



**Merry  
Christmas**



## **GCIL SUPPORT TEAM NEWS**

**ISSUE 26**  
**December 2020**

### **Inclusive Living Advisers (ILA)**

**Donald Anderson, Jean McGurn, Heather McArthur, Leigh Rennie,  
Lewis MacLean, Michelle McNamara & Theresa Houston**

### **SDS Development Coordinator**

**Lilian Smith**

### **SDS Development Worker**

**Alasdair Sladen**

### **Information and Digital Resource Assistant**

**David Sands**

### **Support Team Manager**

**Angela Mullen**

### **Administrator**

**Michelle Coyle**



# Home working but still open for Business!

## GCIL Support produce two new short videos.

'Self-directed Support: What's it all about' and  
'Requesting Self-directed Support'

### Self-Directed Support

What's it all about?

In the absence of our ability to participate, in person, in outreach work or to offer Self-directed Support information workshops, we have been working with Media Co-op, a

not-for-profit social enterprise, to produce two short videos explaining the basics of Self-directed Support and how to contact us for support.

Our aim is to use the video material to reach out to people who we might ordinarily meet at events, schools or other outreach settings encouraging them to contact us for information or to support them to start the Self direct Support application process.

The videos can be viewed on YouTube by typing in **GCIL Support**.

### Requesting self-directed support

## Self - directed Support Information Workshops

We have been running Self - directed Support Information Workshops for service users and carers in the GCIL office for a number of years. From the end of November we will be running information workshops on Zoom – a new

venture for us! The workshops are open to anybody, living in Glasgow, East Dunbartonshire or South Lanarkshire, who is new to Self-directed Support and would like to find out more information or have specific questions answered.

The workshop dates are:

### December

Thursday 10<sup>th</sup> 10.30 am - 12noon

### January

Thursday 14<sup>th</sup> 10.30 am - 12noon

Wednesday 27<sup>th</sup> 6pm-7.30pm



## February

Thursday 11<sup>th</sup> 10.30 am - 12noon  
Wednesday 24<sup>th</sup> 6pm-7.30pm

## March

Wednesday 10<sup>th</sup> 10.30 am - 12noon  
Wednesday 24<sup>th</sup> 6pm-7.30pm



If you know of anyone who is wondering if Self - directed Support might be right for them please let them know:

- where they can view the videos;
- that they can attend one of the workshops by either registering on Eventbrite where they can view all the dates and sign up for a place via this link <https://www.eventbrite.co.uk/e/126575076461> or by contacting [lilian@gcil.org.uk](mailto:lilian@gcil.org.uk) or [Alasdair@gcil.org.uk](mailto:Alasdair@gcil.org.uk)

## GCIL Support Survey Results

In October the GCIL Support team conducted a survey asking you for feedback about how you had used our services during the first 6 month of GCIL home working. We received 72 replies and we thank those service users and carers for taking the time to give us your views. Here are some of the results.

**We asked you which services you had used more often during this period. The main services used more often were as follows:** (% of you who used the service more often)

Telephone information and advice by telephone	22%
Information and advice by email	28%
Help to access PPE	24%
Assistance with COVID related topics	15%
Assistance with recruiting a PA	13%

**We asked you how helpful you found the services you accessed.**

### Telephone information and advice by telephone

Not used	Not Really helpful	Helpful-Extremely Helpful
25%	3%	72%

### Information and advice by email

Not used	Not Really helpful	Helpful-Extremely Helpful
23%	5%	72%

## Help to access PPE

Not used	Not Really helpful	Helpful-Extremely Helpful
61%	2%	37%



## Assistance with recruiting a PA

Not used	Not Really helpful	Helpful-Extremely Helpful
65%	2%	32%

## Assistance with COVID related topics

Not used	Not Really helpful	Helpful-Extremely Helpful
72%	5%	23%

## We increased the frequency of the GCIL newsletter.

63% found the newsletters helpful

**Digital inclusion is even more vital during this period as so much information and advice is primarily accessible via websites online news etc.**

## We asked you if you have access to internet in your home

93% have home internet access

## We asked how confident you feel using a digital device

83% reported that you are fairly - completely confident using a digital device

**Please note that GCIL has an Information and Digital Assistant who is available to assist you if you would like support to improve your digital skills.**

## Some of your comments

“Support I have received has also been excellent.”

“The pre-lockdown workshops on SDS were very useful and helped us greatly with assessments etc.”

“I have always found the staff very helpful. I use the phone as I am not very tech minded.”

“GCIL please keep going. You’re vital for all of us that use your service.”

“Thanks you so much. Your help was invaluable. It is greatly appreciated.”

**Thank you for all your kind comments**

## PA Vacancies - 14 Available



If you are interested in applying for a job as a Personal Assistant or would like some more information on our current vacancies please contact Michelle Coyle or email us at [par@gcil.org.uk](mailto:par@gcil.org.uk)

## Temporary Work

If any existing PA is interested in temporary work with another client who may be requiring support due to PA illness or self-isolating please go to the GCIL website and look at the **Personal Assistant Support** section on the home page

## New Year Payroll Dates

GCIL will be closed from lunchtime on **Thursday 24th December 2020** and will re-open on **Tuesday 5th January 2021**.

This means that the Payroll Team will have much less time to process the first payslips of 2021, which are due for payment on Friday the 15th of January. In order to help us to get everyone paid on time, please ensure that you submit your hours, changes and any other instructions to us by the following dates:

**Repeat clients: by Tuesday the 5th of January**

**Instruct clients: by Wednesday the 6th of January**

**IMPORTANT**



## My Support My Choice



Between November 2018 and February 2020, over 600 people who received Self-directed Support (SDS) in Scotland - or had been assessed in the previous 12 months - took part in the largest direct consultation of Self-directed Support to date.

In November 2020 the findings were published. The research was conducted by **Self Directed Support Scotland** and the **Health and Social Care Alliance Scotland** and funded by the Scottish Government. It includes vital evidence, analysis and recommendations for improvement to SDS / social care in the aftermath of the COVID-19 pandemic, based on people's experiences. The report covers:

- Information about SDS
- 
- Informed choice and control
- 
- Communication and relationships with social work
- 
- Impact of SDS on family/relationships
- 
- SDS and mental health
- 
- Care staff recruitment, training and quality
- 
- Independent advocacy and support

To read the report please go to the Self-directed Support Scotland website <https://www.sdsscotland.org.uk/> and type **My Support My Choice** in the search box at the top right hand of the homepage



## Self Directed Support - Practice Standards



It is widely acknowledged that the implementation of the Social Care (Self-directed Support) (Scotland) Act 2013 has been variable across Scotland.

Since November 2019 the Social Work Scotland's Self-directed Support project team have engaged in consultation with key national and local stakeholders, including local authorities, national partner organisations and supported people, drawing on national research to design and test a framework of practice standards for Self-directed Support. The framework that has been produced consists of a set of co-produced standards, helpful resources and action statements, to assist local authorities to ensure greater consistency for the ongoing implementation of SDS.

Social Work Scotland is asking for comments from personal assistants and registered workers in Social Work, Social Care and Health services, supported people and their carers. If you would like to comment please copy this link <https://www.surveymonkey.co.uk/r/ZHKX2GL>

## Free Flu Jab

All PAs are now eligible for a free flu vaccination, available from a number of local community pharmacies. We ask PA employers to ensure that the PAs they employ are aware of the free flu vaccination and have the opportunity to access it. PA employers or PAs should phone their local pharmacy to find out if they are offering the free flu jab and make an appointment. PAs should take along the letter confirming they are a key frontline worker.

## COVID Update – Useful numbers

**Glasgow PPE Hub** – If you think you will need PPE to cover the Xmas period please contact us before **Monday 14<sup>th</sup> December 2020** with your order and the hub will deliver you 1 month's supply. If PPE is required during the period 24<sup>th</sup> December 2020 – 6<sup>th</sup> January 2021 you can call the emergency number below but please note it will be collection only.

**Emergency number for PPE 0300 343 1505 (Option 4)**

**Glasgow Social Work Services, Emergency Out of Hours 0300 343 1505.**

**Social Care Support Line is 0300 303 3020**

**National Covid Helpline 0800 111 4000**

Below you will see a handy guide to the to the Tier 4 regulations that currently relate to Glasgow.

Level 0	Level 1	Level 2	Level 3	<b>Level 4</b>	 Scottish Government Riaghaltas na h-Alba gov.scot
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
























# Level 4 Measures

These are the protective measures that apply in your local area from 2 November. These will be updated, check [www.gov.scot](http://www.gov.scot) for updates.

**Remember**  
**FACTS**

-  Face coverings
-  Avoid crowds
-  Clean hands
-  Two metres
-  Self isolate

In all levels and settings, please follow relevant public health advice and requirements such as on the use of face coverings

<b>Socialising</b>  <p>No in-home socialising (limited exceptions)</p> <p>6 people from 2 households outdoors and in public places</p>	<b>Hospitality Closed</b> 	<b>Travel</b>  <p>Essential travel only to or from a level 4 local authority</p> <p>Follow rules and advice on international travel</p>	<b>Transport</b>  <p>Active travel</p> <p>✗ No use of public transport, except for essential purposes</p>
<b>Shopping</b>  <p>✗ Non-essential retail closed</p> <p>✓ Click and collect &amp; outdoor retail permitted</p>	<b>Close contact services Closed</b>  <p>✗ Mobile close contact services</p>	<b>Support services</b>  <p>Essential/online where possible</p>	<b>Places of Worship Open</b>  <p>Restricted numbers 20</p>
<b>Early Learning and Childcare</b>  <p>Open - targeted intervention may impact capacity</p>	<b>Informal Childcare</b>  <p>✓ Essential childcare only (see guidance)</p>	<b>Unregulated (children's) activities</b>  <p>✗</p>	<b>Schools Open</b> with enhanced and targeted protective measures 
<b>Visitor Attractions Closed</b> 	<b>Public Services</b>  <p>Essential face-to-face (online where possible)</p>	<b>Public buildings Closed</b> 	<b>Colleges and Universities Restricted Blended</b> 
<b>Offices and Call Centres</b>  <p>Essential only/ work from home</p>	<b>Other workplaces</b>  <ul style="list-style-type: none"> <li>✓ Essential workplaces</li> <li>✓ Outdoor workplaces</li> <li>✓ Construction</li> <li>✓ Manufacturing</li> </ul>	<b>Shielding</b>  <p>Level 4 Shielding Rule</p>	<b>Driving Lessons</b>  <p>✗</p>
<b>Leisure and Entertainment Closed</b> 	<b>Life Events</b>  <p>Weddings/ civil partnerships: 20</p> <p>Funerals: 20</p> <p>Wakes: 20</p> <p>✗ No receptions</p>	<b>Stadia and Events</b>  <p>✗ Events not permitted</p> <p>✗ Stadia closed to spectators</p>	<b>Sports and Exercise</b>  <p>✗ Indoor gyms closed</p> <p>✓ Outdoor non-contact sports only</p>
			<b>Accommodation Essential only</b>  <p>(No tourism)</p>



## Christmas Jokes



I got a Christmas card full of rice in the post today  
**I think it was from my Uncle Ben**

What is Santa's favourite kind of Pizza?  
**One that's deep-pan, crisp and even**

**MERRY CHRISTMAS  
&  
HAPPY NEW YEAR**

**FROM**

**THE BOARD OF DIRECTORS AND  
STAFF AT GCIL**

