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### Coronavirus (COVID-19)

### Glasgow City HSCP Staff Briefing

<b>Date</b>	Friday 1 May 2020
<b>To</b>	Staff working within Glasgow City HSCP
<b>From</b>	Glasgow City HSCP Local Resilience Management Team
<b>Purpose of briefing</b>	The purpose of this briefing is to keep Glasgow City HSCP staff up to date on how we are managing and responding to the impact of Coronavirus (COVID-19) on our health and social care services in Glasgow.
<b>Background</b>	<p>Glasgow City HSCP has established its own Local Resilience Management Team (LRMT) to manage the impact of COVID-19 and make recommendations about tactical and operational management decisions for the health and social care services that it is responsible for. It is liaising and working in partnership with staff trade unions.</p> <p><b>Managers are to ensure that the content of this briefing is shared with staff in their team who do not have access to work email, including staff working from home.</b></p> <p><b>This briefing is available on Glasgow City HSCP's website, and staff can access it from any of their work and personal devices (e.g., computer, laptop, tablet and smartphone):</b></p> <p><a href="https://glasgowcity.hscp.scot/COVID-19-hscp-update">https://glasgowcity.hscp.scot/COVID-19-hscp-update</a></p> <p><b>The latest information about which buildings are open and where services are being delivered from is also available at the link above.</b></p>
<b>Message from LRMT</b>	<p>The Local Resilience Management Team has met twice this week, and our Heads of Planning shared some initial thoughts about things to consider in respect of recovery planning. Going forward there will be full engagement with staff, stakeholders, staff-side and trade unions as these plans are developed and become more detailed.</p> <p>A survey for staff about their thoughts, experiences and ideas about the lockdown and about recovery of our services is going to be circulated in the next few days. We would encourage staff to look out for this and share your views.</p>
<b>Resources</b>	<ul style="list-style-type: none"><li>In line with SG direction we are currently expanding the role of the Social Care PPE hub to be the provider of PPE to all Glasgow City Social Care</li></ul>

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	<p>services, private and Local Authority, and now extended to Carers – paid and unpaid, and Personal Assistants. We are putting the operational arrangements in place at the moment and will be communicating the service through HSCP channels.</p> <ul style="list-style-type: none"> <li>• Equipu continues to focus only on hospital discharges, care home admission, end of life and emergency repairs.</li> <li>• Communications support continues to be provided for the HSCP's COVID-19 contingency planning arrangements, including weekly briefings and personal video messages from Assistant Chief Officers. Up-to-date HSCP staff communications are available on the HSCP's website, <a href="https://glasgowcity.hscp.scot/covid-19-hscp-update">https://glasgowcity.hscp.scot/covid-19-hscp-update</a></li> <li>• Guidance has been issued to staff that confirms the referral process to Shielding/Shielding Plus for vulnerable patients and service users who require assistance with food delivery if they have no other support available and/or additional assistance with financial hardship and emotional help.</li> <li>• The guidance also outlines the referral process to Glasgow Council for the Voluntary Sector (GCVS) if vulnerable patients and service users require other assistance such as access to befriending services, prescription delivery or practical support from local community initiatives. Details are available on the HSCP's website outlined above.</li> <li>• Details of potential videoconferencing and video calling solutions have been circulated to senior managers for identification of priority users and business needs.</li> </ul>
<p><b>Children's Services</b></p>	<ul style="list-style-type: none"> <li>• Critical visits sustained to high priority families, with an ongoing robust review of the Child Protection Register.</li> <li>• Chief Officer's Group (COG) meeting took place with a coordinated focus on the protection of children.</li> <li>• Maintained dialogue with Education and Third Sector; including a comprehensive meeting with Police Scotland focusing on vulnerable children.</li> <li>• Specialist Children Services (CAMHS and Community Paediatrics) remains coordinated in addressing key priorities.</li> <li>• Significant review of the implications of further lockdown with emerging dialogue with key strategic Partners.</li> <li>• Children's Services now actively progressing our recovery plan for both post lockdown and the implications of long-term social distancing on providing support and assistance to children and their families.</li> </ul>
<p><b>Adult Services</b></p>	<ul style="list-style-type: none"> <li>• Prison Healthcare is working closely with community justice partners to ensure the Scottish Government's new Emergency Release programme is coordinated in an integrated way. This will seek to ensure continuity of care and treatment for individuals, with access to appropriate HSCP services, as necessary. In particular, Prison Healthcare are working closely with Alcohol and Drug Recovery Service and Mental Health Service colleagues to ensure a smooth transition for prisoners who require these services on release. The Emergency Release programme will be phased over a number of weeks, commencing in May.</li> <li>• Police custody healthcare leads have worked very closely with Police Scotland colleagues and the national network board during the COVID-19 pandemic to create robust business contingency plans for custodial services in order to maintain justice and healthcare services. This has included the introduction of virtual courts within custody settings to reduce the risk of COVID-19 transmission and infection within court buildings.</li> <li>• The two Mental Health Assessment Units, managed by GCHSCP serving Greater Glasgow and Clyde, have now been operational for a full month. These units provide an alternative base for patients experiencing</li> </ul>

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	<p>a mental health crisis/distress and who require to be assessed by mental health professionals. We are very pleased to say that feedback to date has been extremely positive and the units have successfully relieved pressure on Acute Emergency Departments, as well as helping to ensure people receive the care and treatment they need at the earliest opportunity.</p> <ul style="list-style-type: none"> <li>• Sexual Health Services (SHS) at the Sandyford Paisley service have temporarily closed, effective from 27 April. This was due to the significantly low number of people attending over recent weeks. Timescales for re-opening will be considered as part our recovery planning. In the meantime, SHS will operate from its principal site, Sandyford Central on Sauchiehall Street. Where SHS locations have been temporarily closed, we are very grateful to those staff members who have offered their assistance to other services, including those who are now supporting the expansion of testing within care homes.</li> <li>• All services continue to focus on urgent and priority care needs. Wherever possible and safe to do so, contact with service users and patients in the community should be via the telephone or 'attend anywhere' video calling.</li> </ul>
<p><b>Older People's Services</b></p>	<ul style="list-style-type: none"> <li>• The hospital discharge team are still operational and currently based at Borron Street office.</li> <li>• Acute hospital delays continue to reduce (non-AWI) and are at the lowest level for years.</li> <li>• District nurses have seen an increase in workload in relation to patients with palliative care needs, and continue to work across wider teams to support and manage patients and to keep them at home.</li> <li>• We are currently working through the latest guidance on testing in care homes, hospitals and admission and discharge planning.</li> </ul>
<p><b>Operational Care Services incl. Commissioning</b></p>	<ul style="list-style-type: none"> <li>• Home Care services continues to meet the challenges around delivering services during the pandemic. This week has seen a steady increase in Hospital Discharge across the city and different protocols and guidance have been produced to support safe discharge. Ensuring staff safety is a priority, and ensuring a suitable care and support plan is put in place in each service user's home that complies with Health Protection Scotland guidelines at all times is crucial to this.</li> <li>• The Home Care team is currently putting in place planning for the public holiday next week. This is very challenging as all our home care staff are entitled to take leave and many have gave up holidays over the Easter period to ensure we support our most vulnerable service users.</li> <li>• The commitment of our Area Managers, Co-ordinators, Assistant Area Managers and our Assessment team has been critical. They are working in the background to support our staff and service users round the clock and without their on-going commitment it would have been impossible to deliver the 60,000 visits of care and support last week.</li> <li>• This week saw our first induction programme for 12 volunteers with a social care background that are currently employed elsewhere in Glasgow City Council. These individuals have volunteered to work in our residential units across the city and will provide a much needed support to our nightshift social care staff as well enabling us to encourage some of our front line staff in our units to take some well-deserved annual leave.</li> <li>• Care Homes are a real focus for the HSCP as they are particularly vulnerable to outbreaks of COVID-19. The challenges surrounding care homes have been the focus of many news stories over recent weeks. A raft of new guidance has been produced by HPS, Scottish Government, Care Inspectorate and NHSGGC. Our Care Home managers and social care staff have been truly amazing and have risen to the challenge of a</li> </ul>

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	<p>rapidly changing landscape by learning new skills and training new staff. Their innovation and forward thinking in planning and delivering care and support of our elderly residents within the parameters of this complex guidance has been inspiring.</p> <ul style="list-style-type: none"> <li>• Communication with all our staff in our Care Homes has been challenging in recent weeks due to the restrictions of lockdown. The HSCP has invested in new technology to enable webinars to take place several times a week. This streams training sessions and interactive wellbeing video sessions directly into our care homes both during the day and in the evenings. This wouldn't have been possible without the support and commitment of our colleagues - Clinicians, Consultants, Public Health and expert input from palliative care nurses. We have had huge Support particularly from GP Jude Marshal who has worked tirelessly to ensure staff feel supported and led our recent sessions on Wellbeing and Mindfulness.</li> <li>• Commissioned services continue to operate satisfactorily and this week two Day Centres for adults with complex support needs have been able to introduce a limited service.</li> <li>• Commissioning support to providers remains in line with published COSLA guidance. Further guidance in respect of payments to providers is due to be issued.</li> <li>• PPE flow has greatly improved and this week sees provision being expanded for Direct Payment recipients' employees.</li> <li>• Wider access to testing for staff in line with Public Health guidance has been well received. A sustainable model for symptomatic care home residents is being developed.</li> <li>• Care Homes have on-going regular contact from their link commissioning officer and manager. This week has seen implementation of NHSGGC guidance - "Supporting Care Homes" - to augment the on-going support to all Care Homes, both directly provided and purchased.</li> <li>• Effective multi agency working continues with Public Health, the Care Inspectorate and provider representative bodies.</li> </ul>
<p><b>Public Protection Services incl. Criminal Justice and Homelessness</b></p>	<ul style="list-style-type: none"> <li>• Staffing levels across Public Protection remain stable and services are looking at ways for staff to return to work safely as and when lockdown measures are lifted.</li> <li>• The Red-Amber-Green assessment tool is working well for Tomorrow's Women Glasgow, the Drug Court and Clyde Quay.</li> <li>• Child Protection workers are continuing to have regular contact with children and adult clients and have been providing support to foster carers and kinship carers who are experiencing some stress and challenge during these difficult times.</li> <li>• The Hunter Street Outreach Team started on Monday 20 April, with nurses starting face-to-face contact with vulnerable services users and visiting service users in emergency and supported accommodation for physical health checks.</li> <li>• Social Work Standby have had very busy shifts over the weekend although no particular trends in referral reasons were noted.</li> </ul>
<p><b>Primary Care and Early Intervention Services incl. Health Improvement</b></p>	<ul style="list-style-type: none"> <li>• GP surgeries will be open on both public holidays in May and the Health Board is working with community pharmacies to ensure that there will be sufficient numbers of local pharmacies open as well.</li> <li>• Our COVID -9 Assessment Centre at Barr Street remains open to see patients who are referred by NHS 24 or their GPs with the symptoms of the virus. This service continues to help reduce the pressure on GPs and hospitals.</li> <li>• This week the testing service for residents of care homes and nursing homes went live. The team is based at Barr Street and will provide an</li> </ul>

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	<p>outreach service to those care homes that do not have nursing staff on site. Referral for testing is done via the residents' GPs.</p> <ul style="list-style-type: none"><li>• Prevention services have moved to on-line provision (e.g. ,Smoking Cessation, Youth Health Service, Lifelink, Choose Your Way etc.). Programmes delivered in partnership with other agencies have been postponed.</li><li>• There has been increased activity for health improvement staff in supporting community food work, mental health and well-being, digital access and poverty related responses.</li><li>• Health Improvement staff continue to work from home and/or have been re-assigned in a voluntary capacity to other services to help with the response to COVID-19.</li><li>• The finalisation of the HSCP's draft Equalities Mainstreaming Report has been delayed. Alternative ways of engaging with users on the outcomes are being used.</li><li>• We are recognising the barriers to accessing services that many people are facing and we will work with the Glasgow Equality Forum on how to resolve these problems.</li></ul>
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**KEEP UPDATED AT ALL TIMES ON OUR WEBSITE**

**[www.glasgowcity.hscp.scot/COVID-19-hscp-update](http://www.glasgowcity.hscp.scot/COVID-19-hscp-update)**

There are also useful links to national and local information including Glasgow City Council and NHS Greater Glasgow and Clyde

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