



## New CHCP videos now online

Three new videos are now available on the CHCP website at [www.westlothianchcp.org.uk/chcpnewsroom/videos](http://www.westlothianchcp.org.uk/chcpnewsroom/videos)

The videos are intended to give an insight into the services provided by the CHCP in areas of Mental Health, Health in the Community and Older People. Services for children and families and adults will also be available soon. Staff working in these areas are encouraged to promote the videos to clients, patients and the general public. This can be done by adding the link at the end of your email and placing the link above on any promotional material about your service.

For further information, please contact Fiona Duffy on 01506 282004

### West Lothian Child Protection Committee Website



West Lothian Child Protection Committee (CPC) has launched its own website. The website describes the work of the CPC, advises the public of who to contact if they have a concern about a child and what the agencies do once they receive information.

The website contains the contact details of organisations who can help adults deal with their own problems and contains information for children and young people about the child protection process, their rights and where they can get help.

Jo MacPherson (Chair of the CPC), said: "We are delighted that the website is up and running and providing the people of West Lothian with another source of information about child protection and who they should pass their concerns to. Hopefully people will feel more confident passing their concerns on knowing what happens once the information is received."

The website address is [www.childprotectionwestlothian.org.uk](http://www.childprotectionwestlothian.org.uk)

### contact us

West Life is published three times a year and made available to all CHCP employees. We welcome your feedback on anything covered in this issue and suggestions for future issues.

Please contact [info@westlothianchcp.org.uk](mailto:info@westlothianchcp.org.uk)

The next deadline for copy is 4 January 2010

## The Gym goes green



Launched in October, The Green Gym is a new approach to creating healthier communities and a healthier environment.

Facilitated by BTCV Scotland, The Green Gym offers an alternative to health clubs and sports centres, enabling people to improve their physical fitness by involvement in practical conservation activities such as woodland management, horticulture, tree planting, planting hedges, greenspace enhancement and improving footpaths.

The gym offers regular sessions of conservation and horticulture activities that local people can join for an afternoon or morning. An experienced co-ordinator provides training in practical skills and ensures that health and safety requirements are met.

The Green Gym is open to people of all ages and from all walks of life. Sessions will be held at the walled garden at Howden Park Centre and at Blaeberry Park in Whitburn.

For further information, please contact Susan Scott on 01506 775626 or email [susan.scott@westlothian.gov.uk](mailto:susan.scott@westlothian.gov.uk)

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# westlife

newsletter for staff working in CHCP



## 'Allo 'Allo

In August Ian Quigley was appointed Head of Social Policy. Ian had been Acting Head of Social Policy since Grahame Blair's departure in February and prior to that was Senior Manager, Adults & Planning.

In his new role Ian will be responsible for Council services within West Lothian CHCP, including community care, children and families, health improvement, information and criminal justice

Marion Christie joins the CHCP as Head of Health Services from Perth & Kinross CHP where she has been Head of Therapies/Allied Health Professions

Jim Forrest, Director of the CHCP said: "The CHCP is delivering and will continue to deliver the highest quality health and social care in the community and I am sure that both Ian and Marion will further improve the services to the people of West Lothian."

Ian and Marion will be based at the Civic Centre in Livingston.

CHCP staff, including CHCP Senior Management Team, senior managers from Social Policy and supporting staff, moved to the Civic Centre from Strathbrock Partnership Centre on 5 October. Email addresses for Council staff have not changed. However, Health staff who have moved to the Civic Centre are now [firstname.lastname@nhslothian.scot.nhs.uk](mailto:firstname.lastname@nhslothian.scot.nhs.uk). New telephone numbers are available by emailing [info@westlothianchcp.org.uk](mailto:info@westlothianchcp.org.uk). The telephone enquiry line for general CHCP enquiries has changed and is now 01506 282930.



## New medical centre for West Calder

Handover of the new West Calder Medical Centre took place in July. The move into the new premises involved practice staff, community staff and doctors from West Calder Medical Practice and community staff from Polbeth Clinic.

An open morning was held for patients with more than 160 people attending. Feedback was very positive, and patients were delighted to have a sneak preview of the facilities. The centre opened for business at the end of July providing general medical services, with

Speech and Language Therapy and Podiatry to follow. The new building has provided a platform for improved team working, with all members of practice and community staff working towards providing high quality patient care.

# A day in the life of an eCare system administrator



## Who? Helen Williamson

A local girl born and brought up in Livingston Station (now known as Deans). Educated at the local primary school and Bathgate Academy. Studied for three years at Queen Margaret College followed by a one year post grad in Education at Moray House, Edinburgh. I taught at Armadale Academy for eight years before leaving to start a family. I returned to work in 2003 at Strathbrock Partnership Centre and for the past five years have been the system administrator and trainer for the eCare system – an information sharing system cross agency (health, social work, housing,) to facilitate single shared assessments for adults and older people, and more recently the introduction of the Cme system used for childrens' services.

## Welcome to my day!

**8.30**

Arrive at work at Eagle Brae, Livingston. Check for emails / voicemails which may have arrived overnight from SCET (social care emergency team) and the police. Respond to requests for resetting passwords, re-allocating cases and any other urgent matters as part of the helpdesk duties.

**9.00-9.45**

Process consent requests sent electronically and by mail, to match and merge files across agencies and to apply consent as requested by the individual client.

**9.45-10.00**

Check accounts and passwords already set up on the system in preparation for delegates arriving for training.

**10.00-11.00**

Training four new starts in Social Work in single shared assessment, instructing them on the features and functions of the eCare system.

**11.00-11.15**

Coffee break. Check emails/voicemails for requests to the helpdesk. Respond to urgent matters.

**11.15-12.30**

Continue with SSA training covering the electronic management of assessments in eCare.

**12.30-1.00**

Lunch. Check emails/voicemails for requests to the helpdesk. Respond to urgent matters.

**1.00-1.30**

Respond to helpdesk calls.

**1.30-3.00**

Training 2 police inspectors in the use of the Cme system for child protection. Training for this group is on demand.

**3.00-4.00**

Attend eCare users' group meeting – a forum for practitioners from all agencies to discuss ongoing practical issues and to progress improvements in the system. Manage to grab another coffee!

**4.00-4.30**

Communicate with the software supplier to report/discuss/negotiate and resolve issues reported through the helpdesk. Also, to conduct user acceptance testing of new developments and changes to existing processes within the system.

**4.30-5.00\***

Check emails/voicemails for requests to the helpdesk. Resolve, respond and record all helpdesk calls for the day. Update Child Protection Register if necessary.

*\* Early finish at 4.30 every Thursday for my weekly appointment at Starbucks for coffee, followed by a well-deserved session of retail therapy!*

# Act against harm



Act against harm – that's the message behind a new campaign designed to help protect adults living in Scotland who are at risk from harm or neglect.

The campaign, which launched in October, has been designed to raise awareness of The Adult Support and Protection (Scotland) Act 2007. Part 1 of the Act came into effect on 29 October 2008 to support and protect adults who may be at risk from harm, such as physical or sexual harm, psychological harm, neglect or financial exploitation.



Research undertaken to inform the campaign showed that there was low awareness of the Act amongst members of the public. Many people either didn't realise the Act existed, didn't have an understanding of what types of harm it related to, or had limited knowledge of what they could do if they suspected someone they knew was at risk.

As the Act affects several groups of people, ranging from adults who are at risk, through to social work and health practitioners, police, public bodies and local authorities, a national campaign has been developed to help drive awareness amongst key audiences in a bid to help and protect those at risk.

At a strategic level, the West Lothian Adult Protection Committee is well-established and West Lothian's Adult Protection service is supported and developed by a small team of staff within the CHCP. The team consists of:

**Nick Clater, Multi-agency Adult Protection Service Development Officer**, who is responsible for developing the Adult Protection agenda within all partner agencies with a specific remit for servicing the Adult Protection Committee and Sub-committees.

**Wendy Ramsay, Adult Protection Service Development Officer**, who is responsible for developing the Adult Protection agenda with a specific remit for developing and delivering multi-agency training, co-ordinating the Appropriate Adult service in West Lothian, and facilitating various focus groups.

**Angela Scotland and Angie Skene, Adult Protection Service Support Officers**, provide administrative support to the Adult Protection Committee and Sub-committees, the Service Development Officers, and practitioners undertaking Adult Protection work.



We are always on the look out for potential West Life articles - if you have any suggestions or feedback, please phone or email Fiona Duffy at [fiona.duffy@westlothian.gov.uk](mailto:fiona.duffy@westlothian.gov.uk) or 01506 282004.

The team meets regularly to discuss and decide the editorial content for West Life - if you are interested in joining the editorial group please get in contact with us.

**To contact the team call (01506) 281848.**

People who are concerned or would like further information on the Act against harm campaign can call **0845 389 4000** or visit [www.infoscotland.com/actagainstharm](http://www.infoscotland.com/actagainstharm)