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Coronavirus (COVID-19)

Glasgow City HSCP Staff Briefing

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| <b>Date</b>                | 27 March 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 with 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><br/><a href="https://glasgowcity.hscp.scot/internal-section/covid-19-hscp-update">https://glasgowcity.hscp.scot/internal-section/covid-19-hscp-update</a></p> |
| <b>Message from LRMT</b>   | <ul style="list-style-type: none"><li>• Most services have established contingency arrangements to ensure that our most critical services can continue throughout this fast-moving and difficult time. The commitment and dedication of our staff has been fundamental to these arrangements working and is hugely valued and appreciated. As the next few weeks unfold we will be continue to review these arrangements to ensure that they are fit for purpose and continue to ensure the safety and wellbeing of staff, service users and patients.</li></ul>  |
| <b>Resources</b>           | <ul style="list-style-type: none"><li>• Contingency arrangements continue to operate.</li><li>• All payments to providers and individuals progressing on schedule and in some cases ahead of schedule.</li><li>• Issues with access to Paypoint outlets has been escalated with the provider for resolution.</li><li>• Equipu focusing only on hospital discharge, care home admission, end of life and emergency repairs.</li></ul>  |

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|                                   | <ul style="list-style-type: none"> <li>• Both NHS and Social Work HR teams are working from home – contact should be preferably by email however normal telephone numbers can still be used.</li> <li>• Social Work Health &amp; Safety team are available by email and normal telephone numbers.</li> <li>• Organisational Development are continuing to support core leadership groups to enhance teams networks, empower collective leadership and stay visible in innovative ways.</li> <li>• The HSCP is working with Glasgow City Council, Glasgow Council for Voluntary Sector (GCVS) and Volunteering Glasgow to establish arrangements for vulnerable people impacted by COVID 19 to access co-ordinated supports from a range of third sector organisations and community enterprises.</li> <li>• This will focus on establishing a single contact point for people who want to volunteer, mutual support groups that are developing in the city or for people who need help and don't know where to access it.</li> <li>• A public communications campaign is also being developed to advise the public how they can access these supports along with encouraging the public to provide assistance within their local communities.</li> <li>• GCVS is setting up a hot line (live by end of week), developing a directory of services and establishing arrangements to co-ordinate/re-refer requests to community resources depending on need.</li> </ul>   |
| <p><b>Children's Services</b></p> | <ul style="list-style-type: none"> <li>• Immunisations and baby first visits continuing as a Health Visiting critical priority.</li> <li>• A number of families will continue to receive home support from their social workers.</li> <li>• Practice Guidance developed to support carers and children through telephone support and good health and well-being.</li> <li>• Working together with Education / Third Sector to support our most vulnerable families.</li> <li>• Intensive Services – Orr Street remains open with support provided.</li> </ul>  |
| <p><b>Adult Services</b></p>      | <ul style="list-style-type: none"> <li>• All staff who can work remotely/from home have been advised to do so.</li> <li>• Where there are excess staff due to service reduction or low demand these will be redeployed to critical services.</li> <li>• Sexual Health services have now moved to urgent and critical care services and will operate from 2 Hubs - Sandyford Central and Paisley. Information about service changes will be sent to Primary Care Support Team to distribute to GP practices.</li> <li>• Mental Health Services assessment units at Leverndale and Stobhill will be operational by 30 March. These will be staffed by a range of mental health professionals. Guidance on access to these units is being developed with key partners in Acute; Police Scotland and Scottish Ambulance.</li> <li>• All community mental health services have moved to 'Attend Anywhere' with only urgent cases being seen by clinicians.</li> <li>• A critical cover plan for ADRS services is being developed and by mid next week the services will move to 1 base per locality and a maximum of 16 staff per base. The Enhanced Drug Treatment Service will operate as normal.</li> <li>• LD day centres are now closed and service users and their families and carers will be supported by a small outreach team. LD nursing teams will operate a similar model, and work is ongoing with East Renfrewshire about support to the Tier 4 and inpatient services.</li> <li>• Adult Support and Protection and SW Duty will move to a small citywide service in the coming week.</li> <li>• Due to the reduction in arrests and the use of mobile consultations the Police Custody service has capacity.</li> </ul> |

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|   | <ul style="list-style-type: none"> <li>• Prison Health Care staffing levels are stable at present. A request from SPS to implement alternative shift patterns has been received and the proposal with staff side.</li> </ul>  |
| <p><b>Older People's Services</b></p>   | <ul style="list-style-type: none"> <li>• Continuing to see high levels of staff absences across services. Additional support redeployed into the hospital discharge team.</li> <li>• SWS have moved to three bases across the city to manage duty.</li> <li>• Some treatment room services are being concentrated in one base due to low staffing levels.</li> <li>• Arrangements are being put in place in some health centres to manage social distancing guidance.</li> <li>• Work is ongoing to manage the number of bases we are operating from due to the number of staff working from and need for social distancing. Castlemilk and Langton Road SWS offices are now closed.</li> </ul>   |
| <p><b>Operational Care Services incl. Commissioning</b></p>                         | <ul style="list-style-type: none"> <li>• All Day Care services for Older People closed on 23 March. All 450 services users have had an assessment of their care needs and all families and carers have been contacted.</li> <li>• Home care has had a challenging week with absences across the city at 35% with wide variations in capacity as staff follow Public Health guidelines.</li> <li>• 1,600 service users were contacted as services had to be reduced. All families, carers and service users were contacted with guidelines on what to do if care needs change and a list of organisations that can offer support in the community.</li> <li>• The Home Care team has continued to prioritise Hospital Discharge to ensure Acute colleagues can free up much needed bed capacity.</li> <li>• Older People Residential staff absences are at 22% but changing on a daily basis. Continuing to support our residents safely in our 5 residential homes with the support of Day Care staff that have been relocated.</li> <li>• Robust induction plans are underway to bring back retired staff to front line Home Care and Residential over the next few days. Students will be aligned against these services too. The first fast track induction is scheduled for next week.</li> </ul> |
| <p><b>Public Protection Services incl. Criminal Justice and Homelessness</b></p>    | <ul style="list-style-type: none"> <li>• There continues to be sufficient accommodation across the city for emergency homelessness.</li> <li>• Criminal Justice services are continuing to operate using business continuity measures, with court business still taking place.</li> <li>• There are concerns for a number of vulnerable individuals who access homelessness services who are not connecting with public messaging about COVID-19. Work is underway to review individual care plans to improve this where possible.</li> <li>• Our commitment to adult and child protection remains a key priority and our ability to undertake case conferences remain subject to review in keeping with business continuity planning arrangements and engagement with Social Work Scotland. At present, initial case conferences are going ahead although the format of these arrangements and subsequent reviews are dependent upon the circumstances and availability of key professionals and families in each case.</li> </ul>   |
| <p><b>Primary Care and Early Intervention Services incl. Health Improvement</b></p> | <ul style="list-style-type: none"> <li>• An escalation process has been agreed and GPs will request the Health Board approve the suspension of further activities if unable to provide the service. GPs undertaking telephone triage and assessment. As of the 25 March, 4 practices had requested to close their branch surgery to consolidate services onto single sites.</li> <li>• Establishment of a community pathway to triage and assess patients who have symptoms of COVID – 19 is being implemented with the first assessment centre set up in Glasgow. This is being expanded to the</li> </ul>   |

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|  | <p>other 5 HSCPs in NHSGG&amp;C. Objective is to divert patients from practices and acute hospitals. The pathway is delivered by skill-mixed teams of doctors, ANPs, nurses and health care support workers.</p> <ul style="list-style-type: none"><li>• Community pharmacies are experiencing a significant surge in prescription activity that is almost overwhelming the network. Pharmacists who are working within GP practices who also currently undertake community pharmacy locum or part time work will be asked to support the community pharmacy network on a temporary basis. Discussions are underway about volunteer drivers helping to deliver drugs where the normal drivers are self-isolating.</li><li>• Dental practices have closed.</li><li>• The Dental Hospital is transforming into an emergency dental centre so patients, symptomatic or asymptomatic for the virus, with a dental emergency condition can be treated by staff with appropriate PPE. The main aim is to prevent such patients attending A&amp;E facilities in acute hospitals.</li><li>• Optometry moving to emergency work only. The aim is to keep everything in the community that safely can be and to ensure that eye problems are diverted away from GPs as much as possible. Work is underway to ensure supplies of appropriate drugs are available.</li><li>• Most health improvement programmes suspended; Youth Health Service and Smoking Cessation switched to digital minimal delivery.</li><li>• Health improvement services delivered under contract are being managed to support COVID19 community responses as required.</li><li>• Glasgow Centre for Voluntary Services is planning a helpline for the community sector. This should be going live on Friday 27 March.</li></ul> |
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**KEEP UPDATED AT ALL TIMES ON OUR WEBSITE**

<https://glasgowcity.hscp.scot/internal-section/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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