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Coronavirus (COVID-19)

Glasgow City HSCP Staff Briefing

Date	Thursday 7 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>Services across the Partnership continue to 'stocktake' our current position and the temporary arrangements that have been put in place as part of response to the COVID-19 pandemic and also the range of guidance issued by the UK and Scottish governments and Public Health.</p> <p>This 'stocktake' is nearing its conclusion, at which point recovery planning will commence fully engaged with all our stakeholders including Staff-side and trade unions.</p>
Resources	<ul style="list-style-type: none">The Social Care PPE hub is now established providing 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. • Guidance had previously been issued and has been re-issued this week to staff that confirms the referral process to Shielding/Shielding Plus for vulnerable patients and service users who require assistance with food delivery if they have no other support available and/or additional assistance with financial hardship and emotional help. It also outlines the referral process to Glasgow Council for the Voluntary Sector (GCVS) if vulnerable patients and service users require other assistance such as access to befriending services, prescription delivery or practical support from local community initiatives. Details are available on the HSCP's website. • 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 • Details of potential videoconferencing and video calling solutions have been re-circulated to senior managers with an extension for identification of priority users and business needs.
<p>Children's Services</p>	<ul style="list-style-type: none"> • Home visits continue to focus on providing support and care to our most vulnerable children and families. • Glasgow Child Protection Committee took place with a coordinated focus not only on the protection of children, but also on a necessary strategy for prevention post lockdown. • Specialist Children Services (CAMHS and Community Paediatrics) planning underway to take forward further alignment. • Significant review of the implications of further lockdown with emerging dialogue with key strategic partners. • Looked After and Accommodated children and young people reduced to 906 (reduction of 28 over last few months). • All Children's Service staff will be actively encouraged to support and promote, where appropriate, access to primary health services for families; important that children still gain timely access to primary care. •
<p>Adult Services</p>	<ul style="list-style-type: none"> • While all services continue to focus 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. This will also provide an opportunity to learn from the experience of the last few weeks and consider if we wish to retain any of our new ways of working. • These 'recovery plans' will, of course, also need to consider the safety of patients, clients and staff. This will include consideration of social distancing requirements and how the retention of measures such as 'attend anywhere' could continue to be effective. However, recovery plans will also need to consider whether it is necessary to re-engage directly with some patients and clients who have not recently accessed a service 'in person'. • The initial focus of recovery plans will be for the period up to the end of July 2020. Staff-side will be involved fully in the development of these plans.
<p>Older People's Services</p>	<ul style="list-style-type: none"> • The Hospice Community Hub is now established and the collaboration between Marie Curie and Prince and Princess of Wales Hospices provides specialist palliative care support to HSCP services as well as to private nursing and residential care homes. • Weekly videoconference calls are taking place between the HSCP, GPs, Hospices and acute Consultants in Respiratory and Medicine for the Elderly.

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	<ul style="list-style-type: none">• The numbers of Anticipatory Care Plans (ACPs) are growing with particular focus on the care home population and those with respiratory disease. Glasgow is participating in regular exchange of good practice in relation to ACP with colleagues in other parts of the country.• The Glasgow Respiratory Service has been expanded with staff from other areas to form a COVID-19 Community Respiratory Response Team which is currently operating 7 days a week.• The Hospital team continues to operate from Borron Street. The majority of delayed discharges are AWIs.• We continue to support care homes in managing responses to COVID-19 and the new guidance on testing.• The SPHERE Bladder and Bowel Service are operating a single point of access service and undertaking telephone consultations, ensuring patients receive appropriate containment products.• The Home Enteral Feeding team has developed guidance for district nursing staff and patients / carers to support self-care and are still providing the same level of service delivery.• In primary care the Phlebotomy Service is offering a domiciliary and clinic service for shielding patients accessible via a Single Point of Access Number. 910 referrals were made last week so staff are stretched with increasing demands 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 are providing support to District Nursing services where appropriate.• District Nursing teams are supporting our residential care homes, and cover arrangements are in place for out of hours to ensure safe staffing levels city wide. The new confirmation of death training is being rolled out this week.• In community rehab we have a second worker back up arrangements for Pulmonary Rehab/Respiratory Service to support seamless hospital discharge for COVID-19 positive patients who require ongoing care and treatment in their own homes.• Care Home Liaison Nurses continue to support and advise care home staff with some of this being done via telephone call/video link to reduce unnecessary care home foot fall.
Operational Care Services incl. Commissioning	<ul style="list-style-type: none">• Care Homes continue to be a key focus of both the Scottish Government and the HSCP. This week has seen further guidance on testing being issued and the key change in this version is a move to testing all residents and staff in a care home with an active COVID-19 outbreak. We anticipate this new testing requirement to be rolled out along with further guidance on implementation over the coming week. All our care homes currently have access to testing for symptomatic residents and staff• On Wednesday this week our Interim Chief Officer joined the daily call for the HSCP care homes. The call was held using video conferencing giving both Susanne and the service ACO Frances McMeeking the opportunity to see managers and senior staff for the first time in 7 weeks. Susanne used the opportunity to thank staff for the ongoing commitment and unwavering support that they were giving every day to our care home residents. She also recognised the impact COVID-19 was having on families of this group of staff as they are on the frontline of dealing with the pandemic.• Care Homes have planned visits this week from clinicians to discuss directly with staff the impact on their wellbeing when the unit has seen an outbreak. Wider webinar sessions have also been streamed live into the care homes to give staff information on how to manage their own health through these challenging times with very useful Q&A sessions.

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	<ul style="list-style-type: none">• Glasgow HSCP's Home Care services has been asked to join a NHS board wide group to looking at home care provision across the other 5 HSCP partnerships in Greater Glasgow and Clyde. The focus of this strategic group is to look at best practise, share expert views on guidance and develop data sets that give an accurate overview of the service and consider what recovery might look like in Home Care in the future.• Home Care services operate over 24 hrs and with the public holiday this weekend the service is focused on maintaining the 60,000 visits it is currently delivering over the holiday weekend. This is a challenge and it is critical we recognise the commitment of all our staff in Home Care who will be agreeing to work this weekend to ensure our services that support the most vulnerable in our communities are delivered.• Commissioned services continue to operate satisfactorily, the commitment of the managers and staff from services is substantial.• Some pressures in respect of placements are emerging – this is primarily in relation to homelessness and some addiction services.• Commissioning support to providers remains consistent and work is on-going to establish and support providers with their additional cost pressures as a result of COVID-19.• PPE provision is effective and the system for Personal Assistants went live this week.• A sustainable model for testing symptomatic care home residents and staff including individuals who are asymptomatic has been implemented.• Testing continues to be rolled out with wider access to testing for staff in line with public health guidance and demand for this continues to grow.• Effective multi agency working continues with Public Health, the Care Inspectorate and provider representative bodies.• A dedicated weekly call led by Public Health has been established and covers all Glasgow purchased care homes, both commissioning and locality staff are involved in this.
Public Protection Services incl. Criminal Justice and Homelessness	<ul style="list-style-type: none">• Staffing remains stable across both citywide and locality Criminal Justice Services. We are continuing to link with key partners to co-ordinate the emergency early release of prisoners.• The Child Protection Team has just completed a review of all Young Person Support Plan cases and teams across the city have increased their face to face contact with children and families.• The Adult Support & Protection and Child Protection Committees took place on 5 May, and considered the Public Protection report. Safeguarding training modules are complete, and are being tested on GOLD.• ASP referrals have started to increase again, with most of this being in respect of older people struggling with lockdown. Case conferences are taking place with the use of technology.• At Hunter Street there has been good progress using the R-A-G assessment model and staff have been round the majority of emergency accommodation and have seen all service users. Prescriptions are being moved to weekly and staff have working hard to manage and support this.• In Homelessness Services, availability of single household accommodation is a challenge. Staff are working to increase capacity through negotiation with accommodation providers.• Demand for temporary accommodation remains high, two consecutive days last week requests over 50 each day. There is a steady flow of work, the majority of which is being conducted over the telephone. The R-A-G assessment model is being implemented across casework.

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	<ul style="list-style-type: none">• Adult Residential has received outreach visits from Addiction Services this week. The service remains stable and the majority of service users are complying with restrictions and limited move-on is being seen.• Social Work Standby was very busy over the last weekend, with 40+ distinct pieces of work on each day not including the many telephone calls that the service took. Out of Hours Homelessness continues to be very busy too.
Primary Care and Early Intervention Services incl. Health Improvement	<ul style="list-style-type: none">• GP surgeries are open to see both urgent and non-urgent patients during normal opening hours (i.e., there has been no reduction in service).• The routine 6 week baby checks are continuing to be performed in General Practice.

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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