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Please see below a personal video message from Fiona Brown, Head of Older People and Primary Care (North East), in which she gives an update on how her teams have been continuing to support patients and service users during the COVID-19 pandemic, and thanks staff for all their incredible efforts.

### **COVID-19 Message from Fiona Brown**

Hello everyone, my name is Fiona Brown. I'm the Head of Older People and Primary Care in the North East of Glasgow of the Health and Social Care Partnership. In that area, I'm responsible for a range of services, very key services, including Community Nursing, Out of Hours District Nursing, Older Person's Mental Health Community Services, Social Work Services including services for Older People and Adults Affected by Physical Disability, Rehab Services and Community Occupational Therapy Services, Business Support Teams, Hospital Social Work Team, Carers Services and last but not least the Community Support Project, which is a service that supports individuals affected by dementia and their carers.

Over the pandemic, I've been absolutely overwhelmed by the commitment of frontline staff and managers and their determination to ensure we continue to deliver frontline services, at times, of course, of extreme personal challenge. A year ago, who would have thought, or imagined, that we would still be managing a pandemic a year down the line.

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I wish to thank you for meeting that challenge and so much more. That's been achieved through effective teamwork, knowing that it's okay not to be okay at times and to reach out for support and your contribution to finding innovative solutions in times of difficulty.

I wanted to say a wee bit about the range of some of our services and some of the things that staff have been doing and managers have been doing to maintain essential services to the people of Glasgow, for the people of Glasgow. Our social work staff have been working continuously and just responding in terms of our urgent duty response to older people and adults in the North East of Glasgow and indeed across the city, often going above and beyond their day-to-day remit to make sure that individuals and their families are safe.

Our District Nursing and Out of Hours Service has maintained face-to-face service delivery throughout the pandemic, and that has been a challenge because of the particular increase in palliative care needs for individuals and their families. Only last week, we received a thank you to the Health and Social Care Partnership for a service user who was experiencing difficulty overnight and the Out of Hours District Nursing Service responded quickly and effectively to support somebody in extreme distress.

Our Community Occupational Therapy and Rehab Services have been working very effectively together during the pandemic and have used innovative solutions such as 'Attend Anywhere' to be able to work effectively with each other and share knowledge and skills. A really good example of a practice where a service user and patient was able to get quick access to a Respiratory Consultant through 'Attend Anywhere', significantly reducing the timeline for that consultation and the right care pathway for the patient.

I have to note the significant contribution our Business Support Team have made during the pandemic. Our staff have worked really hard to maintain services and support us to recover over the pandemic ensuring our Health and Social Care buildings are fit for

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purpose and negotiating multiple conversations with many partners in allowing that to happen.

Our Older Person's Mental Health Services also have maintained face-to-face and patient care during the pandemic, and at this time [they] are even more crucial because of the rise in mental health and distress for individuals in Glasgow. But that team is more than able to rise to that challenge.

Social Work Hospital Team have worked tirelessly over the pandemic to ensure that they support work with their colleagues in Community Services to support effective discharges and also at a time when our hospital system has been under immense pressure. Only this last month, we've been developing a care pathway for individuals to be supported from hospital into our local authority residential homes, which would not have been possible without our teams working together effectively, and that has made a big difference to a number of individuals who have been able to get home from hospital.

I want to say a bit about our Community Team and our Community Support Project. Again, the role of supporting carers during the pandemic is absolutely crucial because without our informal carers we would not be able to continue to deliver the services that we do. So the Carers Team and the Community Support Project have been ensuring they have found practical ways to ensure emotional and practical support and working very closely with colleagues and partners.

Finally, it's just for me to say a massive thank you to all staff and managers for your steely commitment to your role and for your support to service users, patients, their families and to each other. As we move out of lockdown, it's really important that we continue to support each other and fully recover services that will really make a difference to the people of Glasgow.

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