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Coronavirus (COVID-19)

Glasgow City HSCP Staff Briefing

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| Date | Friday, 17 April 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>The LRMT have met twice this week, continuing to address issues and concerns being raised by HSCP services and our trade union and staff-side colleagues.</p> <p>The continued efforts of all staff across the Partnership to deliver services during this immensely difficult and challenging situation is acknowledged by all parties.</p> <p>Although it may seem a long way off, discussions are starting to take place about the 'recovery phase' from this crisis and the LRMT have been considering what recovery will mean and look like across the HSCP. Staff wellbeing and support is at the core of these discussions and more information about this will be made available in the coming weeks.</p> |

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| Resources | <ul style="list-style-type: none">• We are continuing to work with CGI to ensure staff working from home have access to the equipment they need to support homeworking. 147 additional users now have access to a Windows10 device in the HSCP.• We have been working in partnership with Glasgow City Council, Glasgow Council for the Voluntary Sector (GCVS) and Volunteer Glasgow to develop and publish collateral to promote GCVS' newly established Glasgow Helps Community Hub and its resource directory. This past week the Hub has been publicised in the press, digital platforms including Facebook and Twitter and emailed to community groups and organisations.• We have been working closely with Council colleagues who are establishing the Shielding arrangements to develop processes which ensure all vulnerable service users gain access to additional supports including food, fuel and emotional assistance. This links to the co-ordination and support arrangements being provided by GCVS and Volunteer Glasgow.• 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, https://glasgowcity.hscp.scot/COVID-19-hscp-update• Food vouchers have been distributed to localities to support service delivery.• PPE orders and distribution continues to be coordinated and prioritised across the system to ensure services are issued with PPE as soon as it becomes available to us.• Equipu continues to focus only on hospital discharges, care home admission, end of life and emergency repairs.• Our HR team is currently gathering information from services areas across the HSCP to better understand their staffing need requirements where there may be gaps to deliver services. |
| Children's Services | <ul style="list-style-type: none">• We are sustaining critical visits to 'high priority' families and are carrying out a rigorous ongoing review of all with Child Protection Plans.• Health Visiting continues to prioritise first visits, immunisations and coordination of risk management in respect of vulnerability.• Specialist Children's Services have now transitioned into alignment with the Glasgow City HSCP's Children's Services.• We are maintaining dialogue with Education, Police and Third Sector to support families in distress and strengthen the response.• Our Intensive Family Support arrangements are continuing to sustain children/young people at home. |
| Adult Services | <ul style="list-style-type: none">• We wish to thank all staff within Adult Services for their ongoing commitment to ensure that high quality care and treatment continue to be delivered in these challenging circumstances. For a number of staff, this may have meant a change in working location and for some it may also have meant working in a different, less familiar care setting. For others, particularly those delivering frontline care, while your role may remain unchanged the added intensity to your day-to-day work is very much acknowledged. We will continue to do everything we can to support all of you.• Glasgow City HSCP has a strategic lead for mental health across Greater Glasgow & Clyde. As part of that lead role, we are delighted to confirm that more than 70 final year mental health nursing students from Glasgow Caledonian University and the University of the West of Scotland have opted for paid employment to work in frontline services spanning the 6 HSCPs. Final year mental health nursing students have |

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| | <p>now been deployed across a range of services including: Intensive Psychiatric Care; Mental Health Admission & Assessment; Specialist Dementia Care; Mental Health Mother & Baby; Alcohol & Drug Recovery and Prison Healthcare. We applaud the efforts of our future mental health nurses and wish them every success in this final stage of their pre-registration education.</p> <ul style="list-style-type: none"> 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. |
| <p>Older People's Services</p> | <ul style="list-style-type: none"> We are continuing to work closely with the care homes sector to support them in current situation, as well as working closely with the hospice sector. In our Older People Mental Health wards at Leverndale we have a number of positive cases of COVID-19, and will be reconfiguring to three wards later this week. We have four OPMH wards closed across the city. We continue to see a reduction in acute delayed discharges (non AWI) and we are also seeing a significant drop in A&E attendances across Greater Glasgow & Clyde. |
| <p>Operational Care Services incl. Commissioning</p> | <ul style="list-style-type: none"> Home Care was in a position over the holiday weekend to support 3,897 service users with no further reduction in services. This was mainly due to the commitment of our frontline Home Care Staff who agreed to give up holidays and deliver care and support over the Easter weekend. Older People Residential continue to support our 500 frail elderly residents through this challenging time. Our five residential units across the city are in week three of a lock down and our staff have gone above and beyond to ensure that our residents' families stay connected with love ones. The innovation of our OP Residential staff is humbling with pipers playing for residents at Hawthorn to celebrate the 100th birthday of a resident and a new scheme to introduce letter writing clubs linking with a newly established community group. The supply of PPE has been challenging for both OP Residential and Home Care over the last few weeks. With a lot of effort and input from our trade union colleagues we have established a very robust supply chain with Home Care and OP Residential having direct access to a large centralised store as well as their own stock. This week we have arranged two interactive webinar sessions with consultants from Public Health Scotland (PHS). These first two sessions will focus on PPE with staff sending in questions in advance about the challenges and concerns. They will be able to see and hear the responses of the consultants from PHS. Two more sessions are already been planned to focus on caring for residents with COVID-19 in a care home and wellbeing and mindfulness techniques for front line staff. |
| <p>Public Protection Services incl. Criminal Justice and Homelessness</p> | <ul style="list-style-type: none"> Social Work Standby managed particularly well during the Easter weekend. There was a peak of demand from Friday into Saturday but the service responded to this. A report on the level of demand (peaks and troughs) for out of hours Social Work is currently being prepared. Staffing levels across Public Protection, Criminal Justice and Homelessness remain good. Child Protection staff are continuing to maintain regular contact with service users, and activity is beginning to pick up. Homelessness casework teams continue to be busy, with about 30 households being accommodated per day. |

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| | <ul style="list-style-type: none">• The service is continuing to engage with Police Scotland amid reported rises in street crime and increased use of Fentanyl.• A meeting will be taking place next week to review trends indicating a possible increase in domestic violence. |
| Primary Care and Early Intervention Services incl. Health Improvement | <ul style="list-style-type: none">• GPs continue to ensure that the list of people recommended for Shielding is as accurate as possible from undertaking searches of their patient lists.• Feedback from Clinical Directors was that GPs found that opening at Easter was helpful to undertake these Shielding searches.• Clinical Directors will be writing to GPs to advise that the six-week checks as part of the Healthy Children programme should continue as there has been some confusion about whether the checks should be completed by GPs during the pandemic period.• Over 100 community pharmacies opened on Easter Monday across NHSGG&C area which is significant increase on normal bank holidays.• At the Barr Street COVID-19 Assessment Centre, 52 patients attended on Tuesday, 14 April with 40 discharged home, 11 sent to hospital and 1 referred to the Respiratory Response Team. We are currently using 6 treatment rooms at the site with capacity for about 180 appointments per week day. We will be reviewing the capacity at the Centre on Friday ahead of the weekend.• Health Protection Scotland are proposing to undertake a COVID-19 surveillance programme with small number of swabs to be taken from patients who are triaged by the central hub and a small number who then attend the assessment centres. |

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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