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Coronavirus (COVID-19)

Briefing

Date	Friday 14 January 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.

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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](#).
- Mental Health Wellbeing Hubs: planning is continuing for phase one of Primary Care 'Wellbeing Hubs'. The Hubs will involve a new model of care to create, sustain and restore the mental wellbeing of residents and communities through the development of trauma informed, wellbeing orientated services, aiming to provide the right care at the right time. The design for the new model is being explored, with the intention that inter-agency, multi-specialist teams are created and include both clinical and non-clinical staff. Non-clinical roles would include community link workers, peer workers and others. Phase one sites have been identified in each of the localities. This project remains particularly timely given the increased number of people experiencing mental health issues during the pandemic. For further information, please contact Sarah McCullough, Planning Manager, at Sarah.McCullough@ggc.scot.nhs.uk.
- Welfare Advice Health Partnerships: the procurement process for Advice Providers to deliver the Welfare Advice Health Partnerships (WAHP) within GP Practices has been completed. An implementation plan is underway with participating practices. It is anticipated the new WAHP practices will be operational from 1 February 2022.
- Physiotherapy: We know that many musculoskeletal (MSK) conditions benefit from good self-care and self-management. The MSK Physio on-line tool helps patients find the information they will need to self-manage their conditions. The tool can be found at: www.nhsggc.org.uk/your-health/health-services/msk-physiotherapy/#
30 GP practices benefit from Advanced Practice Physiotherapists (APP) who see patients instead of the GP. A recent survey asked for patients' views on their experience of the service they received. The survey results were positive. Only 8% of respondents were disappointed at not being appointed to see a GP and 92% of respondents would recommend seeing an APP within their GP practice to their friends and family.
- Adult Vaccination Transformation Programme: 5,869 COVID-19 vaccinations and 5,780 flu vaccines had been completed by 7 January for people who cannot leave their

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home. The programme is continuing for people who did not receive vaccinations in the last round.

The Adult and Older People Care Home Vaccination Programme is now complete and a total of 3,089 COVID-19 booster vaccinations were provided to care home residents and 1,900 to care home staff. 3,120 flu vaccinations given to residents with 1,699 flu vaccinations provided to staff.

This is a total of 9,508 vaccinations for the Care Home Vaccination Programme. Mop ups continue for those who were not eligible at the time of the care home visit.

Community Learning Disability Teams and the Homeless and Asylum Team continue to vaccinate their service users. We are grateful for the support received from social work colleagues who returned to their substantive roles at the end of December. However, we continue to have three staff still working for the team which is excellent.

- Childhood Immunisations: the Flu Vaccination Programme is now complete in both primary and secondary schools with just over 130,000 vaccines administered.
- Treatment Rooms and Phlebotomy: Community Treatment and Care (CTAC) continues to offer both Phlebotomy and Treatment Room Interventions despite experiencing staffing absences because of the pandemic. Although Treatment Rooms have moved to prioritise essential interventions only, we are still undertaking 2,130 appointments in Treatment Rooms per week, and 1,654 bloods per week. We have a total of 68 Phlebotomists and 86 Treatment Room staff in post with another 12 Band 5s coming into post over the next 3-4 months. Work continues to source accommodation for staff induction and extension to the interventions' list. A pilot is soon to commence for a mobile printing solution and we are planning an ongoing suite of training courses to support staff as they continue to develop skills within CTAC Services.
- Our COVID-19 Community Assessment Centre (CAC) at Barr Street has been highlighted by the Glasgow Times – you can read the full article at [Covid assessment centre on Glasgow's Barr Street has saved lives](#). The article highlights the importance of the service in reducing the impact of additional admissions and attendances to A&E and GP surgeries. Feedback from patients has highlighted the high levels of professionalism, organisational skills and the comforting approach provided by staff.
- Care Home COVID-19 Testing Team: since the Christmas holiday period the team has seen an increase in demand for testing in care homes because of the increase in numbers of residents showing symptoms of COVID-19.
- Listening and Learning Sessions: the final MS Teams drop-in session for HSCP and practice staff took place on 13

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	<p>January and Stephen Fitzpatrick and Alison Noonan provided an update on Maximising Independence.</p> <p>Back to top</p>
Children's Services	<ul style="list-style-type: none">• Home visits and contacts have continued to support children, young people and families throughout the holiday period and the challenges of the new variant.• Contingency plans have been activated to take account of staff sick leave, self-isolation and any COVID outbreak.• A heartfelt and sincere thanks to all of the staff for their commitment, dedication and resilience across all services; in particular within residential homes where staff, as always, have gone above and beyond in their dedication.• Winter Social Protection Fund payments (in total £900,000) to mitigate against the financial challenges will be distributed to families in January and February.• The Family Support Strategy has continued to progress positively and there are a range of excellent examples emerging to demonstrate a different support and engagement of families.• The IJB has approved significant additional Scottish Government investment in Specialist Children's Services and the HSCP has now approved an additional 49 posts for both CAMHs and Community Paediatrics.• Scottish Government has also confirmed recurring funding of £1.7m available for next year for the investment in Tier 1 and 2 for Mental Health and work is underway to develop the implementation for 2022 / 23.• Children's Services has also coordinated a seminar / workshop with the IJB around Specialist Children's Services to reflect on the Scottish Government investment and the strategic and operational challenges. <p>Back to top</p>
Adult Services	<ul style="list-style-type: none">• A number of Adult inpatient and community services are experiencing increased pressures due to the impact that COVID-19 is currently having on staffing levels. In the immediate future, this may have an adverse effect on access to less urgent care and treatment within some community services. However, our services will introduce contingency measures, as necessary, to mitigate the impact and the situation will be kept under regular review. We would again wish to acknowledge the efforts of all our staff during these challenging times.• As previously reported, we are in the process of changing over to a new type of lateral flow device (Orient Gene 7s kits). Some Social Care staff have already started to access these new kits and Health Care staff will be moving to the new kits once stock levels of existing Innova kits have been

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	<p>depleted. We encourage staff who have not yet participated in lateral flow testing to speak with their line manager about how to access a testing kit, as well as the supporting guidance.</p> <p style="text-align: right;">Back to top</p>
Public Protection & Complex Needs Services incl. Community Justice and Homelessness	<ul style="list-style-type: none">• Community Justice (Citywide): impact on staffing levels due to COVID is being managed, with services continuing to be delivered.• Complex Needs and Asylum Services: COVID Booster programme started this week and schedule will cover 50 homeless sites and services. Asylum Health Bridging Team continues weekly COVID vaccination clinics.• Out of Hours / NORM / Social Care Direct: Out of Hours service remains busy across all areas, however impact on staffing levels due to COVID is being managed.• Temporary Accommodation (Homelessness): services continue to meet demand with no HL3 breaches being recorded. Demand for emergency accommodation remains high. Overnight Welcomes Centre was at full capacity over festive period however this should start to reduce.• Community Homelessness Service and Centre: there is the usual seasonal increase in demand for homelessness assistance and staff are working with Allocations and Green Wynd staff to ensure access to emergency accommodation. All households continue to be offered temporary accommodation.• Residential / Women's Services: teams remain busy across all four services. <p style="text-align: right;">Back to top</p>
Older People's Services	<ul style="list-style-type: none">• The impact of the Omicron variant of COVID-19 is having a significant impact across our community services for Older People. Staff are following the updated processes in relation to self-isolation and services are working flexibly, reviewing how they deliver services and response to demand on a day by day basis.• Where possible staff are working remotely and using telephone and video consultation where it is appropriate and practical to do so.• District Nursing including Out of Hours: key referrers to District Nursing teams have been advised that due to ongoing staffing pressures caused by the COVID-19 virus, all District Nursing teams across the city will prioritise patients on their caseloads and may only be able to respond to essential or critical new referrals until staffing levels improve. As staffing levels can fluctuate, the District Nursing Services triage and are scheduling work on a daily basis. This allows us to ensure we are able to provide safe and

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	<p>effective patient care and to ensure we support patients to continue to remain at home. Self-care is encouraged as appropriate.</p> <p>As COVID-19 transmission rises, staff are continuing to complete their Lateral Flow Tests as a priority in order to ensure that we can maintain our service delivery.</p> <ul style="list-style-type: none">• Community Diabetic Nurse Specialist service continues to operate a blended approach of telephone and face-to-face consultations with patients and, like most other services, they continue to prioritise those with greatest need.• The Community Respiratory Team continues to provide a balance of home and virtual contacts across the city, Monday to Friday. Access to routine care will be dependent on service demand and capacity, subsequently this may take longer than the current waiting time (6 weeks). Anticipatory care plans for patients are being prepared or updated in order to capture what is important to them, particularly in relation to their hospital admission and also for people to proactively agree self-management and rescue medication in order to minimise their risk of admission to hospital.• Older People Mental Health Services: pressure on services from increasing numbers of COVID positive and isolating staff is at a critical level within both Community Mental Health and Inpatient Mental Health services. All community services are now focussed on the prioritisation of essential work through RAG (Red, Amber, Green) categorisation of patients. We are looking at consolidating services, creating some flexibility in services where possible and sharing resources across the entire mental health service family to ensure that we are able to maintain a safe service throughout. Pressures are evident in all services to varying degrees. It is also a quickly changing situation which, in itself, creates challenges. Staff have been asked if they would volunteer to redeploy to areas if needed and lists of volunteers are being prepared so that this process can be smooth and coordinated if it becomes necessary. There are meetings taking place about this and some further guidance is expected this week regarding the implementation of changes. The Older People Mental Health wards are working tirelessly to ensure safe and efficient provision of care given the staffing pressures. Banff Ward in Leverndale Hospital has been closed due to a COVID outbreak and they are working closely with Infection Prevention and Control to minimise risks for all patients and staff. Visiting is currently not allowed within Banff ward until the ward is able to reopen. Implementing Essential Visiting guidance has been a challenge for patients and staff using our Older People
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	<p>Mental Health wards, with limits of one named visitor for patients and timeslots for visitors to ensure areas can be cleaned and ventilated between visits.</p> <p>The recent Mental Welfare Commission Inspection Report for Banff was positive and an action plan is being devised to address the recommendations made by them.</p> <p>Some extracts from the report:</p> <ul style="list-style-type: none">○ All of the relatives we spoke with were very positive about the care provided in the ward. We were told that medical and nursing staff keep them informed and involved in decisions about care, and that staff go ‘above and beyond’ in ensuring their loved ones’ needs are met and provided us with some examples of this.○ Recommendation 1: Managers should audit care plans on a regular basis to ensure the interventions are person centred; care plans are updated following evaluations to reflect any changes in the individuals care needs, and legal status and that patient participation is recorded.○ The commission observed: A therapeutic activity nurse has just been appointed, who will work across Banff and Balmore wards. This dedicated resource will enable further development of activities within the unit. Due to the pandemic, activities such as ‘Therapet’ visits and music in hospitals were suspended. <p>The MWC also visited Leverndale Hospital’s Balmore Ward on 6 January 2022 making 3 recommendations, again, the ward reported overall good feedback from carers and Commission staff, the initial draft report is awaited.</p> <p style="text-align: right;">Back to top</p>
<p>Carers Services</p>	<ul style="list-style-type: none">• Glasgow City 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.• Carer Aware briefings are available for 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>

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Operational Care Services

- 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 adapting to the changes in guidance over recent weeks.
- Older People's Residential Services has been challenged by sector-wide staff shortages, as staff continue to follow the Public Health Scotland guidance for self-isolation following contact tracing, and recognise the significant support given by our colleagues across the wider 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.
- Older People's Residential Services continue to follow Public Health Scotland guidance on the use of PPE and increased daily LFT testing and weekly PCR testing, and continue to work closely with our health colleagues to safely support staff back to work following COVID-related absences.
- Older People's Residential experienced a positive response from our workforce in relation to the COVID-19 booster vaccination, and continue to provide support to our colleagues to receive their annual Flu vaccination and COVID-19 booster vaccination.
- We continue to address recruitment challenges with creativity, and are in the process of recruiting staff to our sites across the city, in a range of roles.
- Over the festive period our carers were out working and bringing festive cheer to all our service users. For example, on one of the Public Holiday dates we had 857 carers out working delivering 4,840 hours of care.
- 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 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.
- Care Services are encouraging additional regular Lateral Flow Testing, and uptake of Flu vaccines and booster vaccine programmes.
- The recruitment campaign launched in January with adverts on TV, radio and social media. Work continues behind the

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	<p>scenes to screen and interview and ensure a good flow of suitable candidates into training and vacancies to help with continued vacancies, absence and holidays within the existing staff groups.</p> <ul style="list-style-type: none">• Care Services Leadership Team wishes to take this opportunity to acknowledge the hard work and dedication of their staff who continue to provide essential care and be a source of contact and support for many citizens of Glasgow everyday but particularly over the last 21 months in such difficult circumstances and as ever over the festive period. <p>Back to top</p>
Commissioning	<ul style="list-style-type: none">• The past few weeks have seen a significant increase in COVID outbreaks across all commissioned services.• Contact with services has been responsive to the level of outbreaks and in line with associated guidance.• Ongoing support was offered during the festive period to aid our partner providers in their continued delivery of required services.• Staffing pressures noticed across the commissioned services and there have been good examples of innovative practice to bridge this gap.• Significant increase noted in terms of information being sought at local and national level, commissioning continues to support this work and aiming to try and reduce the burden on services. <p>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>Back to top</p>

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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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