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### Coronavirus (COVID-19)

### Glasgow City HSCP Staff Briefing

<b>Date</b>	Thursday 23 April 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>As mentioned in last week's briefing, the Partnership is now actively looking at Recovery planning and the LRMT is playing a key role in this. There have been positive early discussions about which services might need to be brought back in a controlled and phased way first, and what alternative arrangements that we have put in place during lockdown that may need to continue out of necessity or because they have proven to be successful.</p> <p>Discussions will be continuing and all staff are encouraged to think about their experiences of delivering services during lockdown, and to speak with their line managers about any ideas they have about recovery.</p>
<b>Resources</b>	<ul style="list-style-type: none"><li>Guidance will be developed for managers on the application of the partner organisations' annual leave policy because of COVID-19.</li></ul>

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	<ul style="list-style-type: none"> <li>• Support packs are being developed and issued for Older Person Residential services.</li> <li>• Currently finalising the referral arrangements to the Shielding Plus Initiative and access to additional supports being co-ordinated by GCVS. Details will be issued to all staff to confirm the process to be followed.</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>. Communications support has also been provided around supports for teams during COVID-19 and Operational Care Services webinars and videos.</li> <li>• Food vouchers have been distributed to localities to support service delivery.</li> <li>• 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.</li> <li>• Equipu continues to focus only on hospital discharges, care home admission, end of life and emergency repairs.</li> </ul>
<p><b>Children's Services</b></p>	<ul style="list-style-type: none"> <li>• Critical visits sustained to high priority families, with a template developed to track activity across the HSCP health and social work functions.</li> <li>• Maintained dialogue with Education, Police, Third Sector; including weekly meeting with Police Scotland focusing on supporting young people living in residential units.</li> <li>• Discussion with a range of third sector providers about ongoing commissioning arrangements and the types of supports being offered to families.</li> <li>• Specialist Children Services (CAMHS and Community Paediatrics) remains coordinated in addressing key priorities.</li> <li>• Continued dialogue with Scottish Government on national guidance; also participating in discussions with Social Work Scotland and nationally with Chief Social Work Officers.</li> <li>• Continued dialogue with CELCIS, University of Strathclyde in relation to capturing learning from our response to the pandemic and to integrate this into transformational change work.</li> </ul>
<p><b>Adult Services</b></p>	<ul style="list-style-type: none"> <li>• Due to significantly low numbers of patients attending the Sandyford Paisley service, it has been decided that this part of the service should temporarily close from 27 April and that the staff be deployed to services where they could be more effectively utilised. Re-opening of the Paisley site will be informed by government policy in relation to relaxation of lockdown measures, the service's recovery plan and/or any sudden change in demand. In the meantime, the service will continue to operate from its principal site, Sandyford Central on Sauchiehall Street.</li> <li>• Glasgow City HSCP Adult Services are delighted to confirm that more than 50 mental health nurses have expressed an interest in assisting frontline services during the pandemic. Retired nurses/ former NHSGGC employees along with a host of nurses with a wealth of knowledge and experience applied through NHS Education for Scotland (NES) 'Accelerated Portal' specifically to work in NHSGGC frontline services spanning the six HSCPs. We are in the process of matching knowledge/skills to ensure staff are deployed appropriately. We applaud the efforts of our returning mental health nurses and thank them for their compassionate commitment to nursing care delivery.</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</li> </ul>

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	<p>patients in the community should be via the telephone or 'attend anywhere' video calling.</p>
<b>Older People's Services</b>	<ul style="list-style-type: none"><li>• We have circulated details of the community specialist palliative care hub that has been set up to support community services to GPs, Community Nurses and Care Homes. This includes access to Hospice Palliative Care Consultants and teams, Geriatricians and Respiratory consultants/Glasgow Respiratory Team.</li><li>• We are working closely with care homes who may require additional advice/support to manage patients with palliative care needs.</li><li>• We are arranging training for community nurses on confirmation of death (COD) following new Scottish Government guidelines.</li><li>• We have now arranged for oxygen to be supplied to care homes where there is a need for that support, and arrangements are in place for Out of Hours emergency response should this be needed.</li><li>• Hospice daily meetings with clinicians and others are now run by video conference and we will involve other HSCP Service Managers or Team Leads responsible for community nursing services as required.</li><li>• The position in OPMH wards at Leverdale is easing with Banff ward is now open to admissions and discharges, but Balmore remains closed as it has three positive cases of COVID-19.</li></ul>
<b>Operational Care Services incl. Commissioning</b>	<ul style="list-style-type: none"><li>• Care Homes continue to operate in very challenging circumstances. This week has seen new guidance on testing for residents and changes in the support offered by Public Health Scotland to care homes. The importance of supporting our frail elderly population and our front line workforce remains paramount and the HSCP has developed a further series of webinars focusing on the reality of supporting residents who are living with COVID-19 in a residential setting. This will have input from Marie Curie, GPs and a lead Palliative care nurse.</li><li>• Our Care Homes have welcomed the support that has come from the 25 student social care workers that have joined our service in recent weeks. All have now completed an induction programme and are working across the city. Another group will be beginning their induction next week.</li><li>• Home Care has continued to support over 3,850 service users delivering nearly 60,000 visits last week. Our Home Carers are on the front line and have been exceptional in their commitment to their service users. Many Home Carers are coming together on a Thursday evening during their break-time to acknowledge the #clapforcarers and have had a tremendous response from their local communities.</li><li>• This week we were in position to release our first in-house video to our city wide Home Care team on how to safely put on and remove PPE and also some helpful guidance on what not to do! This have been well received by managers and Co-ordinators and it's our intention to do more videos each week to keep our Home Carers updated as things change.</li><li>• Commissioned services continue to operate and are responsive to the fluctuating changes in service demands.</li><li>• Regular contact and support is continuing and is in line with published COSLA guidance for supporting providers at this time. Main concerns continue to be around PPE and also testing for staff, however both areas have seen improvement in this past week.</li><li>• Care homes have on-going regular contact from their link commissioning officer and manager. This offers them support with any concerns as they arise and allows for essential two-way sharing of information. Additional supports are being made available including training via Webinar sessions and access to emotional and psychological support.</li><li>• Board-wide work is being undertaken to establish a proactive and consistent approach to support to all care homes both directly provided and purchased. This is being led by a multi- agency task force and will</li></ul>

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	<p>cover key areas including Public Health, PPE and support for staff wellbeing, and will serve as a reference point for local and national guidance.</p> <ul style="list-style-type: none"><li>• Effective multi agency working continues with Public Health and the Care Inspectorate.</li><li>• The recently announced 3.3% uplift across all contracted services was well received- Care Homes were subject to different arrangements under the National Care Home Contract.</li></ul>
<b>Public Protection Services incl. Criminal Justice and Homelessness</b>	<ul style="list-style-type: none"><li>• Staffing in Criminal Justice citywide services remains stable.</li><li>• Work continues across all services in relation to supporting the anticipated Emergency Release programme.</li><li>• Hunter Street is focussing on developing an outreach service and breaking down caseloads into Red/Amber/Green. Housing First will be assisting with Amber/Green calls.</li><li>• Number of applications for Temporary Accommodation are holding steady. 107 temporary furnished flats have been made available for let between 1 April and the week ending 20 April.</li><li>• Discussions taking place regarding additional supply of hotel accommodation due to continuing demand from emergency accommodation and pressures likely to continue around single household accommodation.</li><li>• Steady flow of work in Community Homelessness Teams. The majority of work is by phone and requests for accommodation remain high. Contingency planning is underway in relation to increased RSL letting targets.</li><li>• Staffing levels are stable across Adult Residential with residents and service users being very compliant with restrictions.</li></ul>
<b>Primary Care and Early Intervention Services incl. Health Improvement</b>	<ul style="list-style-type: none"><li>• Barr Street Assessment Centre continues to see around 40/50 patients with COVID-19 symptoms per day, and is still operating on a Saturday and Sunday to ensure patients living in NHS GG&amp;C area receive a 7 day service.</li></ul>

**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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