

# **Service Statement**

## STRATEGY & SUPPORT SERVICES

### Document Information

<b>Title</b>	Health and Social Care Partnership: Strategy & Support Services
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<b>Description</b>	This document summarises the Services provided, objectives, commitments and contacts.

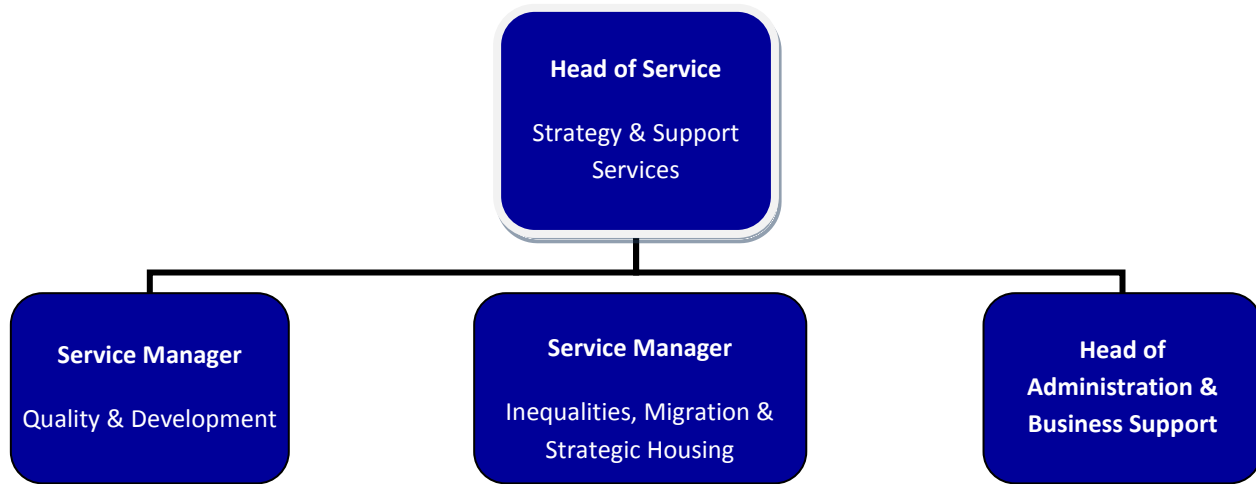
### Document History

Version	Status	Date	Author	Changes from Previous Version
1.0	Final	6 <sup>th</sup> Feb 2017	H Watson	NA
1.1	Final	13 <sup>th</sup> Feb 2017	B McDonald	Inclusion of document control
1.2	Final	15 <sup>th</sup> Feb 2017	H Watson	Service title

# STRATEGY & SUPPORT SERVICES

## 1. Overview of Service

### 1.1 Service Management Structure



### 1.2 Service Description

The majority of services in Strategy and Support Services work collaboratively with all operational services in the HSCP, as well as with stakeholders including service users / patients and carers, partner agencies and third sector and private sector organisations. The operational services we provide cut across all traditional service groupings, and include Advice Services, Refugee Support and Health Improvement.

The core functions of our services include:

- Public Health, Equalities and Health Inequalities
- Money/Welfare Advice Services
- Planning and Performance, including Information Systems
- Migration, Asylum Seekers and Strategic Housing
- Continuous Improvement, including Training and Practice Development, and Public Engagement
- Contract Monitoring and Procurement Support, including Governance Support
- Administrative and Business Support Services, including Complaints and Information Governance.

## STRATEGY & SUPPORT SERVICES

### 2. Statement of Service Objectives

Our service objectives include:

- Support strategic planning, performance reviews, service information systems and quality improvements.
- Lead strategies for involving service users and support for carers.
- Support staff and practice development, including ensuring that staff understand their duties in relation to people with protected characteristics as specified in equalities legislation.
- Support managers to plan, commission, monitor and review the purchase of external services.
- Support the investigation, monitoring and resolution of complaints.
- Achieve population wide health improvement and reduce health inequalities to improve people's health and wellbeing.
- Support the housing agenda through development and delivery of the IJB Housing Contribution Statement
- Provide comprehensive welfare benefits, money advice services and the refugee and wider migration service.
- Provide consistent and responsive administrative support across the HSCP.

Our services contribute to the Inverclyde Council corporate priorities; all the Inverclyde Alliance LOIP priorities and NHS Greater Glasgow & Clyde's Annual Plan Priorities.

### 3. Customer Commitments

- We will ensure our services are delivered in such a way that the dignity and respect of service users is preserved.
- We will respect and value uniqueness and diversity whilst recognising, and building on the strengths of the individual.
- We will promote people's right to choice, privacy, confidentiality and protection.
- We will assist people to improve the quality of, and increase their control over their lives.
- We will operate in a manner that does not stigmatise or disadvantage individuals, groups or communities.
- We will promote equality of opportunity and access to services and not discriminate people or groups on grounds of age, race, religion or sexual orientation.
- We will work in partnership with users, carers and other providers of services, to ensure continuous improvement in the provision of services.

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### 4. Service Standards

As an HSCP, while there are common fundamental standards around respect; gaining trust and confidence and being accountable that we expect of all our staff, we also recognise the unique professional roles and expect staff to adhere to their respective professional body's standards as outlined below.

The Healthcare Quality Strategy for NHS Scotland (2010) outlines three core ambitions for NHS staff that include:

- Mutually beneficial partnerships between patients, their families and those delivering healthcare services which respect individual needs and values and which demonstrate compassion, continuity, clear communication and shared decision-making.
- There will be no avoidable injury or harm to people from healthcare they receive, and an appropriate, clean and safe environment will be provided for the delivery of healthcare services at all times.
- The most appropriate treatments, interventions, support and services will be provided at the right time to everyone who will benefit, and wasteful or harmful variation will be eradicated.

The Healthcare Quality Strategy for NHS Scotland can be found on:

<http://www.scotland.gov.uk/Publications/2010/05/10102307/0>

The Scottish Social Services Council (SSSC) agreed a *Code of Practice (2002)* for social service workers and employers can be found on:

<http://www.sssc.uk.com/Codes-of-Practice/sssc-codes-of-practice-for-social-service-workers-and-employers.html>

### 5. How You Can Help Us

In order to ensure that we are meeting the above standards and providing you with a quality service, you can help us by:

- Giving us feedback on the service you have received, including informally and on a formal basis via surveys and review processes. The link below provides details on how to contact us.

<https://www.inverclyde.gov.uk/health-and-social-care>

- Informing us of any changes in your circumstances.
- Treating us with courtesy and politeness.

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- Letting us know if you have an adult or child protection concern.

Child Protection	Adult Protection
01475 714100 or 714900	01475 714001

### 6. If You Make a Complaint to Us

For advice on how to make a complaint please use the contact methods below:

Social Care	NHS Greater Glasgow & Clyde
<p><b>Write to:</b></p> <p><b>Complaints</b></p> <p>Inverclyde HSCP Hector McNeil House Clyde Square Greenock Inverclyde</p> <p><b>PA15 1NB</b></p> <p><b>Phone: 01475 715280</b></p>	<p><b>Phone:</b> 0141 201 4500</p> <p><b>Email:</b> <a href="mailto:complaints@ggc.scot.nhs.uk">complaints@ggc.scot.nhs.uk</a></p> <p>See our website at <a href="http://www.nhsggc.org.uk">www.nhsggc.org.uk</a> where you can find information under “Get in Touch / Get Involved”.</p>

Alternatively, request a complaints form in any Inverclyde HSCP premises.

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**Successful Learners**

**Confident Individuals**



**Effective Contributors**

**Responsible Citizens**

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