



Coronavirus (COVID-19)

Briefing

Date	Friday 17 June 2022
Purpose of briefing	The purpose of this briefing is to provide an update on how Glasgow City Health and Social Care Partnership (HSCP) is managing and responding to the impact of Coronavirus (COVID-19) on its health and social care services in Glasgow, as well as work that is being progressed around the recovery / renewal of services.
Links	If you would like to view a particular service update, then click on its hyperlink: <ul style="list-style-type: none">• Children's Services• Adult Services• Public Protection & Complex Needs Services incl. Community Justice & Homelessness• Older People's Services• Carers Services• Operational Care Services• Commissioning• Resources
Background	Throughout the COVID-19 pandemic, the HSCP has had business continuity planning and governance arrangements in place to manage and respond to the impact of COVID-19 on its services and the health and social care needs of the City, as well as to plan for the recovery / renewal of services. This has been led and supported by the HSCP's Executive Group, which consists of the HSCP's most senior managers, and the HSCP continues to liaise and work in partnership with staff Trade Unions and NHS Staff Side. The HSCP also continues to link in with Glasgow City Council and NHS Greater Glasgow and Clyde planning structures.

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An updated list of open buildings and services across the HSCP is available on the HSCP's website at:

www.glasgowcity.hscp.scot/covid-19-hscp-update

Children's Services	<ul style="list-style-type: none">• Contingency arrangements remain in place to support children, young people and their families.• The Integrated Children's Partnership, through both the Children's Service Executive Group (CSEG) and the GIRFEC Lead Officer's Group, have submitted an application for both the Scottish Government Whole Family Wellbeing Fund and to be one of the national transformational sites #KeepThePromise.• Children's Leadership Team presented to Glasgow Council for the Voluntary Sector (GCVS) and the Third Sector on the lessons of the transformational change agenda and partnership working to assist with the next HSCP Strategic Plan.• Planning remains ongoing to respond to the current cost of living crisis and to ensure effective arrangements are in place to support families. <p style="text-align: right;">Back to top</p>
Adult Services	<ul style="list-style-type: none">• Following on from recently published Public Health Scotland guidance for social, community and residential care settings, we are reviewing the timescales and conditions necessary to increase the number of service users and patients who can attend building-based services.• For some services, we recognise that there are interdependencies with other services that impacts on the ability to immediately increase capacity. For example, transport capacity has an impact on the timescale to increase the number of service users attending our learning disability day service buildings. It is therefore vitally important that we take a co-ordinated approach to our recovery planning, again with any recommended changes taken through the HSCP's governance route for consideration.• Inpatient and community services continue to have a regular COVID discussion forum (which includes NHS Staffside and Infection Control colleagues) to clarify policies and guidance for practice with both staff and patients. There is also a weekly bed management 'huddle' to address general system pressures, as well as the impact of COVID. A weekly briefing on impacts is also provided to Chief Officers. <p style="text-align: right;">Back to top</p>
Public Protection &	<ul style="list-style-type: none">• Justice Services (Centre & Citywide): staffing stable and ongoing recruitment across teams.

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Complex Needs Services incl. Community Justice and Homelessness	<ul style="list-style-type: none">• Community Homelessness Services: demand for accommodation remains high but teams continuing to discharge statutory duties.• Temporary Accommodation (Homelessness): demand remains high for emergency accommodation. Services continue to meet demand with no HL3 breaches being recorded.• Residential / Women's: most units are at capacity. Reflective Practice sessions, delivered by a Psychologist from Hunter Street, have been arranged throughout the year to support staff with managing complex cases.• Complex Needs & Asylum Health Services: referrals continue to be received from a wide range of agencies. Asylum Health Bridging Team continue to support Ukrainian refugees. <p style="text-align: right;">Back to top</p>
Older People's Services	<ul style="list-style-type: none">• Services are continuing to manage a high volume of referrals, assessing and prioritising patients and responding flexibly to demand and ongoing staffing pressures.• As the guidance around physical distancing and COVID-19 measures continues to change, our business support managers will be working through the process of reviewing and managing access to our buildings for patients, service users and staff. <p style="text-align: right;">Back to top</p>
Carers Services	<ul style="list-style-type: none">• Carers Week 2022 took place between 6 to 12 June. The theme was 'Make caring visible, valued and supported'.• Glasgow City HSCP launched the 2022-2025 Carer Strategy during Carers Week. The Strategy will play a key role in delivering Glasgow City HSCP's commitment to making Glasgow a carer-friendly city, where unpaid carers are treated with compassion and kindness.• All unpaid carers looking after someone resident in Glasgow are eligible for carer support with a universal offer of information and advice for all.• Unpaid carers can be signposted to different ways of accessing support and advice.• Online resources are available to support GHSCP work force to play their part in supporting unpaid carers.• Please bookmark Carers homepage to keep updated on news and information. <p style="text-align: right;">Back to top</p>
Operational Care Services	<ul style="list-style-type: none">• Older People's Residential services continue to deliver high quality care and support to over 530 residents across 5 sites.

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- Older People Residential continue to be challenged by COVID-related absences throughout all 5 directly-provided care homes. Our leadership continue to focus on resilience and business continuity, working closely with our Human Resources colleagues to maximise attendance and proactively minimise absence.
- We are currently proactively implementing newly published Scottish Government guidance in response to the Omicron variation and review the impact on our services daily.
- We continue to focus on staff wellbeing, supporting those affected by the impact of COVID, including provision of 20 Minute Care Space sessions, and are currently undertaking a legacy arts-based project in partnership with ALLIANCE, exploring the impact and legacy of COVID in the city's care homes. This creative project will be delivered by ALLIANCE Artist in Residence, Xuechang Leng.
- Older People Residential continues to support wider employability schemes, supporting Glasgow's workforce into our services, including providing a wide range of placement opportunities.
- In similar vein to our colleagues at Care Services, we continue to follow Public Health Scotland guidance on the use of PPE and weekly PCR testing, to ensure we continue to drive down community transmission, continuing to encourage and facilitate regular Lateral Flow Testing, and uptake of Flu vaccines and booster vaccine programmes across our workforce.
- We are currently engaged in a full cycle of audit and development visits within our care homes and day care services, led by the Older People Residential Improvement, Development and Innovation team.
- We continue to follow Open with Care guidance, supporting meaningful contact between our residents and their loved ones, with all COVID-protections in place.
- HSCP Day Care services are fully open and operational, with referrals being assessed quickly, although our intake is limited due to ongoing COVID related restrictions.
- We are currently preparing to remove physical distancing restrictions from our Day Care Services in line with Public Health guidance, and are currently engaging with our workforce and service user groups.
- Care Services are continuing to see stabilisation in our staff absences. However, we continue to be challenged by sector-wide staff shortages and our services will continue to introduce contingency measures, as necessary, to mitigate the impact, the situation will be kept under regular review. Recruitment continues to fill vacancies and provide cover for long term absence.

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	<ul style="list-style-type: none">• Care Services are delivering a consistent level of service and have undertaken over 360,000 visits in the past four weeks, sustaining delivery of care and support to approximately 4,800 service users. Community Alarm Services has been supporting 9,500 service users, responding to those at risk and who need support.• We continue to follow Public Health Scotland guidance on the use of PPE and twice-weekly Lateral Flow Testing, to ensure we continue to drive down community transmission. We have updated our staff on the changes to self-isolation rules and have support in place for anyone who is unsure.• Care Services are planning to host a virtual tea party again this year for our service users who are 99 years old and older to celebrate them and their contribution to our communities.• Care Services are using our staff newsletter to feed back to staff what they told us in consultation with them and how our improvement projects plan to address some staff concerns. We are also using this as an opportunity to recruit interested carers in joining a staff forum to shape communication, staff training and overall improvements for staff health and wellbeing.• Care Services continue to plan for service recovery in the new landscape we now work in. We have consulted with all staff groups about their key priority areas for their role, their teams and their priorities for our service users to shape ongoing recovery and improvement planning. <p style="text-align: right;">Back to top</p>
Commissioning	<ul style="list-style-type: none">• Commissioning continues to support service providers across all care groups.• We are ensuring that changing guidance is shared with providers and that our actions reflect the changes.• Multi-agency working and proactive support continues to work well across a number of agencies.• Outbreaks are significantly reduced across all commissioned services. <p style="text-align: right;">Back to top</p>
Resources	<ul style="list-style-type: none">• The Social Care PPE Hub will continue until September 2022 to support services and providers as they return to procuring PPE from their normal supply chain routes. Arrangements for carers (paid and unpaid) and personal assistants continues as before.• The Hub continues the distribution of the Lateral Flow Testing kits to all eligible HSCP staff, Personal Assistants, Adult Day Services and Housing Support across the city.• EquipU Services continues to offer full service delivery to all partners.

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| | <ul style="list-style-type: none">• Ongoing review of financial support to providers during COVID-19 pandemic being undertaken with colleagues in Commissioning.• Communications support continues to be provided for the HSCP's COVID-19 service contingency and recovery planning arrangements. Up-to-date HSCP COVID-19 communications are available on the HSCP's website. |
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For the most up to date advice and guidance on COVID-19 visit:

www.nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/coronavirus-covid-19

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