



**Health & Wellbeing  
Resource for  
Acute Staff**

---

# Healthy Weight

Key Message	Services and notes
<p>Overweight and obesity is associated with a range of health conditions including diabetes, heart disease and stroke.</p> <p>The healthy range for body mass index (BMI) is 18.5-25. Individuals with a BMI over 25 should be supported to lose weight.</p> <p>Losing just 5kgs could lower an individual's blood pressure and cholesterol levels and may improve mobility and reduce aches and pains.</p> <p><a href="#">BMI calculator.</a></p>	<p><b>The Glasgow and Clyde Weight Management Service (GCWMS)</b> aims to support patients who are overweight and with a range of existing health conditions that could be improved by losing weight.</p> <p>Patients are triaged either to the <b>Community Weight Management Service</b> run in partnership with WW (the new Weight Watchers) or the <b>Specialist Weight Management Service</b> for more complex cases.</p> <p>More information about the services and detailed referral guidance can be found at:</p> <p><a href="http://www.nhsggc.org.uk/weightmanagement">www.nhsggc.org.uk/weightmanagement</a></p> <p>Referral guidance is also available of Staff Net <a href="#">here</a>.</p> <p>Tel: 0141 211 3379</p> <p>Email: <a href="mailto:weightmanagement.healthrecords@ggc.scot.nhs.uk">weightmanagement.healthrecords@ggc.scot.nhs.uk</a></p> <p>Patients who are motivated to lose weight but do not meet criteria for referral to GCWMS can be signpost to our self-management resource – <a href="#">Eat Well, Look Good, Feel Great, Lose Weight</a></p>

# Mental Wellbeing

Key Message	Services and notes
<p>Mental health problems can develop as a result of life circumstances like relationships, poverty, unemployment, illness and long term conditions, pandemics, change, loss and bereavement.</p> <p>Many of these mental health problems are mild and temporary and often manageable with help from friends, colleagues, neighbours, parents/carers, support organisations and they pass as people move on and find new solutions.</p> <p>However others are more serious and can make people particularly anxious, frightened or angry, or feel undermined, discriminated against and isolated. If you are concerned about an individual's mental health and wellbeing and feel they may be in distress, their GP should be the first point of contact, if you feel the individual is in immediate danger please call emergency services.</p>	<p><b>Heads Up website:</b> <a href="http://headsup.scot/">http://headsup.scot/</a></p> <p>Provides information on a range of mental health conditions including:</p> <ul style="list-style-type: none"><li>• Advice and information on mental health conditions - about how you can support yourself or the people you care for</li><li>• The services available for you and the range of interventions you can participate in</li></ul> <p>Lifeline provide a service across Glasgow and further information can be found here: <a href="https://www.lifeline.org.uk/">https://www.lifeline.org.uk/</a></p> <p>The link below is to an adult mental health and wellbeing support document which gives a range of websites and helplines, it has been themed e.g. bereavement &amp; long term conditions <a href="https://www.nhsggc.org.uk/media/261495/mh-supports2.pdf">https://www.nhsggc.org.uk/media/261495/mh-supports2.pdf</a></p> <p>Information on mental health support organisations in each of the 6 HSCP's can be found here: <a href="https://www.nhsggc.org.uk/about-us/professional-support-sites/healthy-minds/resources/healthy-minds-pocket-guide">https://www.nhsggc.org.uk/about-us/professional-support-sites/healthy-minds/resources/healthy-minds-pocket-guide</a></p>

# Human Trafficking

Key Message	Services and notes
<p>Human Trafficking exists in Scotland. Victims of trafficking are entitled to all health service treatment including GP services.</p> <p>Women held in servitude may become pregnant as a result of rape or sexual exploitation by their traffickers or the people they are forced to work for or have sex with.</p> <p>The risk of abuse and exploitation increases during pandemics and many women held in servitude face increased risk of sexual violence and rape.</p> <p>Indicators that someone may have been trafficked can include:</p> <ul style="list-style-type: none"><li>Others speaking for the patient</li><li>The patient acts as if instructed by another</li><li>Expression of fear or anxiety</li><li>Not knowing address or where they work</li><li>Unexplained injuries</li><li>Young unaccompanied women who have little or no English</li></ul> <p>Please see NHSGGC <a href="https://www.nhsggc.org.uk/media/258748/equalities_human_trafficking_guidance.pdf">https://www.nhsggc.org.uk/media/258748/equalities_human_trafficking_guidance.pdf</a> for more information</p>	<p>Contact with a health worker may be the one chance for a trafficked person to get help and protection.</p> <p><b>Support Services</b></p> <p>TARA – (Trafficking Awareness Raising Alliance) Provides support to women over 18 trafficked for sexual exploitation Telephone: <b>0141 276 7724</b></p> <p><b>Migrant Help</b> – support to all other adults Telephone: <b>0141 884 7900</b></p> <p>Follow <b>Child Protection Procedures</b> if the patient appears to be under 18</p> <p>Police Scotland – <b>101</b></p> <p><b>Modern Slavery Helpline</b> <b>0800 121 700</b> <a href="http://www.modernslaveryhelpline.org">www.modernslaveryhelpline.org</a></p>

# Money

Key Message	Services and notes
<p><b>If a patient is struggling financially they may be unable to fully engage in looking after their health and follow treatment. This will also affect any children or dependents.</b></p> <p>Money advice services also have a prevention role.</p> <p>The tax and benefits system is complex and there is a lack of awareness of entitlement.</p> <p>Good Practice:</p> <ul style="list-style-type: none"><li>• Ask the patient if they would like to speak to someone about what additional sources of income they may be entitled to.</li><li>• Let the patient know that as a result of their diagnosis they may be entitled to some financial help.</li></ul>	<p>NHSGGC Support and Information Services offer a variety of services including referral to a range of money advice services, access to emergency food, fuel and money support.</p> <p>These services are based within the main atriums of our hospitals and are available to patients, carers and visitors. They also offer support to NHSGGC staff in relation to their own wellbeing.</p> <p><b>NHSGGC: Support and Information Services - for patients of NHSGGC</b></p> <p><a href="https://www.nhsggc.org.uk/patients-and-visitors/support-and-information-services/">https://www.nhsggc.org.uk/patients-and-visitors/support-and-information-services/</a></p>

# Employability

Key Message	Services and notes
<p>Health and Work are inextricable, with good work being a key determinant of good health, and good health being essential to productive work.</p> <ul style="list-style-type: none"><li>• If employability is optimised it enhances resilience and recovery for those with health and care needs</li><li>• It contributes to good employment to improve well-being and reducing health inequalities</li><li>• In addition, by contributing to fair employment helps mitigate and prevent poverty</li></ul> <p>Due to the impact of Covid 19 on health and finances there is an even greater need to establish if the patient is currently in employment and if their current health problem is affecting their ability to look for work.</p>	<p>For information on services to support people into Employability and Volunteering please access the NHSGGC Health and Wellbeing Directory which is a gateway to information about a wide range of health improvement and wellbeing services provided by NHS Greater Glasgow &amp; Clyde and our partner organisations -For further information and support around Employability please click on the link below:</p> <p><a href="http://www.employabilityinscotland.com/">http://www.employabilityinscotland.com/</a></p> <p>There are DWP job help websites available. Please see below</p> <p><a href="https://jobhelp.dwp.gov.uk/">https://jobhelp.dwp.gov.uk/</a></p> <p><a href="https://findajob.dwp.gov.uk/">https://findajob.dwp.gov.uk/</a></p>

# Carers

Key Message	Services and notes
<p>Unpaid carers provide support to relatives, friends or neighbours who need physical or emotional support or practical help to manage day to day tasks. This could be because they have a physical or mental illness, they may be frail or have a disability, or they could be struggling with an addiction. Carers might not live with the person they support and can be any age.</p> <p>Carers are legally entitled to support to help them with these responsibilities.</p> <p>Staff have a responsibility to identify carers and inform them of their right to support, referring them to local services where possible. Staff also have a legal duty to involve them in discharge planning of the person they care for.</p>	<p>Carers should be referred to their local carer service.</p> <p><b>Self-Referral Process</b></p> <p>People can self-refer to their local service. They can call the Carers Information Line (<b>0141 353 6504</b>) to get contact details for their local service and contact them directly.</p> <p>Carers can also get details of their local service from the “Are you looking after someone?” flyer. These should be available on all wards/areas.</p> <p><b>Staff Referral Process</b></p> <p>Staff can refer carers via the Carers Information Line <b>0141 353 6504</b></p> <p>Information required: carer name, post code and contact number. Make sure you have carer consent for the referral. This referral will be passed on to the relevant local service.</p> <p>If carer unwilling to be referred, staff should give them a “Are you looking after someone?” flyer and encourage them to self-refer when they feel ready. Flyers should be available on all wards/areas and can be ordered from Public Health Resource Directory.</p> <p>Staff should also encourage people to look at web pages (<a href="http://www.nhsggc.org.uk/carers">www.nhsggc.org.uk/carers</a>) or signpost them to the NHSGGC Support &amp; Information Services for more information.</p>

# Carers

Key Message	Services and notes
	<p><b>Self-Referral Process cont.</b></p> <p>Staff Responsibility Regarding Discharge Discussions</p> <p>Under the Carers (Scotland) Act 2016, hospitals have a legal duty to involve carers in discussions regarding discharge of the person they support. All conversations should be recorded to evidence compliance with the legal duty. This can be in service notes, however reference should also be made in the “Record of Communication with Relatives and Carers”.</p>

# Anticipatory Care Planning

Key Message	Services and notes
<p>Anticipatory Care Planning is about thinking ahead and understanding the health, personal and practical matters which need to be addressed in preparation for any potential changes in a person's health.</p> <p>It allows people to express their preference and wishes and to look at the options available for support and services by making informed choices.</p> <p>This is a process and should involve ongoing conversations between a person, the people who matter to them and the professionals involved in their care.</p> <p>The decisions made during these conversations are recorded in an Anticipatory Care Plan (ACP).</p> <p>Everyone is entitled to an ACP and should be encouraged to think about future planning.</p>	<p>A summary of the ACP may have been added to Clinical Portal or the Key Information Summary (KIS). Please check to see if these documents are available as part of the initial admission.</p> <p>Information which may be available in these documents: Names of informal carers, Power of Attorney, DNACPR status, preferences of treatments, wishes concerning end of life etc.</p> <p>If there is no record of an ACP on either of these systems, staff are encouraged to raise the topic of future planning. This is particularly relevant if there is a high probability of an extended hospital stay or readmission.</p> <p>People can be signposted to further information on the webpages <a href="http://www.nhsggc.org.uk/planningcare">www.nhsggc.org.uk/planningcare</a>. If staff feel it is appropriate there is information on these pages which staff can print for people and those that matter to them.</p> <p>If the topic has been raised or discussed during the hospital stay, acute staff can create or update the ACP on Clinical Portal. It should also be documented in the discharge letter to ensure community services and GPs know that this should be followed up.</p>

# Gender-Based Violence

Key Message	Services and notes
<p>Gender-Based Violence: Physical and emotional abuse against women can affect all woman from all walks of life. About 1 in 5 women experience domestic abuse or violence from a partner or ex-partner at some point in their lives.</p> <p>There is strong evidence that Domestic Abuse increases during the measures that are being taken to protect ourselves and our NHS during this pandemic</p> <p><a href="https://www.nhsggc.org.uk/your-health/health-issues/covid-19-coronavirus/for-the-public-patients/local-support-services/protection-from-abuse/">https://www.nhsggc.org.uk/your-health/health-issues/covid-19-coronavirus/for-the-public-patients/local-support-services/protection-from-abuse/</a></p>	<p><b>CONTACT WITH A HEALTH WORKER MAY BE THE ONE CHANCE FOR SOMEONE TO GET HELP AND PROTECTION AND EVEN SAVE THEIR LIVES</b></p> <p><b>Support the Survivor to safety plan:</b></p> <ol style="list-style-type: none"><li>1. Remind survivors to keep their mobile phone with them, charged and switched on. If the survivor needs a mobile phone for safety purposes contact your manager to find out how one can be obtained for her</li><li>2. Suggest survivor downloads the Bright Sky from the App store. It has been used in Police domestic abuse training in Scotland and includes information on specialist DA and GBV support organisations. It looks like a weather App</li><li>3. If at immediate risk of harm phone <b>999</b>, and if not safe to speak dial <b>55</b> and this will let police know you need help</li><li>4. Discuss formulating an escape plan, think about the quickest route out of the house</li></ol>

# Other & Complex

Key Message	Services and notes
<p>Other and complex: There are many other things that can impact on your health and wellbeing such as <b>caring for friend or family member, employment or having access to interpreters in order to communicate.</b></p>	<p><b>NHSGGC Interpreting Services</b> for Languages and BSL users: <a href="https://www.nhsggc.org.uk/your-health/equalities-in-health/info-resources/for-staff/interpreting-and-language-resources/interpreting-services/">https://www.nhsggc.org.uk/your-health/equalities-in-health/info-resources/for-staff/interpreting-and-language-resources/interpreting-services/</a></p> <p><b>NHSGGC Support &amp; Information Services</b> offer a wide range of services including access to emergency food, fuel and money support with referral to community services for ongoing support. These services are based within the main atriums of our hospitals and are available patients, carers and visitors. They also offer support to NHSGGC staff in relation to their own wellbeing: <a href="https://www.nhsggc.org.uk/patients-and-visitors/support-and-information-services/">https://www.nhsggc.org.uk/patients-and-visitors/support-and-information-services/</a></p> <p><b>NHSGGC Health &amp; Wellbeing Directory</b> is a gateway to information about a wide range of health improvement and wellbeing services provided by NHS Greater Glasgow &amp; Clyde and our partner organisations <a href="http://infodir.nhsggc.org.uk/">http://infodir.nhsggc.org.uk/</a> Public Health Resource Directory can be found here: <a href="http://www.phrd.scot.nhs.uk">www.phrd.scot.nhs.uk</a></p> <p>Hard copies of publications for the topics listed can be accessed here.</p>

# Alcohol

Key Message	Services and notes
<p><b>Alcohol: As part of admission remind patients Chief Medical Officer for Scotland's guidance for both men and women is that:</b></p> <ul style="list-style-type: none"><li>• To keep health risks from alcohol to a low level it is safest not to drink more than 14 units a week on a regular basis</li><li>• If drinking as much as 14 units per week, it is best to spread evenly over 3 days or more. One or two heavy drinking sessions, increases risk of death from long term illnesses and from accidents and injuries</li><li>• There is a risk of developing a range of illnesses (including for example, cancers of the mouth, throat and breast) with increasing amounts of alcohol consumed on regular basis</li><li>• To cut down on the amount of alcohol consumed it is advisable to have at least 3 drink-free days each week</li></ul>	<p><b>Contact Acute Addiction Liaison Nurse Service: Glasgow</b></p> <p>Tel: 0141 211 0231/ 0141 211 0238 Sites covered - QEUH / GRI/ GGH &amp; Beatson/ Stobhill &amp; Vic ACHs/ PRM &amp; South Maternity hospitals/Vale of Leven</p> <p><b>Inverclyde:</b> Tel: 01475 715 353 Sites covered – IRH/Psychiatric wards within IRH/Larkfield Unit</p> <p><b>Renfrewshire:</b> Tel: 0141 314 4472 Sites covered – RAH/Paisley Maternity/Dykebar &amp; Leverndale Hospital</p> <p>Acute Addiction Liaison service offer supportive management and treatment advice to acute staff for patients who have alcohol problems as well as work with patients:</p> <p><b>Offered to patients</b></p> <ul style="list-style-type: none"><li>• Screening &amp; assessment</li><li>• Alcohol brief intervention</li><li>• Harm reduction</li><li>• Coping skills &amp; relapse prevention techniques</li><li>• Information &amp; literature including drink diaries etc.</li><li>• Link to AA in hospital</li></ul>

# Alcohol

Key Message	Services and notes
<p><b>Wider Impact of Alcohol on Health</b></p> <ul style="list-style-type: none"><li>• Estimated 3,705 deaths attributable to alcohol consumption in 2015 among adults aged 16 years and over in Scotland. This equates to 6.5% of the total number of deaths (57,327)</li><li>• Men were almost twice as likely to die from an alcohol-attributable condition in 2015 compared with women (8.4% and 4.7% respectively)</li><li>• More than one in four (28%) alcohol-attributable deaths were due to cancer</li></ul> <p><b>Hospital admissions caused by alcohol:</b></p> <ul style="list-style-type: none"><li>• In 2015, a total of 41,161 adults aged 16 years and over were admitted to hospital at least once with a wholly or partially attributable condition (6.4% of 644,574 total individuals admitted at least once in 2015)</li><li>• Men were twice as likely to be hospitalised with an alcohol-attributable condition in 2015 compared with women (8.8% and 4.3% respectively).</li><li>• Of the adult patients hospitalised due to alcohol in 2015, more than one in four (27%) were admitted for an unintentional injury</li></ul>	<p><b>Contact Acute Addiction Liaison Nurse Service cont. Offered to Acute Staff</b></p> <ul style="list-style-type: none"><li>• Withdrawal management and prescribing advice</li><li>• Education on drug awareness and use of acute drug withdrawal guidelines</li><li>• Facilitate referral to specialist community services for ongoing support post discharge</li></ul>

# Smoking

Key Message	Inpatients	Outpatients
<p><b>Smoking:</b></p> <ul style="list-style-type: none"> <li>• No safe level of smoking or exposure to second hand smoke</li> <li>• Remind patient of NHS GGC Smokefree Policy <a href="#">Download Policy</a></li> </ul> <p><b>Additional Information:</b></p> <p>For more information on our QYW Services visit our website at <a href="http://www.nhsggc.org.uk/quityourway">www.nhsggc.org.uk/quityourway</a></p> <p>Clinical guidelines for our inpatient and outpatient pathways are available via the electronic clinical guideline directory on staffnet.</p> <p><b>Training:</b></p> <p>Very brief advice on smoking e-module is available for free from Public Health Scotland and takes approximately 30 minutes to complete. See: <a href="https://elearning.healthscotland.com/">https://elearning.healthscotland.com/</a></p> <p>Learnpro module GGC:088 Smokefree policy is also available for all staff to complete</p>	<ol style="list-style-type: none"> <li>1. Ask Smoking status and document in notes and MAR</li> <li>2. Remind patient of NHSGGC Smokefree Policy</li> <li>3. Prevent nicotine withdrawal by offering nicotine replacement and assess motivation to stop smoking.</li> <li>4. If patient is motivated to stop smoking refer to the QYW Service via:</li> </ol> <p><b>TRAKCARE:</b></p> <p style="text-align: center;"></p> <ul style="list-style-type: none"> <li>• Select patient</li> <li>• New Request</li> <li>• Other-Adult tab</li> <li>• Stop Smoking Services</li> </ul> <p><b>It TRAKCARE unavailable contact service:</b></p> <p>QYW Hospital Service Email: <a href="mailto:Quityourway.hospitalservice@ggc.scot.nhs.uk">Quityourway.hospitalservice@ggc.scot.nhs.uk</a> Telephone: 451 (8) 6112</p>	<ol style="list-style-type: none"> <li>1. Ask smoking status and document in notes</li> <li>2. Remind patient of NHSGGC Smokefree Policy</li> <li>3. Brief education provided on the effects of smoking to health and the benefits of stopping smoking</li> <li>4. Assess motivation to stop smoking and If motivated refer to the QYW Service via:</li> </ol> <p><b>TRAKCARE:</b></p> <p style="text-align: center;"></p> <ul style="list-style-type: none"> <li>• Select patient</li> <li>• New Request</li> <li>• Other-Adult tab</li> <li>• Stop Smoking Services</li> </ul> <p><b>It TRAKCARE unavailable contact service:</b></p> <p>QYW Hospital Service Email: <a href="mailto:Quityourway.hospitalservice@ggc.scot.nhs.uk">Quityourway.hospitalservice@ggc.scot.nhs.uk</a> Telephone: 451 (8) 6112</p>

# Physical Activity

Key Message	Services and notes
<p>The health of the public remains a top priority as we respond to the COVID-19 outbreak.</p> <p>We want to encourage everyone to keep healthy during this unprecedented disruption to our daily life. This means taking care of both your physical and mental health.</p>	<p><b>NHS Greater Glasgow and Clyde has pulled together a number of resources which can be found at:</b></p> <p><a href="https://www.nhsggc.org.uk/your-health/health-issues/covid-19-coronavirus/for-patients-the-public/general-advice-and-guidance/staying-active-and-well/">https://www.nhsggc.org.uk/your-health/health-issues/covid-19-coronavirus/for-patients-the-public/general-advice-and-guidance/staying-active-and-well/</a> and:</p> <p><a href="https://www.nhsggc.org.uk/your-health/healthy-living/get-active/">https://www.nhsggc.org.uk/your-health/healthy-living/get-active/</a></p>

**For further information please contact:  
Information Management Team  
[perl@ggc.scot.nhs.uk](mailto:perl@ggc.scot.nhs.uk)**