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Please see below a personal message from Gordon Bryan, Head of Care Services, Glasgow City HSCP, in which he gives an update on how staff within his teams have been continuing to support service users during the Coronavirus (COVID-19) pandemic, and thanks staff for all their incredible efforts.

### **COVID-19 Message from Gordon Bryan**

Hi, my name is Gordon Bryan, I'm the Head of Care Services with a remit for Home Care and Community Alarms Service. I wanted to start by recognising the dedication and the hard work, not just in Care Services, but across all of the HSCP and the wider Health and Social Care Services.

Back in June last year I recorded my first message. Now at that time we were still clapping for carers and were thinking that we would return to normal in a few weeks or months. I don't think we were anticipating there would be further lockdowns and I didn't think that 16 months on I would be sitting here recording another message.

As I said in my previous video, Care Services has over 3,000 different staff working in a variety of areas; from care at home and the alarm responses, and it provides a bedrock of personal support and service provision. The service has been there throughout the pandemic and has delivered in excess of 5 million visits ensuring the safety of our most vulnerable citizens in Glasgow.

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Care Services were able to provide this most vital support, and we have continued to recruit new carers and responders and team members. And we have distributed over 15 million items of Personal Protective Equipment (PPE) and test kits. The uptake from the teams for the vaccination programme was astonishing and has provided an additional layer of protection for the staff, the vulnerable service user, the families and the teams in general.

Care Services plays a vital role in the wider system. The model in Glasgow HSCP ensures the ability to maintain a four-hour hospital discharge for service users coming out of hospitals, and a same day start for community referrals or for pendant alarm installations. Throughout the pandemic that's never stopped. It's truly an amazing service, and it's only functioned in this way due to the whole system, all of the teams working tirelessly together, so from the Mainstream Carers to Reablement, First Response, Homelessness, Children and Families, Supported Living, the Co-ordinators, the Assistant Area Operations Managers, the Area Managers, the Operations Teams, the Social Care Workers, the Occupational Therapists, the Team Leaders, the Project Teams and the Senior Management Team, and I would express my thanks and gratitude.

Through this effort we have seen hundreds of service users discharged from hospital every week, and an increase in number of referrals from communities and care homes, many of whom have got a degree of increased complexity, a change we have seen throughout the pandemic as a whole.

As we plan for the future, we expect to see this continuing with a number of very vulnerable people wishing to remain at home rather than going into care homes or hospital. It is therefore important that we have got the capacity to make sure that we can support these people.

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We have always recognised that our teams health and wellbeing is vital to do this. Throughout the pandemic it's been really difficult as they're a disparate workforce and it's challenging especially with social distancing. We have actively encouraged all the teams to talk with people, their line manager, other colleagues and to utilise all the resources available from the wider NHS and the Health and Social Care Partnership. This is important for care services, but it's also important for everyone.

Now, as we as a city and a country move into a more relaxed level with additional freedoms, I would really urge everyone to continue to do everything you can to stay as safe as possible in your home and your work.

So in closing, I'd like to say a huge thanks to my teams who have been amazing. To everyone who's helped them to support their service users, thank you very much.

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