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See below a personal video message from Robin Wallace, Head of Residential and Day Care Services for Older People, Glasgow City HSCP.

Robin gives an update on how staff have been ensuring that service users within his service area remain safe and supported during the Coronavirus (COVID-19) pandemic, and thanks them for all their incredible efforts.

COVID-19 Message from Robin Wallace

Hello, my name is Robin Wallace. I am the Head of Service for Older People Residential and Day Care Services, and I'm taking this video just to give you a brief update about our position currently in Residential Services and Day Care Services in respect to COVID.

First of all, I'd just like to thank all of our staff at Residential and Day Care and all of the staff as part of the wider Glasgow City Health and Social Care Partnership for their ongoing support of our residents, our citizens of Glasgow and the people who use our services for keeping them safe and for keeping themselves safe. It's been overwhelming to see the commitment that staff put in on a daily basis to support our residents, and I'm glad to see that it's only continued moving forward. So in terms of our recovery, in terms of COVID, we are hoping to see the green shoots of recovery soon, and we are looking at strategies and plans to support our staff, our workforce, our service users and our residents moving forward.

I would welcome some of the changes that we've seen following Scottish Government guidance, and we've seen some reduction in social distancing and mask wearing within some of our services across the wider Partnership. I would urge everyone to use some COVID Sense to keep themselves safe and also to respect the wishes of our colleagues

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and partner agencies in respect to mask wearing as well. COVID is still very much present in our society and it's very much present still within our homes across Glasgow, and we urge vigilance in terms of supporting the wider ambitions of keeping our residents and services users safe.

We currently, within our residential services, follow guidance and open with care, and we are excited to continue to welcome our residents' families back into our care homes, which is so valuable for the families and is life changing for our residents. And we also know that the staff really get a buzz out of seeing families reconnected after such a traumatic time over the last two years.

We are focused on mental health recovery at this moment in time, and we're seeking to support our staff, our workforce in creative new ways. So for example, we have 20 minute Care Space sessions for our staff, which is facilitated by a Senior Clinical Psychologist, which provides opportunity for staff to connect, to reflect and to be able to share experiences on a day-to-day basis on how they're feeling and what they feel they need to support their recovery and continue working in our services. We've also commissioned a partner agency, the Alliance Scotland, who will be working with us on a legacy arts project. It's rooted in the principles of 'What matters to me'. So this is an opportunity for staff to engage with a Chinese-based architectural architect and have a wider facilitated conversation about their experiences over the last two and a half years, and we hope to see some amazing unique artwork that's really representative of their feelings and is unique for them as individuals and within our services.

We are aware of some of the exciting opportunities coming forward which includes, as I said, open with care and welcoming people back into our care homes, but also we'll be seeking to step up our day care provision as well, welcoming more people from Glasgow into our services to make use of our fabulous facilities across the city. And that is a welcome change for our staff and a welcome change for our families, I'm sure as well.

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We are recognising challenges just now, not just within our own workforce, but within wider society on how we recruit and retain new staff. So at this stage, we are seeking to employ an ambitious program to attract the best candidates across Glasgow and across wider Scotland to come and work within our services.

We are working closely with our HR colleagues to look at our marketing strategy, and how best to convey how good our organisation is to work for and to be the employer of choice for people who are seeking to work in social care. We're looking to create new pathways for individuals to access our services in terms of recruitment and coming in to start and form a career in care as well. And we're also looking to extend these development opportunities to our current workforce as well, and look at unique individualised pathways for them in which they can grow and develop as workers and can be our leaders of the future.

So again, I would just like to take this opportunity to thank you all for your support, your commitment and for your ongoing tireless hard work within our services and for keeping our service users and your colleagues safe.

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