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Coronavirus (COVID-19) Glasgow City HSCP Staff Briefing

Date	Thursday 25 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>Having moved 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 be taking 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 staff, patients and service users.</p>

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	<p>The Operational Recovery Group will be the forum for reviewing and approving the proposals. Staff Trade Unions and NHS Staffside will be involved in the discussions all the way through this process.</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. • 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 service contingency and recovery planning arrangements, including weekly briefings and personal video messages from the HSCP's Senior Management Team. Up-to-date HSCP staff communications are available on the HSCP's website at https://glasgowcity.hscp.scot/covid-19-hscp-update.
Carer's Services	<ul style="list-style-type: none"> • The COVID-19 outbreak has created unprecedented challenges for both unpaid carers and services. During the COVID-19 lockdown, unpaid carers are providing even greater levels of care and support due to reduced availability of home care, social distancing and shielding. <p>Young people undertaking a caring role for a family member at home due to illness, disability, poor mental health or substance misuse may be in a particularly difficult situation during lockdown.</p> <p>Glasgow City Carer Partnership Services have continued to provide carer support by telephone or online services throughout the pandemic.</p> <p>Beyond the COVID-19 outbreak, unpaid carers will continue to be key partners in the delivery of health and social care. Glasgow City Health and Social Care Partnership staff will continue to play a vital role in identifying, involving and supporting unpaid carers.</p> <ul style="list-style-type: none"> • If you want to refer an adult or young carer: <ul style="list-style-type: none"> ○ contact the dedicated Carers Information Line on 0141 353 6504 ○ use the online carer self-referral ○ further information is available at Your Support Your Way Glasgow.
Children's Services	<ul style="list-style-type: none"> • Home visits continue to focus on support and outcomes to children and families in distress. • 968 face-to-face visits were carried out by our health practitioners in Glasgow City last week. • Arrangements for the route map towards recovery continue to be strengthened with key partners; Education, Third Sector and Staff Partnership. • Of the 2,214 children and young people in kinship, fostering and residential, 2,204 (99.5%) have remained stable and supported in their care placement; an outstanding response from everyone. • Since lockdown, over 12 weeks, only 10 young people have been admitted to formal care. • 747 young people in After Care continue to be supported towards stability and positive destinations.
Adult Services	<ul style="list-style-type: none"> • Recovery planning is underway within Adult Services as we look to gradually reintroduce services that were paused due to the COVID-19 outbreak. In doing so, it provides an opportunity to strengthen new ways of working that have proved to be effective over the last few months, such as a greater use of technology.

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	<ul style="list-style-type: none">• Ensuring the safety of our staff, patients and service users is paramount. Our recovery plans will therefore be underpinned by robust risk assessments and adherence to guidance on social distancing. Staff Trade Unions and NHS Staffside representatives will be involved fully in the development of our recovery plans.• Our prison healthcare team has supported the successful introduction of a testing programme for any COVID-19 symptomatic patients within our prisons.
Older People's Services	<ul style="list-style-type: none">• Services and teams continue to support service users, using technology to maintain contact with service users / patients and carers and, where appropriate and necessary, carrying out face-to-face visits.• Phased recovery plans continue to be developed in line with Scottish Government 4-phase approach.• Arrangements to engage with Trade Unions and NHS Staffside representatives are in place and discussions are underway.• Business support staff are carrying out risk assessments of accommodation, in line with the NHSGG&C and GCC guidance, to prepare to support the reinstatement of services.• Local Vulnerable Adults list for each area is well established, monitored and checked daily, with diversion to duty systems when action needed.• Continue to operate central hub where all work is received and triaged and responded to daily including adult protection.
Operational Care Services incl. Commissioning	<ul style="list-style-type: none">• Care homes remain a significant focus for the HSCP, and last week we began our new weekly testing of staff, a new requirement in response to the pandemic. Although challenging, we have had an overwhelming positive response from staff and managers.• This week we began to roll out a new strategy to enable families to have one-to-one time with a senior member of the management team in individual care homes to review their relative's Care and Support Plan. This is in addition to on-going contact via Facebook, Skype and social media.• Staff in care homes have been very supportive of our on-line learning events via webinar. The latest event will be on diet and nutrition for our elderly residents. New learning videos and interactive sessions planned for each care home.• The Community Alarm Service has continued to support 9,500 vulnerable service users and continues to deal with a stable volume of calls and respond, via our responder teams, to service users at risk.• Home Care Services are delivering a consistent level having undertaken 65,000 visits this week supporting service users on an ongoing basis.• Home Care Services continue to see an increasing level in both hospital discharges and community referrals.• PPE supplies remain good and the service has all required levels and supplies.• Commissioned services continue to work flexibly and responsively during this time.• The process for ensuring financial support to providers is live and being managed between commissioning and finance colleagues.• Focus on testing has continued and within the past week this has been extended to adult care homes.• 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. A weekly webinar is being planned with colleagues from Scottish Care to further this support.• Core work continues in respect of essential procurement work, this is particularly prevalent in respect of Children and Families Services.

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<p>Public Protection Services incl. Community Justice and Homelessness</p>	<ul style="list-style-type: none"> • Community justice centre staffing levels remain stable. We need to identify dates for the community justice staff currently helping out at Hunter Street and Standby to return to their own posts. • Recovery planning underway and awaiting the recovery planning board to approve the plans. Staff engagement meetings continue over Microsoft Teams. • Next meeting with Social Work Scotland and Scots Court Service is 29 June 2020 - hoping to get an update on their recovery plans at this meeting. • Activity slightly increased in new orders and Community Justice Social Work Reports - but still significantly less than pre COVID-19. • Hunter Street RAG exercise progressing well and regularly making over 200 contacts. They are now organising an outreach group to interact with new young people congregating in city centre. • A transfer agreement / protocol has now been agreed with Glasgow Alcohol Drug & Recovery Services. • The out of hours Emergency Social Work Service continues to be busier than normal. There is now an increasing number of new referrals and a significantly higher number of new referrals to partner authorities although calls within Glasgow area remain higher. Social Care Direct (SCD) is also getting busier. Recovering planning is progressing which includes looking at SCD and Glasgow & Partners Emergency Social Work staff returning to their roles and temporary staff going back to their own location. • Homelessness continues to be really busy, still accommodating double figures every day. • Staffing levels within homelessness teams remain positive. Demand for emergency accommodation remains steady. Majority of work continues to be by phone. • Recovery planning is well underway and there has been a positive initial discussion with Turning Point Scotland regarding aligning recovery planning. • Staffing within locality community justice including Caledonian Project remains stable. Continuing to use Domestic Abuse RAG to prioritise cases for face-to-face contact. Recovery planning is progressing and recovery plan has been drafted across three localities. • Court business starting to increase with new Community Payback Orders imposed and rise in requests for Community Justice Social Work Reports. • Rotas are being developed in line with wider recovery planning across other justice services. Start date still to be identified. • Staff working group to be organised to allow input on plans as things progress. • MARAC (Multi-Agency Risk Assessment Conference) moving to Teams format in July, should reduce pressure on reps regarding time involved. • All residential homeless services remain stable and staffing levels are still healthy. Staff and residents who have had a COVID-19 test have all been negative. Some service users have moved on via RSLs and commissioned services. • Guidance details on physical distancing in the workplace has been prepared for staff, contractors and visitors. Health and Safety has carried out site visits. • PPE supplies remain healthy. • Adult Support and Protection Hub & Duty System is still working well but being reviewed by locality Service Managers.
<p>Primary Care and Early</p>	<ul style="list-style-type: none"> • Workstreams have been re-established for our Primary Care Improvement Plan and the implementation of major changes in general

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Intervention Services incl. Health Improvement

practice is continuing. 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>.

- Demand for Phlebotomy Services has been very high and call handling capacity has been increased and an electronic referral option is being developed. Members of the team have worked very hard to introduce a domiciliary service ahead of schedule to support patients and practices. Clinic space is limited by the need for social distancing so the service is under pressure in trying to meet the very considerable demand it faces.
- Community Links Workers (CLWs) are working remotely, receiving referrals and providing telephone consultations. CLWs have also provided support for shielding patients; they have been circulating regular communications to all practices in their clusters on the support available locally to patients and this has been well received. We are exploring the possibility of providing support to people via online groups, and a CLW has been recruited who will be working with asylum seekers in three practices initially.
- Resources to help patients who have experienced bereavement have been issued to all practices and options for delivery of bereavement training for practice staff are being explored.
- An 'in-hours' distress response for primary care is being developed. This will be an additional component to the new out of hours 'Compassionate Distress Response Service' delivered by Glasgow Association of Mental Health and is likely to be available in late summer.
- Optometry practices will be able to reopen to provide emergency and essential eye-care from 29th June. Dental practices were able to reopen to see patients with urgent dental needs from 22nd June. They will be required to use appropriate PPE and to undertake a risk assessment, agreed with the Board, prior to opening.
- Connecting Scotland. Thanks to everyone who contacted Bobby Smith as part of the process to prepare and submit a single co-ordinated HSCP application for digital equipment and connectivity. The application has been submitted and we should hear soon. This enacts the Scottish Government commitment to enable 9,000 residents across Scotland to become digitally connected, Glasgow's allocation is 780 devices / 12mths connectivity and we expect this will be dispersed to more than one applicant. There will be further rounds.
- The first meeting of the new city Social Recovery Taskforce is now being scheduled for early July.
- The Scottish Government has committed to Glasgow City Council to continue funding for Shielding/Shielding + arrangements until the end of July.

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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