



Coronavirus (COVID-19)

Briefing

Date	Friday 11 February 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• 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

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](#).
- Community Assessment Centre (CAC) Barr Street: due to the continued reduction in numbers attending the CAC, decommissioning has been agreed for the end of March. A new COVID pathway is currently being discussed and will be put in place in time for CAC at Barr Street to close.
- Listening and Learning: two informal Listening and Learning drop-in and sharing sessions have been arranged for 17 and 22 February, both sessions are from 12.30-13.30. This is a great opportunity to meet our Assistant Chief Officer, Gary Dover, Clinical Director and others, to discuss issues, make suggestions, and to receive an update on activity and planning in relation to the Primary Care Improvement Plan.
An email invite was sent out to staff on 8 February with links to the Microsoft Teams Listening and Learning sessions.
- Vaccination Transformation Programme - travel health advice: the tender for the Travel Vaccination Contracts closed on 10 February. A group of representatives from across HSCPs will evaluate the tender submissions and aim to award a contract by end of February 2022.
This will lead to HSCPs providing four vaccinations available on the NHS – Hepatitis A, Typhoid, Cholera and Diphtheria, Pertussis & Tetanus (DPT). Other vaccines required for travel can be given by local services at a cost to the customer.
This will achieve our aim of transferring responsibility for travel health advice and travel vaccinations from GP surgeries to the NHS Greater Glasgow and Clyde by April 2022.
- Adult Support and Protection (ASP) Awareness Session: multiple awareness sessions have been arranged to support practitioners to gain a basic understanding of Adult Support and Protection legislation. The sessions can be used as a basic awareness if they already have some knowledge of ASP and wish to refresh skills.
Sessions will cover a wide range of topics in order to help staff understand and support adults at risk.
All sessions are from 10.00-12.30 on the dates below:
 - 29 March 2022
 - 26 April 2022

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	<ul style="list-style-type: none">○ 09 May 2022○ 20 June 2022 <p>Further dates will follow from August until December 2022. Please note your interest in attending by emailing bst@no-smtp.glasgow.gov.uk.</p> <p style="text-align: right;">Back to top</p>
Children's Services	<ul style="list-style-type: none">• While contingency arrangements remain in place across Children's Services, the whole of the HSCP Children's Service continues to #KeepThePromise; noting the 2 year anniversary since its launch.• Numbers of children and young people looked after and accommodated continues to steadily fall, since the onset of the global pandemic in March 2020, supported by the magnificent contribution of all our front-line staff; #KeepThePromise.• In March 2020 at the beginning of lockdown, there were 942 Children and Young People Looked After and Accommodated, compared to the current figure of 754; a remarkable reduction of 188 (20%), #KeepThePromise.• Placement stability for children and young people has significantly improved and again a heartfelt thanks to the outstanding dedication of our kinship carers, foster carers and residential staff, #KeepThePromise.• The Winter Social Protection Fund payment (£145 to 5,463 children / young people at a total of £792,135 this January) has once more positively contributed to sustaining families together, #KeepThePromise.• The new Family Support Strategy is evidencing significant good news stories about sustaining children and young people with their families, #KeepThePromise.• Investment by Scottish Government into Tier Mental Health Services, also aligns with the aspirations of Getting It Right For Every Child, assisting services to enable children to get the help they need when they need it, #KeepThePromise.• All of the above not only implements the aspirations of the Promise, but demonstrates the success of a robust strengths based, trauma-informed and anti-poverty approach to supporting families in these immensely challenging times, #KeepThePromise. <p style="text-align: right;">Back to top</p>
Adult Services	<ul style="list-style-type: none">• In the coming weeks, it is hoped that Adult Services will be in a position to revisit whether there is an ability to step-up service recovery plans within our community services to enable a gradual increase in the number of service users and patients that can be seen within our premises. This will be informed by social distancing guidelines and

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	<p>underpinned by robust risk assessments to ensure the safety and well-being of all concerned.</p> <ul style="list-style-type: none">• While the impact of the current Omicron 'wave' appears to be stabilising, our staff and services continue to work tirelessly to deal with its consequences; whether that be through efforts to address staff absence due to self-isolation or through efforts to manage increased waiting lists that have lengthened as a direct consequence of the pandemic. Ongoing recovery planning work in the months ahead will seek to support staff and services through this challenging time. <p style="text-align: right;">Back to top</p>
Older People's Services	<ul style="list-style-type: none">• Access to the online referral system for Enhanced Telecare Services for all HSCP staff was restored on Monday 7 February. The following link for use by public and staff will take you to the Telecare pages on the Council website. This is now the only means of making Telecare referrals for HSCP staff.• COVID pressures continue to impact on service delivery, particularly the availability of service providers' services. Despite this we are maintaining our response to those in critical need and we are actively supporting individuals to remain independent at home. We are linking with our colleagues across various sectors to support safe discharge from hospital and to find alternatives to hospital admission. We are supporting a high demand for hospital discharge by utilising a variety of discharge options including 'Discharge to Assess' beds. Our staff are utilising a hybrid approach to working to keep them safe and they are continuing to visit the most vulnerable in the community when required.• Older People Rehab Teams continue to prioritise hospital discharge and rapid response admission avoidance referrals. All referrals are triaged and communications have gone out to all citywide GP practices to advise that waiting lists may increase due to prioritisation of urgent referrals. Waiting lists continue to be reviewed closely and patients allocated based on clinical priority and capacity.• Community Services for Older People continue to manage the impact of the COVID-19 pandemic. Staff are following the processes in relation to self-isolation and services are working flexibly, responding to demand on a day-by-day basis. Staff continue to work remotely and teams maintain contact with patients / service users using a variety of methods including telephone and using technology as appropriate. When staff do require to come into a base / office environment, numbers are managed, with two metre social distancing in place and mask wearing required.

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	<ul style="list-style-type: none">• SPHERE Bladder and Bowel Services continue to offer Specialist Nursing and Physiotherapy assessments and interventions. Whilst there has been an increase in waiting times, as a result of increased demand and COVID restrictions relating to patient interaction, the service has remained operational throughout.• Home Enteral Feeding Specialist Nursing Services: two Enteral Feeding Clinical Nurse Specialists continue to provide staff training, patient assessment and intervention in relation to all forms of Enteral Feeding. Whilst the service has more recently focussed on patient care, given the increased numbers of patients remaining in the community with complex nutritional needs, there is now a gradual move to reinstate staff training (mainly Community Nursing Services) and review the ways in which services are best delivered.• Community Treatment and Care (CTAC) Services continue to increase the provision of Treatment Room Services. Staff levels have improved and health centres are now offering at least two treatment rooms daily and have returned to normal interventions. Phlebotomy Services continue to operate a clinic and domiciliary service.• District Nursing including Out of Hours: District Nursing Teams across the city continue to experience pressures on their service, prioritising patients on their caseloads and may only be able to respond to essential or critical new referrals until staffing levels improve. We are continuing to encourage and support as appropriate.• Older People Mental Health Services: continue to experience staffing pressures and focus on the prioritisation of essential work through Red, Amber, Green (RAG) categorisation of patients. The Older People's Mental Health wards are working tirelessly to ensure safe and efficient provision of care given the staffing pressures. <p style="text-align: right;">Back to top</p>
Carers Services	<ul style="list-style-type: none">• Glasgow Carer Centres have received additional £322k Winter Recovery funding to deliver wellbeing support and services for Adult and Young Carers looking after someone resident in Glasgow.• Glasgow City HSCP is committed to supporting carers as equal partners.• The HSCP is fully committed to delivering the best outcomes for unpaid carers and the person they care for.• All unpaid carers looking after someone resident in Glasgow are eligible for carer support with a universal offer of information and advice for all as a minimum.

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	<ul style="list-style-type: none">• Carer Aware briefings are available for the HSCP workforce to learn more about identifying, involving and supporting unpaid carers.• Please bookmark Your Support Your Way Glasgow 'Are You Looking After Someone' for the most up to date information about unpaid carers.• Glasgow Carers Partnership offers support for adult and young carers aiming to identify and support unpaid carers as early as possible in their caring journey.• 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 five sites, and all HSCP Older People's Day Care Services are open and operational.• We are currently proactively implementing new Scottish Government guidance in response to the Omicron variant, and review the impact on our services daily, and continue to focus on our business continuity plans as we traverse challenging winter months, focusing on staffing, travel, weather and COVID-19 / Flu.• Older People's Residential Services continue to focus on our resilience planning and are beginning to see stabilisation in our staff absences post-Omicron; however, we continue to be challenged by sector-wide staff shortages but continue to experience excellent support from colleagues across HSCP.• We continue to focus on staff wellbeing, supporting those affected by the impact of COVID-19, including provision of 20 Minute Care Space sessions.• HSCP Day Care Services are fully open and operational, with referrals being assessed quickly.• Significant large-scale recruitment events continue to attract new staff into a range of roles within the HSCP care homes.• Care Services are delivering a consistent level of service and have, once again, undertaken over 89,000 visits this week, 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.• Care Services are continuing to experience increased pressures due to the impact of COVID-19 on staffing levels. However, over the last week there has been some improvement and our services will continue to introduce contingency measures, as necessary, to mitigate the impact and the situation will be kept under regular review.

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	<ul style="list-style-type: none">• Care Services 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. We have updated our staff on the changes to self-isolation rules and have support in place for anyone who is unsure.• We continue to encourage additional regular Lateral Flow Testing, and uptake of Flu vaccines and booster vaccine programmes.• Care Services are reviewing their Business Continuity planning and scheduling some testing opportunities throughout 2022 / 23. <p style="text-align: right;">Back to top</p>
Commissioning	<ul style="list-style-type: none">• COVID outbreaks remain at a reduced level. Cases continue to be reported in line with guidance.• Support and routine monitoring is in place across all commissioned services.• Work has commenced to distribute winter pressures monies to providers to support staff well-being.• One care home received positive national media coverage as they helped a resident celebrate their 101st birthday. <p style="text-align: right;">Back to top</p>
Resources	<ul style="list-style-type: none">• The Social Care PPE Hub continues to provide PPE to all Glasgow City social care services, private and Local Authority, carers (paid and unpaid) and personal assistants.• 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, including regular briefings and personal video messages from the HSCP's Senior Management Team. Up-to-date HSCP COVID-19 communications are available on the HSCP's website. <p style="text-align: right;">Back to top</p>

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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