability benefits.

In 2023/24 officers in Council Advice Services and Brooksbank Centre and Services raised £3,447,036 for patients of the 11 practices, up by 72% on the previous year.

Council Advice Services also raised £1,718,638 through the work of their 2 staff in the Macmillan Cancer Support Welfare Rights Team who work in various wards and clinics in Ninewells Hospital.

Additionally direct referrals from midwives and health visitors, referred for income maximisation led to gains of £717,000 in 2023/24.

In total in 2023/2024 Council Advice Services successfully claimed £11,975,038 (provisional figure) in benefits and additional income for customers.

Case Study:

Patient was initially referred to service by her GP who booked an appointment with the welfare rights officer (WRO). The patient was a young woman who had recently fled an abusive relationship with her 2 young children and was having financial difficulties as a result. Her Universal Credit was adjusted by the WRO and Scottish Child Payment claimed as this was a benefit the patient was unaware of. Best start grants and best start foods were applied for the youngest child. Child Disability Payment and the follow-on Universal Credit increases were then also claimed successfully for the eldest child. The patient was struggling mentally and physically due to the abuse she had suffered and there was a concern of the children having to enter into foster care if the mother was shown to not be able to provide for them. These concerns around financial provision were addressed through the Universal Credit and Scottish Child Payment interventions and the other subsequent claims. The customer benefitted by being able to attend all ongoing appointments within the GP surgery, which was a safe space for her to be and the GP also made a referral to Sources of Support, and with permission we were able to work together on some of her most persistent issues.

Best Foot Forward

A group of 21 parents and their children attended for 10 weeks of group discussion and participation around topics such as: healthy eating habits, meal planning, sleep routines, screen time, fussy eating, healthy mouths etc.



At the time of writing, 21 adults and 26 children had signed up (47 total participants).

The school is based in the Douglas area of Dundee with 83% of children living in SIMD 1&2 (most deprived areas).

Best Foot Forward is a partnership between the NHS Healthy Weight team, Active Schools and Claypotts Castle primary school. It is hoped that the Best Foot Forward programme will encourage peer support and relationships between parents/carers, and to foster open and honest conversations around the challenges of achieving healthy eating and physical exercise day to day. The sessions are 1.5 hours long with both adults and children attending together. There will be an input each week followed by either a cooking session or a physical activity session.

Each week there are healthy snacks available for the families to try – rotating these so that participants will try new foods (various fruit and veg, oat cakes, dips etc.). In addition, the families are given a 'Take Home Your Tea' bag with a recipe card and the ingredients required for the recipe. On completion of the 10-week course, each family is gifted with a slow cooker or air fryer. The hope is that this will encourage the adults to continue cooking meals 'from scratch' by providing the means to do so. Slow cookers and air fryers were identified as being economical to run and user friendly – therefore more likely to be utilised on a regular basis.

Parents/carers were asked to sign up to the group if they felt this was an area of family life that they were interested in talking about/seeking support for. The group was originally intended for 10 families, but the interest was so great, it was capped at 21 with the view to run a further course later in the academic year.

Contributors to the Success:

- The visit by Dundee FC players (arranged by Active Schools) who inspired and motivated the children to think about lifestyle, activity levels, diet choices etc required to be a professional sportsperson.

- The Child Smile team offered helpful advice and guidance which led to a number of parents reaching out for further support with their child's oral health.
- The Active Schools Assistant and Health and Wellbeing Assistant attended each week which allowed the offering of a practical cookery session (for the entire group), a visit to the local council-run sports centre, and two yoga sessions – one for mindfulness and relaxation for adults, the other to aid restful sleep for the children.

Community Independent Living Service (CILS)

All of the CILS therapy interventions are to people with health conditions or disabilities to provide care and support they need in their own homes. This service supports people in their own homes ensuring that this is the best possible environment to support their care and their overall health and wellbeing. This service:

- **Prevents** – deterioration of an individual regarding their activities of daily living including mobility, and prevents unnecessary Packages of Care being provided & unnecessary hospital admissions
- **Maintains** – independence in *own homes* through rehab/ therapy interventions for better quality of life;
- **Supports** – individuals to self-manage and be independent within own homes and realise their own potential;
- **Facilitates** – Urgent hospital discharges for earlier and smoother transition to home from hospital.

Key Achievements

- Self-Management

Introduced and developed supported self-management through use of the bookable appointments with an occupational therapist to provide advice, information and guidance to families as well as other staff in different services so that people understand the choices available to them and are supported to make informed decisions about their own care and support.

- Access to services and promoting self-care

This year falls advice was shared, with key links to third sector support. Road shows across Dundee were held, linked to open days at Dundee football club/ Ninewells hospital entrance for all visitors/ and at a supermarket to promote supported self-care and activity and prevent falls.

Information was shared at the Independent Living Centre in the form of leaflets and opportunities to try out items of equipment.

- Sharing of information to improve support

Move to integrated and shared client records with community colleagues to support and facilitate earlier support and avoid unnecessary duplication.

Equipment ordering and accessing has improved to a faster and efficient service delivery which includes telephone personal texts regarding the delivery drop off time which is both supportive of the client and family in knowing when an item is being delivered and being at home to receive it.

- People experiencing integrated care and support that is smooth and seamless

This has included competency training of all CILS staff – physiotherapists and occupational therapists and support worker staff in assessing and issuing basic equipment and minor adaptations, for example double stair banisters in the home as a wrap-around service providing prompt and immediate support and without a delay in waiting.



[Click here to view Community Health Case Studies](#) including

- Resolve and Involve
- Menzieshill Cooking Group
- Eat Well, Play Well

- Stepping Stones
- Community Health Advisory Forum

Drug and Alcohol Services

With Dundee continuing to have some of the highest rates of drug deaths in Scotland the Dundee Alcohol & Drug Partnership (ADP) is committed to delivering effective, accessible and trauma-informed services that focus on prevention, protection, harm reduction and resilience, informed by evidence and lived experience. A key element of the Recovery System of Care (ROSC) is the implementation of the national Medication Assisted Treatment (MAT) standards. The ADP in Dundee is continuing to strengthen the highly effective non-fatal overdose response pathway and has commissioned the assertive outreach project to support individuals into treatment. Progress with the implementation of MAT standards means individuals in Dundee are now receiving same-day prescribing, they can access a range of treatment options and are supported by independent advocates to maintain engagement for as long as required.

94% of people referred to services begin their treatment within 21 days of referral

Dundee Alcohol and Drug Partnership (ADP) has launched new resource providing a range of information for the public and workforce about local services.

The ADP website has been developed by partners with input from people with lived experience of substance use as well as local communities.

The website provides wide ranging information on drugs and alcohol, including help for people who are looking for appropriate services and support to assist them, their family, and friends on their recovery journey.

It provides updates on what is happening in Dundee's communities and how to get involved, as well as giving advice on appropriate language to avoid stigma.

It will also bring together resources for the workforce, highlighting the values of the Partnership and signposting to helpful information, key documents and learning resources.

ADP interim chair Dr Emma Fletcher said:

"A huge amount of hard work has gone into developing this comprehensive website and I'm delighted to see it formally launched today.

"I know that people working in the recovery community will find it beneficial in terms of bringing together so many useful resources in one easy-to-access place.

"And it is another way that people looking for help can find out where to access it.

“We want this to be a website that members of the public visit regularly too. It’s a great way to learn more about the range of work that’s going on to address Dundee’s deep-rooted challenges.

“It will help citizens understand the context and complexities of the journey we are on, as well as the part we can all play in making Dundee a supportive city for all.”

The Dundee ADP is also responsible for developing a local multi-agency Strategic Framework. Both the website and the framework aim to reduce harm from alcohol and drug use, support wellbeing and the recovery of people who experience longer-term challenges.

Find out more by visiting the new Dundee Alcohol and Drug Partnership [website](#)



1 - Click [here](#) to view the website

The MAT (Medication Assisted Treatment) Standards Implementation 2023-24 scoring showed substantial progress had been made in Dundee between 2022-2024, especially in relation of the availability of treatment for those who use drugs. All ten of the MAT Standards scored 'Green' or 'Provisional Green' in 2024, having all previously scored 'Red' or 'Amber' in 2022.



[Click here to view the National benchmarking report on implementation of the medication assisted treatment \(MAT\) standards](#)

Primary Care Drug Use Redesign Project

Using funding from the Scottish Government, a project was set up in early 2022 to deliver a vision where individuals in Dundee experiencing problems with drug use were supported within primary care (general practice and community pharmacy) together with third sector organisations to support them to achieve the best health outcomes possible.

One of the major benefits of patients being supported with their substance use in their general practice is that the care is holistic, and not limited to their drug use. This is important as the statistics show that this group of patients experience co-morbidities and early death due to untreated conditions.

The project began with patients who were stable on their opioid substitution therapy (e.g. methadone) and registered to either Maryfield or Erskine. This year Newfield have come onboard with an enhanced service to support their patients who use drugs.

“I had the most amazing support worker to help me get through the darkest time in my life... I felt as though I had structure and I had someone who really cared about my wellbeing ... I wouldn't know about half of the services I've now used if it wasn't for my key worker who made me realise I shouldn't be ashamed of my struggle but proud that I did seek help and have come out the other side of this... She taught me how to rationalise my thoughts and to monitor my actions using a cost/benefit analysis... I feel like I can start afresh now and actually move forward in life instead of feeling stuck on the spot and like I'm going nowhere”.

There are also 6 practices offering their patients a holistic health check. The uptake of this increased this year by 35% on the previous year. Additionally, patients are attending follow up appointments with their practice or a specialist service.

The project ambition is to have a dedicated drug use team for the city. At present the team includes two part time GPs, two nurses and 3 third sector key workers.

To date, there are patients reducing their methadone doses and there has also been a patient discharged from the service having achieved abstinence.

An important element of the service is the support to patients from Third Sector Key Workers.

***If you have any questions about the information contained in this document
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01382 434000***