Inverclyde Community Link Worker Team

Scottish Community Link Worker Conference
24th May 2023

"The Bells That Ring"
Group Reflective Practice in Action

CVS Inverclyde

NHS Greater Glasgow and Clyde

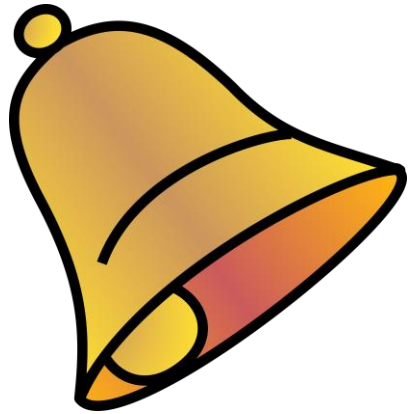
INVERCLYDE HSCP Health and Social Care Partnership

Inverclyde Community Link Workers



- Employed by CVS Inverclyde who are the local Third Sector Interface
- The community link workers have been in post since Nov 2017
- We are a team of 8 community link workers and 1 lead community link worker
- We cover all 13 GP practises in the area
- Open ended service with no set time frame to work with patients within
- We accept referrals from all staff with the GP Practises, third sector partners and self referrals

Reflective Practice

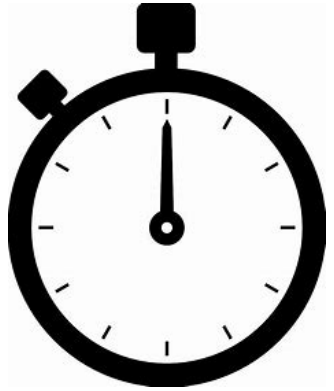


- We meet once a month for a reflective practice session
- This is in person, as a team (since covid restrictions have lifted)
- Since Lead Link Worker Elaine Cannon joined the team we have started using a new approach called …….

"The Bells That Ring" (Proctor, K. (1997))

The Bells that Ring is a group reflective practise model, which allows a presenter to bring a specific patient case study to our monthly reflective meetings.

“The Bells that ring” (Proctor, K. (1997))



The team are all assigned roles which include:

- The supervisor- assigns roles and keeps time
- The presenter- brings an issue, case study or scenario to be discussed
- The consultant- questions the presenter to get more information
- The observers -have chance to take notes and make observations, ask questions and what they liked and didn’t.
- The action planner- rounds up the session with a forward plan for the presenter

The benefits…..



- It is a really effective way to debrief about those more tricky and complicated patient journeys
- Reassurance and ideas from the rest of the team
- Shares information about services that others may not know
- Provides a confidence boosty in regards to the work already done, and give ideas to focus on moving forwards with the patient

During our workshop we have an example to show you all the model working in practise and invite you to take part as observers at the end. The following slides show some of the services that we will discuss throughout the case study which Elaine is going to present. Brenda will act as a consultant and Laura the supervisor/observer.

Welfare Advice & Health Partnership

- Advice workers embedded within Primary Care setting
- Offers- benefit maximisation, form filling, appeals
- CLW can refer directly into the service
- WAHP workers have access to patient notes to assist with completing applications
- Can also assist with mandatory reconsiderations



Inverclyde i58 Foodbank



- Local foodbank in Greenock Established in 2012
- Supported 6589 people in Inverclyde in 2022
- Part of the Trussel Trust
- Dry Foodparcels available Monday, Wednesday and Fridays
- Also Baby bank for nappies wipes and formula
- CLW can refer patients online who then receive a voucher code to go and pick up their food parcel
- Ideally patient would receive maximum 6 parcels in 6 months

Community Mental Health Team

Offers:

- targeted psychological interventions
- early intervention for younger people presenting with first episode psychosis
- medication clinics
- access to support to enable people to live safely at home
- group based activities to support skills development and recovery



Talk On- part of Man On

Talk On
INVERCLYDE

- “Talk On is a Mental Health support group FOR Women - SUPPORTED by Woman!!”
- Offer weekly drop in sessions for peer support, crafting, focussed sessions on topics such as finances etc.
- Womens online zoom peer support
- Crisis support sessions

Mind Mosaic

“Our mission is to provide high-quality therapeutic services across Inverclyde and beyond”

- Inverclyde based counselling organisation who offer a range of specialist counselling services including - counselling and psychotherapy; Trauma therapy, specialist adult survivor services, Perinatal mental health services for families affected, counselling training
- Offers both a paid fast track option and a contribution based option
- Can offer sessions in person and over video call

Homelessness Team

INVERCLYDE HSCP Health and Social Care Partnership

- Offers health and advice for people at risk of homelessness or currently homeless
- Emergency accommodation can be provided
- Can assist and advise people who are being evicted, leaving prison, have mortgage/rent arrears or who are sofa surfing.
- Can also link in with Legal Services Agency for legal advice.



Listeners Suggestions

River Clyde Homes
Tenancy Support Team

- Affordable housing provider in Inverclyde who own and manage over 6000 properties.
- Tenancy support team support customers who are in need of support to maintain their tenancy as are in crisis or need advice and guidance.
- Can offer budgeting and financial support and refer to relevant agencies, help to understand tenancy agreement etc.



Community Mediation Service

- Free service offered by Inverclyde Council
- Part of the Inverclyde Councils Antisocial Behaviour Strategy 2020-25
- Neighbourhood dispute resolution

Inverclyde council

Your Voice- Recovery Hub

- Offer a lived experience network for people recovering from a place of dependency from drugs and alcohol.
- Open 7 days a week in a dedicated space they offer a café, craft workshops, peer support groups, ladies groups, jam sessions and much more
- Often offer gym sessions, holistic therapies, specific workshops with guest speakers.

Victim Support



"Victim Support Scotland is the leading charity dedicated to helping people affected by crime across Scotland"

They Provide

- Information
- Practical help
- Emotional support & guidance through the criminal justice system

"We support victims of crime, witnesses and their family members"

Accessing Community Funds
Inverclyde Cost of Living Fund

- Inverclyde Cost of Living Fund is a small local grant programme funded by Inverclyde Health and Social Care Partnership (HSCP) and is being delivered on their behalf by CVS Inverclyde
- Funding is available to constituted third sector organisations supporting individuals and families adversely affected by the impact of the Cost-of-Living Crisis and are experiencing continued disadvantage.
- CLW can refer to relevant third sector organisation for patient access to the funds

CVS Inverclyde

INVERCLYDE HSCP Health and Social Care Partnership

What are your suggestions?



Information

If you would like to know more about the Inverclyde Community Link Workers or how we use “the Bells that Ring” reflective practise as part of our supervision please do not hesitate to reach out to Lead Community link worker Elaine Cannon.

Elaine.cannon@cvsinverclyde.org.uk

Thank you