

OFFICIAL



Coronavirus (COVID-19)

Briefing

Date	Friday 13 May 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">• Primary Care & Early Intervention Services incl. Health Improvement• 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.

OFFICIAL

OFFICIAL

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

Primary Care & Early Intervention Services incl. Health Improvement

- Despite the pandemic, our Primary Care Improvement Plan continues to be progressed to support the transformation of primary care. Regular bulletins and additional information are available on our website at our [Primary Care and Improvement Plan page](#).
- Vaccination Transformation Programme: spring COVID-19 Vaccination commenced on 17 March 2022 for older people in care homes and clinics have been completed in all 65 care homes. The clinics were completed on 3 May 2022. 2,485 (80%) of the in-scope residents have now received the COVID-19 spring booster. 9% are re-scheduled as a result of COVID-19 outbreaks in care home units at time of planned clinic. Prediction of uptake of 93% of residents eligible and in scope for booster will have been vaccinated by end of May 2022.
- Care home mop-ups (1st booster dose): within older people care homes there are some residents who have missed previous COVID-19 vaccinations (for example: 1st, 2nd and 1st booster doses) and we continue to work with older people care homes, residents and families to schedule in missed doses to achieve full vaccination for those residents who wish full vaccinations.

[Back to top](#)

Children's Services

- Contingency arrangements remain in place to support children, young people and their families.
- The IJB has approved another £2.2M of Scottish Government funding into emotional and mental health support to young people for 2022/23.
- This will align with the previous £1.7M approved and of note £1.1M has been allocated to provide grants of £300 to support young people in activities around enhancing their mental health.
- £500,000 has also been allocated to support the Third Sector through small grants to enhance both direct support and more effective pathways within the wider preventative system.
- Work is underway to align the additional funding for Tier 1 and Tier 2 (£3.9M) with both the additional 40 new posts approved by the IJB and the investment by Education into School Counselling.
- The Integrated Children's Partnership, through both the Children's Service Executive Group (CSEG) and the GIRFEC Lead Officer's Group, have met to review, plan and

OFFICIAL

OFFICIAL

	<p>coordinate a response to the Whole Family Wellbeing Fund being developed by Scottish Government to strengthen effective family support and preventative arrangements #KeepThePromise.</p> <ul style="list-style-type: none">• The Integrated Partnership also remains eager to align any future Scottish Government family support investment with the current £5.6M in Family Support and with the additional funding in Mental Health and prevention #KeepThePromise.• Planning remains ongoing to respond to the current cost of living crisis and to ensure effective arrangements are in place to support families from the whole of the system. <p>Back to top</p>
Adult Services	<ul style="list-style-type: none">• Over the coming weeks, we will be reviewing our recovery planning arrangements to explore the potential to gradually increase the number of patients and service users who can be seen face-to-face within our community buildings. The capacity to do so will, of course, continue to be dependent on physical distancing guidelines, with any recommended changes taken through the appropriate HSCP governance route for approval.• While COVID-related staffing absences have, on the whole, reduced in recent weeks, we recognise challenges remain and thank staff again for their hard work and commitment to ensure patients and service users continue to receive a high standard of care and support. <p>Back to top</p>
Public Protection & Complex Needs Services incl. Community Justice and Homelessness	<ul style="list-style-type: none">• Justice Services (Centre): ongoing recruitment across teams.• Justice Services (Citywide): caseloads are increasing but remain manageable.• 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. There has been an increase in complex referrals, possibly related to COVID.• Housing First: currently have around 50 people assessed and tenancy ready.• Asylum Health Bridging Team: involved in health assessment for newly arrived Ukrainian refugees.• Social Care Direct / NORM: recruitment for the Single Point of Access (SPoA) is going very well and there is a lot of interest in the posts. Interviews for Social Workers has now

OFFICIAL

	<p>concluded; interviews for Team Leaders are progressing and it is hoped that interviews for Social Care Workers will take place soon.</p> <p style="text-align: right;">Back to top</p>
Older People's Services	<ul style="list-style-type: none">• Staffing levels are now recovering after a period of high levels of COVID staff absence, reflecting the numbers of cases in the community. Services are now in a better position to manage the volume of referrals coming into them and staff continue to assess and prioritise patients at the highest levels of need, responding flexibly to demand and ongoing staffing pressures.• Our community health and social care services continue to follow necessary guidance, including the use of PPE, maintaining physical distancing measures and delivering services via remote and face-to-face appointments and consultations, as appropriate.• Business Support Managers continue to manage access to buildings and sites in line with the guidelines on physical distancing.• Business Support Managers are managing a number of projects across health and care centres, improving and changing spaces, increasing access to services, improving staff facilities and providing space for agile working.• The Telecare service is reporting that they are now in a better position to manage the increasing volume of telecare referrals they are receiving. There have been some supply chain delays associated with the worldwide shortage of components but they continue to be able to provide equipment and services for those at most risk. <p style="text-align: right;">Back to top</p>
Carers Services	<ul style="list-style-type: none">• The Carers (Scotland) Act 2016 extends and enhances the rights of unpaid carers to help improve their health and wellbeing, so that they can continue to care, if they so wish, and have a life alongside caring.• Glasgow City HSCP 2019-22 Carer Strategy gives a commitment to supporting adult and young carers.• All unpaid carers looking after someone resident in Glasgow are eligible for carer support with a universal offer of information and advice.• Carers Week is 6 to 12 June and is an annual campaign to raise awareness of caring, highlight the challenges unpaid carers face and recognise the contribution they make to families and communities. The theme of Carers Week 2022 is 'Make Caring Visible, Valued and Supported'.• Glasgow City HSCP will be launching the 2022-25 Carer Strategy during Carers Week.

OFFICIAL

OFFICIAL

	<ul style="list-style-type: none">• Twitter users can search #GlasgowCarers to learn about what is happening in Glasgow during carers week.• Please bookmark Your Support Your Way Glasgow 'Are You Looking After Someone' for the most up to date information about unpaid carers.• Carer Aware Information Sessions are available for HSCP workforce to learn more about identifying, involving and supporting unpaid carers.• Glasgow Carers Partnership offers anticipatory support for adult and young carers.• Unpaid carers can be signposted for support and information to the online carer self-referral or the Carers Information Line 0141 353 6504. <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.• Older People Residential continue to be challenged by COVID-related absences throughout all five directly-provided care homes. Leadership continues 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 Scottish Government guidance in response to the Omicron variant, 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 the 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.

OFFICIAL

OFFICIAL

	<ul style="list-style-type: none">• 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.• Care Services are continuing to see stabilisation in our staff absences post-Omicron. 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.• 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.• Home Care and Community Alarms are now preparing for the next Public Holidays in May and June. This is following on from the service provision over Easter and the first May Public Holidays.• Care Services are investing in succession planning for coordinators in order to ready and prepare staff interested in moving on within the organisation for this complex and valuable role – both aspects of recruitment and planning are to support Care Services to meet the needs and deliver a quality service to all service users at a time when they need it.• 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. <p style="text-align: right;">Back to top</p>
Commissioning	<ul style="list-style-type: none">• Commissioning continues to provide support across all purchased services.• Scottish Government monies to support staff wellbeing has been distributed.• Internal COVID reporting moved from daily to weekly to reflect the more settled picture in services.• Provider sustainability payments continue to be progressed between finance and commissioning. <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.

OFFICIAL

OFFICIAL

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.
- 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.

[Back to top](#)

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

OFFICIAL