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Coronavirus (COVID-19)

Glasgow City HSCP Staff Briefing

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| Date | Thursday 14 May 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 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>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> <p>The latest information about which buildings are open and where services are being delivered from is also available at the link above.</p> |
| Message from LRMT | <p>Staff wellbeing and support is discussed frequently, at both the LRMT and at the daily Executive Management meetings. Managers keeping in regular contact with their staff and teams is important to ensure anyone experiencing any difficulties during this challenging time can be supported.</p> <p>In addition to this, a COVID-19 staff support line is available for all staff in Glasgow City HSCP and offers psychological support. The support line is open Monday to Friday from 8am to 6pm, and staff can contact it by phoning 0141 303 8968.</p> |
| Resources | <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. |

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| | <ul style="list-style-type: none"> • 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 • Updated guidance on internal referral arrangements for additional supports is 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 continue to focus on providing support, care and outcomes for our most vulnerable children and families. • Arrangements have been strengthened for children and young people to access Educational nurseries and Hubs. • All Children's Services staff are actively encouraged to support and promote, where appropriate, access and support to children with autism, as we know lockdown remains a particular challenge for them. • Specialist Children's Services planning has also been strengthened to coordinate activity to children/young people in distress. • Further work has been undertaken to progress our strategic Family Support programme. • Significant work is also occurring each week to report back to the Scottish Government on each child seen and the level of professional contact/telephone calls; further communication and guidance will follow to frontline staff. |
| <p>Adult Services</p> | <ul style="list-style-type: none"> • Adult Services is delighted to confirm more than 80 Year 2 mental health nursing students have opted for paid, Band 3 employment to work in our frontline services spanning the six HSCPs. During the month of April we have had a total of 156 mental health and learning disability nurse students from Glasgow Caledonian University (GCU), University of the West of Scotland (UWS) and a few from University of Stirling (UoS) deployed across a range of Adult Mental Health, ADRS, Prison Healthcare and Older Adult Mental Health services. • Since March 2020, over 250 nurses (students; re-assigned and nurse returners) have either joined or are scheduled to support frontline services across all the six HSCPs in Greater Glasgow & Clyde. A suite of learning materials have been developed and a planned proactive approach to supporting staff induction is currently in progress led by Practice Development Nurse (PDN) support teams. • In the WHO International Year of the Nurse and Midwife, and also in the week that celebrated International Nurses' Day, we again applaud the efforts of our nursing workforce who as always are demonstrating their compassionate commitment to person-centred care. • Next week will see the 2nd tranche of prisoners released as part of the Scottish Government's Early Release programme. Prison Healthcare has been working closely with community justice partners to ensure this is coordinated in an integrated way. In particular, Prison Healthcare is working closely with Alcohol and Drug Recovery Service and Mental Health Service colleagues to ensure a smooth transition for people who require support from those services. GCHSCP's Prison Healthcare Team is also working closely with Public Health and the Scottish Prison Service (SPS) to prepare for the introduction of a COVID testing programme within GG&C prisons for symptomatic people. • While all services have been focussing on urgent and priority care needs, attention is turning to the services we may want to start to re-introduce and over what period of time. The initial focus of such recovery |

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| | <p>plans will be for the period up to the end of July 2020 and Staffside will be involved fully in the development of these plans.</p> |
| <p>Older People's Services</p> | <ul style="list-style-type: none"> • Support to the care home sector continues to be the main priority, including the roll out of testing in line with the Scottish Government's guidance. • Recovery planning continues as we plan ahead for the future and seek to identify and retain desirable changes that have emerged during the emergency. • We have agreed to participate in a Scottish Government buddying exercise with North Lanarkshire in relation to AWI discharge good practice. • The Telecare Team has updated its Easy Read Guide to Keeping in Touch to include consumer products that can be purchased independently by families. • The Phlebotomy Service is offering a domiciliary and clinic service for shielding patients accessible via a Single Point of Access Number. 1,500 telephone referrals were received last week, and staff continue to be stretched with this increasing demand for bloods and referrals from acute specialities. • Treatment Room Services have extended to all practices in Glasgow City offering clinic and domiciliary support (to shielding patients), and bloods for Glasgow HSCP registered patients residing out-with the city, as well as continuing to provide support to District Nursing services where appropriate. • Partnership work in place with the hospices and with hospital consultants is proving effective. • The COVID-19 Community Respiratory Response Team continues to deliver a community response over seven days. |
| <p>Operational Care Services incl. Commissioning</p> | <ul style="list-style-type: none"> • This week in Home Care we are beginning to think about recovery plans for the service and what have been positive changes since we had to rethink our service delivery due to the impact of COVID-19. We are looking at what support we need to consider for front line staff, how we address social distancing and the challenges of what technology works best in our service. There are many other ideas we need to consider and we will be consulting staff on what the future would look like. • Home Care delivered a Public Holiday service last weekend and our thanks go out to all Home Care staff and co-ordinators who agreed to work and give up family time to help support all our 3,898 vulnerable service users. • The Community Alarm services has been supporting 9,500 vulnerable service users and continues to deal with a high volume of calls and respond via our responder teams who work 24hrs responding to service users at risk. • Care Homes are rolling out the new testing guidance for Care Homes which includes testing for all residents, staff and facilities staff. This has been well received and supported by families and carers. • Care Homes saw new volunteer colleagues from Education join the front line and are a welcome skilled asset. The Care Home Team is delighted to have this additional support. • Support continues to be given to all commissioned services across Glasgow which is tailored to the specific needs of each service. Across all care groups, feedback has been positive about the support offered. • On-call support continues to be offered, particularly to care homes, and this will continue. Information continues to be shared with our partners in respect of local and national supports. • Testing continues to be rolled out across all services and commissioning officers continue to support this. |

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| | <ul style="list-style-type: none"> • A supply of SAT monitors and thermometers were sourced and delivered to all care homes and this was well received. • Liaison continues with Care Inspectorate and the Police to support our commissioned services with a recent focus has been in respect of press and media approaches and enquiries. |
| <p>Public Protection Services incl. Criminal Justice and Homelessness</p> | <ul style="list-style-type: none"> • No court trials are proceeding, other than summary custody trials. From Monday 11 May, Sheriff Courts have proceeded to hear and dispose of cases where it is agreed by parties that they can be resolved without the need for a trial. • A weekly catch-up meeting between the Police, Social Work and Health continues to take place. • The Addiction Admin Team is returning to Brand St on Monday. There has been an increase in attendance at Hunter St due to service users responding to our staff contacting them. • There continues to be a steady flow of demand for accommodation, and temporary furnished flats are continuing to become available. • Emergency Homelessness continues to have high numbers of presentations, and work is underway with City Mission around forward planning to support this increase. • Demand for temporary accommodation through Homelessness Casework teams remains high, and staffing levels remain good. • There was stability across Adult Residential units during the holiday weekend and morale is good amongst the staff group. We are continuing face-to-face and telephone contact with service users. PPE supplies in residential are stable. • Criminal Justice Duty is up and running in North West and South and this has been largely welcomed by staff keen to get back to work in the office. This has also allowed more control of footfall in open offices and the capacity to immediately respond to cases where required. |
| <p>Primary Care and Early Intervention Services incl. Health Improvement</p> | <ul style="list-style-type: none"> • There continues to be a reduction in the numbers of patients who need to attend our COVID-19 community assessment centres across NHS GG&C. Since the 1st May, 866 patients with symptoms of the virus attended one of the 8 centres located across the board area. 643 (74%) were advised to stay at home and isolate, 16 referred to the Community Respiratory Team and 160 (21%) sent to hospital for more specialist assessment and possible treatment. • Barr Street COVID-19 Assessment Centre provides a service for Glasgow City as well as the rest of the Board area in the evenings and weekends. Since 1st May the centre has seen 420 patients. On average the centre is seeing 32 patients each day. Along with the COVID-19 hub based in the GP Out Of Hours service, the community assessment centres are helping to reduce the pressures on both GP practices and the hospitals in caring for people who have the virus. • The HSCP is now running a COVID-19 testing service for care homes and nursing homes. The teams are based in Barr Street but attend the care homes in the city to carry out the tests for residents and staff. We are looking to expand the testing service in response to the demands from care homes and have been asking staff to volunteer for these roles. • Key Health Improvement services (e.g., Quit your Way, Youth Health Service) and contracts (e.g., Lifelink, Multiple Risk) continue to be delivered, mainly by telephone. Referrals are lower than usual but steady. • A number of Health Improvement staff have volunteered to be reassigned to a number of roles including the new contract tracing team. • As part of recovery planning, we will be undertaking work to understand the impact of COVID-19 on population health utilising a number of data sources/evidence. More than ever, addressing inequalities will be a key |

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| | response in considering what prevention and wellbeing actions may be required. |
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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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