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Coronavirus (COVID-19) Glasgow City HSCP Staff Briefing

Date	Friday 12 June 2020
To	Staff working within Glasgow City HSCP
From	Glasgow City HSCP Local Resilience Management Team
Purpose of briefing	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.
Background	<p>Glasgow City HSCP previously 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.</p> <p>With Glasgow City Council and NHS Greater Glasgow and Clyde now starting to shift the focus from respond to recover, the HSCP's LRMT has been stood down, with an HSCP Operational Recovery Group (ORG) established in its place to focus on recovery planning to ensure a more planned and co-ordinated approach to restoring services. It continues to liaise and work in partnership with staff Trade Unions and NHS Staff Side.</p> <p>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.</p> <p>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):</p> <p>https://glasgowcity.hscp.scot/covid-19-hscp-update</p>
Message from Operational Recovery Group	<p>As we move into the next phase of the response to COVID-19 pandemic, the HSCP's Local Resilience Management Team has been stood down and the Operational Recovery Group has been established.</p> <p>Discussions and planning for services to be restarted will take place within care groups taking account of requirements for physical distancing, availability of business support resources, cleaning regimes, IT equipment and other significant dependencies that will support services to be delivered safely for both staff and service users.</p>

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	<p>The Operational Recovery Group will be the forum for reviewing and approving the proposals. Staff Side and staff Trade Unions will be involved in the discussions all the way through this process.</p> <p>Updates on the work of the Operational Recovery Group will be provided through this briefing.</p>
<p>Resources</p>	<ul style="list-style-type: none"> • The Social Care PPE hub continues to provide PPE to all Glasgow City social care services, private and Local Authority, and now extended to carers – paid and unpaid, and personal assistants. • Equipu continues to focus only on hospital discharges, care home admission, end of life and emergency repairs. • Communications support continues to be provided for the HSCP's COVID-19 contingency planning arrangements, including weekly briefings and personal video messages from the HSCP's Executive Leadership Team. Up-to-date HSCP staff communications are available on the HSCP's website at https://glasgowcity.hscp.scot/covid-19-hscp-update
<p>Children's Services</p>	<ul style="list-style-type: none"> • Home visits across the HSCP continue to focus on providing support and outcomes to children and families in distress. • Arrangements for the route map towards recovery continue to be strengthened with key partners: Education, Third Sector and Staff Partnership. • National dialogue for recovery and planning is around challenges such as family contact. • To assist the road to recovery, the new Review and LAAC Practice Team (led by Alison Cowper) has commenced their induction and planning. • Glasgow Community Planning Partnership has reconvened around strengthening the social recovery, volunteering and the COVID-19 response to food and support. • Within Specialist Children Services in Glasgow, Marina Madden, Beth Wiseman and Sarah Gallacher have all been appointed as Service Managers, and they will start on the 22nd of June.
<p>Adult Services</p>	<ul style="list-style-type: none"> • The two Mental Health Assessment Units, managed by GCHSCP serving Greater Glasgow and Clyde, have now been operational for over two months. These units provide an alternative base for patients experiencing a mental health crisis / distress and who require to be assessed by mental health professionals. In doing so, the units have successfully relieved pressure on Acute Emergency Departments, as well as helped to ensure people receive the care and treatment they need at the earliest opportunity. We are pleased to confirm that agreement has been reached to extend operation of the units for a further three months. During this time, a review will be undertaken to explore the benefits and feasibility of retaining the service for a longer period. • The COVID-19 outbreak has resulted in a variety of health and social care services being paused in order to concentrate our efforts on addressing urgent and priority care needs. However, in line with national guidance, Adult Services is now considering the services that we could start to re-introduce and over what timeframe. As highlighted in the Scottish Government's 'route map', an initial priority will be the reintroduction of a wider range of community mental health service provision. These 'recovery plans' will take into full account the safety of patients, clients and staff. The initial focus of recovery plans will be for the period up to the end of July 2020 and staff Trade Unions and Staff

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	<p>Side representatives will be involved fully in the development of these plans.</p>
<p>Older People's Services</p>	<ul style="list-style-type: none"> • Current business continuity arrangements continue. • Work is underway on phased recovery plans in line with Scottish Government 4-phase approach. Arrangements to engage with Trade Unions and Staff Side representatives are underway. • The LAC workers continue to make regular care calls to adults with learning disabilities and older adults on their caseloads who are socially isolated. • They have sourced 9 iPads / mobile devices from partnership organisations and supported families to be digitally included. • They have organised a number of online activities for adults with learning disabilities in partnership with 'Weekday Wow Factor' including virtual discos, museum tours and virtual walks and continue to compile resource information that they share with GCHSCP colleagues.
<p>Operational Care Services incl. Commissioning</p>	<ul style="list-style-type: none"> • Care home large scale testing continues this week with Orchard Grove and Riverside care homes. This has been challenging both for residents and staff but a critical exercise to ensure we are maximising the benefit of testing. • Staffing has been a particular focus over the last two weeks, and we have put in place additional staffing resources via our Home Care team who are very experienced and already have skills and knowledge of working with the frail elderly. The additional staff are all qualified staff registered with the SSSC. It has been a very welcome support to all 5 care homes across the city, and this will enable the teams to minimise the use of agency staff and traffic through the care homes. • Home Care has restarted recruitment albeit on a small scale, but it is critical as we start to plan for the future. This will be a developing picture as we rethink our induction programme. • Home Care has started the scoping process of reviewing all the 7 Home Care bases across the city to ensure safe working practices for recovery and social distancing. • Commissioned services continue to work flexibly and responsively during this time. • Process for ensuring financial support to providers during this period has been issued, this is fully in line with national guidance. • Pressures are increasing in respect of services for homelessness, mental health and addictions services. The previous level of movements and places within services has been impacted due to the lockdown measures and impact continues to be experienced. • Background work on establishing key services such as the Alliance to End Homelessness are progressing along with procurement activity in respect of various care group services. • Care homes continue to be the subject of immense external activity and scrutiny and commissioning continues to respond to this work and support providers, managers and staff on a multi-agency basis.
<p>Public Protection Services incl. Criminal Justice and Homelessness</p>	<ul style="list-style-type: none"> • Staffing within Criminal Justice remains stable, and will need to link with tendered providers for an update on recovery plans. • Recovery planning and staff engagement ongoing over Microsoft Teams, which is working well. Need to progress getting office space ready for more staff returning. • Staff from Criminal Justice are involved in a group with Scottish Government developing a road map out of lockdown for Justice services in Scotland. The guidance document aligns with the Scottish Government Route Map through and out of the crisis. This will assist

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	<p>Justice services in Glasgow with taking a phased approach to restarting services.</p> <ul style="list-style-type: none">• Emergency Early Release Programme - indication from SPS that this will happen again before August.• Homeless Outreach continues to be very busy contacting people not in services.• This week Hunter Street has had additional people join them from Community Addiction Teams: two Social Care Workers and a Nurse. The team are very grateful for the extra assistance.• Now have a transfer agreement / protocol with community teams. First transfers of cases should begin this week.• Both Public Protection Committees (Adults and Children) will now meet monthly until December.• Demand for emergency accommodation remains steady. We now have 18 additional place available at a local hotel.• An extra supply of Temporary Furnished Flats has been provided by Registered Social Landlords.• Staffing levels are stable across Adult Residential and physical distancing now in place. Guidance details prepared for staff, contractors and visitors. PPE supplies remain healthy.• The out of hours Emergency Social Work Service is getting busier. Calls in a lot of shifts are now closer to levels pre-COVID-19; however, night shifts continue to be busier than normal.• Staffing levels within homelessness teams remain positive; number of requests for accommodation remains high although majority of work continues to be by phone.• RRTP recovery planning developed to be shared alongside higher level Homelessness recovery plan.• A Wellbeing Checklist has been established for service users in residential / housing first / criminal justice who are part of HAT (Homeless Addiction Team) Resource Allocation Group cases at Hunter Street.• No staffing issues within Child Protection. Halt has adapted both office and service user accommodation to allow building to open up and will be able to observe physical distancing. PPE has been ordered for the building. Staff are keen to get back to work and see service users.• Child Protection activity continues to be busier; however, cases on Child Protection register have come down slightly over last couple of weeks.• Scottish Government has issued updated Child Protection guidance. Glasgow will update our Child Protection guidance on basis of national guidance and changes in local practice.
Primary Care and Early Intervention Services incl. Health Improvement	<ul style="list-style-type: none">• Workstreams have been re-established for our Primary Care Improvement Plan to continue to implement the major changes in general practice. Regular bulletins and additional information are available on our HSCP's website at https://glasgowcity.hscp.scot/primary-care-improvement-plan-bulletins-and-additional-information• Planning for the provision of flu vaccinations is underway. Safe delivery of the programme will be more complex because of the restrictions imposed by COVID-19 and it is anticipated that uptake will be high.• GCHSCP will have responsibility for the delivery of flu vaccinations for patients who are housebound, and the preparatory work now being done reflects learning from last year's activity. GCHSCP is keen to work with our GP and public health colleagues to consider how best to support them to deliver the flu vaccination for those patients who are 'at risk' and/or older than 65 years, given the challenges of ensuring social distancing.

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| | <ul style="list-style-type: none">• Work is continuing on the development of pharmacy hubs, which will support the pharmacy team in their work with practices to deliver the pharmacotherapy aspect of the GP contract.• Advanced Practice Physiotherapists are now returning to their roles within practice, and their numbers will be augmented by new recruits.• 90 people took part in a recent webinar hosted by Glasgow Council for the Voluntary Sector (GCVS) to consider how best to build on the collaborative working between the HSCP, the Campaign to End Loneliness and third sector partners to promote the mental health and wellbeing of Glasgow residents.• The HSCP Equalities Group has resumed meetings and an early focus will be on the actions we can take forward to mitigate the impact of the virus.• The Community Assessment Centre at Barr Street continues to operate and is now testing all who attend. |
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KEEP UPDATED AT ALL TIMES ON OUR WEBSITE

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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