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### Coronavirus (COVID-19)

### Briefing

<b>Date</b>	Friday, 17 December 2021
<b>Purpose of briefing</b>	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.
<b>Links</b>	If you would like to view a particular service update, then click on its hyperlink: <ul style="list-style-type: none"><li>• <a href="#">Primary Care &amp; Early Intervention Services incl. Health Improvement</a></li><li>• <a href="#">Children's Services</a></li><li>• <a href="#">Adult Services</a></li><li>• <a href="#">Public Protection &amp; Complex Needs Services incl. Community Justice &amp; Homelessness</a></li><li>• <a href="#">Older People's Services</a></li><li>• <a href="#">Carers Services</a></li><li>• <a href="#">Operational Care Services</a></li><li>• <a href="#">Commissioning</a></li><li>• <a href="#">Resources</a></li></ul>
<b>Background</b>	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](http://www.glasgowcity.hscp.scot/covid-19-hscp-update)

### Primary Care & Early Intervention Services incl. Health Improvement

- Primary Care Improvement Plan: workstreams have been re-established for our Primary Care Improvement Plan and the implementation of major changes in general practice is continuing. Regular bulletins and additional information are available on our HSCP's website at our [Primary Care and Improvement Plan page](#).
- Listening and Learning sessions: the final MS Teams drop-in session for HSCP and practice staff is on 13 January (12.30 until 1.30pm) and will provide an update on Maximising Independence. The session will also offer an opportunity to share ideas and raise issues. For further information, please contact [ggc.glasgowcityprimarycare@ggc.scot.nhs.uk](mailto:ggc.glasgowcityprimarycare@ggc.scot.nhs.uk).
- Mental Health – Wellbeing Hubs: planning is underway for phase 1 of primary care 'Wellbeing Hubs'. The Hubs will involve a new model of care, with collaborations designed 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. A planning manager is now in post for this work and is linking with and building relationships with relevant colleagues. The design for the new model is currently being explored, with the intention that interagency, multi-specialist teams are created and including 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 is particularly timely given the increased number of mental health presentations services are experiencing during the pandemic. For further information, please contact [Sarah McCullough](#).
- Awards news: Glasgow City Quit Your Way Teams have won this year's Citywide Uniformed Services Award at the Glasgow Times Community Champions Awards 2021. The teams have worked tirelessly throughout the pandemic to support local people to quit smoking and improve their health. Importantly, the staff have been very flexible and changed how they delivered the services to ensure they met the needs of local communities and patients during this difficult time. Congratulations are due to all involved.
- Vaccinations: HSCP Care Home Team has completed the delivery of COVID boosters and flu vaccinations with high uptake in both older people and adult care homes, and continue to 'mop up' any vaccinations that were missed.

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<b>Children's Services</b>	<ul style="list-style-type: none"><li>• Home visits and contacts continue to support children, young people and families.</li><li>• Contingency plans have now also been adapted to take account of the challenges of the new variant and in the run up to the holiday period.</li><li>• Work is nearly concluded in localities to implement the remaining Winter Social Protection Fund payments (in total £900,000) to mitigate against the financial challenges facing families; this will be distributed in the new year.</li><li>• Significant work continues to implement the Family Support Strategy and ensure families are supported over the next few weeks.</li><li>• Work continues to align Family Support Strategy with the investment in School Counselling.</li><li>• Scottish Government has also recently confirmed recurring funding of £1.7m available for next year for the investment in Tier 1 and 2 for Mental Health.</li><li>• Specialist Children Services continue to implement the additional Scottish Government investment for CAMHs and for those with Neurodevelopmental needs.</li></ul> <p style="text-align: right;"><a href="#">Back to top</a></p>
<b>Adult Services</b>	<ul style="list-style-type: none"><li>• Ongoing concerns over the circulation of the Omicron variant and the need to maintain physical distancing measures means that Adult Services recovery planning is unable to progress beyond current levels of service provision at this point in time. We will keep this under review and continue our efforts to ensure patients and service users have access to the necessary levels of treatment and care, whether that is provided remotely or face-to-face.</li><li>• 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 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.</li><li>• The Adult Services Management Team would like to take this opportunity to acknowledge the continued hard work and dedication of our staff during these very challenging times and to send them our best wishes for the festive period.</li></ul> <p style="text-align: right;"><a href="#">Back to top</a></p>

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<b>Public Protection &amp; Complex Needs Services incl. Community Justice and Homelessness</b>	<ul style="list-style-type: none"><li>• Community Justice (Citywide): currently looking at ways in which we can reduce footfall in offices. Monitoring any developments in terms of impact on Unpaid Work Placement.</li><li>• Complex Needs and Asylum Services: work continues in preparing for the official start of new Complex Needs model at the end of January.</li><li>• Out of Hours / NORM / Social Care Direct: Out of Hours service remains busy across all areas. Social Care Direct has moved back to using screening forms. Planning ongoing for Single Point of Access and agreeing what is in scope to be agreed by end of January.</li><li>• Temporary Accommodation (Homelessness): services continue to meet demand with no HL3 breaches being recorded. Overnight Welcome Centre now open and currently has 27 guests – most are ‘No Recourse to Public Fund’ cases.</li><li>• Community Homelessness and Centre: demand across the teams continues to be high, along with demand for emergency accommodation. Staffing remains positive across the teams. The Tenant Hardship Fund will begin to take applications from Housing Associations from 20 December. The grant fund is to support private and social rented tenants who have incurred rent arrears as a direct result of the COVID-19 pandemic. The Council has received a funding allocation from the Tenant Grant Fund of £1,542,000.</li><li>• Residential / Women’s Services: refurbishment work is due to be completed before Christmas.</li></ul> <p style="text-align: right;"><a href="#">Back to top</a></p>
<b>Older People’s Services</b>	<ul style="list-style-type: none"><li>• Seasonal Flu and COVID Booster Vaccination for Patients at Home: our HSCP Vaccination and Locality Teams are continuing to deliver COVID Booster and Seasonal Flu vaccinations to patients in their own homes. As at 13 December, we now have 9,103 patients who have been registered for vaccination at home. This number has increased considerably since mid-November with an additional 1,454 patients being added to our list. The vaccination programme commenced on 30 September and, as at 13 December, 6,909 patients (75.89%) have received their COVID booster and seasonal flu vaccination with an additional 165 patients receiving seasonal flu vaccination and 241 patients receiving their COVID booster. In addition to seasonal flu and COVID boosters, the team is also vaccinating a small number of patients who are still to receive their first or second COVID-19 vaccination.</li><li>• District Nursing including Out of Hours: the service continues to operate under combined pressure of vacancies</li></ul>

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	<p>and sickness absence. District Nurses continue to prioritise their workload and manage referrals coming into the service. The 'Transforming Nursing Roles' work continues and District Nursing engagement events will be scheduled for the new year to continue the conversations. Maintaining physical distance, a clean and clear environment and frequent Lateral Flow Tests remain a top priority in order to protect staff and patients and ensure that we can maintain our service capacity as COVID-19 transmission rises.</p> <ul style="list-style-type: none"><li>• 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.</li><li>• The Community Respiratory Team continues to provide a balance of home and virtual contacts across the city, Monday to Friday. During the winter period the criteria for eligibility remains unchanged, however access to routine care will be dependent on service demand and capacity, subsequently this may take longer than the current waiting time (six weeks). Anticipatory care plans are being prepared or updated in order to capture what is important to patients, particularly in relation to their hospital admission and also for people to proactively agree self-management and medication support in order to minimise their risk of admission to hospital.</li></ul> <p style="text-align: right;"><a href="#">Back to top</a></p>
<b>Carers Services</b>	<ul style="list-style-type: none"><li>• Glasgow City HSCP is fully committed to delivering the best outcomes for unpaid carers and the person they care for.</li><li>• 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.</li><li>• <a href="#">Carer Aware briefings</a> are available for HSCP workforce to learn more about identifying, involving and supporting unpaid carers.</li><li>• Please bookmark Your Support Your Way Glasgow '<a href="#">Are You Looking After Someone</a>' for the most up to date information about unpaid carers.</li><li>• <a href="#">Glasgow Carers Partnership</a> offers support for adult and young carers aiming to identify and support unpaid carers as early as possible in their caring journey.</li><li>• Unpaid Carers can be signposted for support and information to the <a href="#">online carer self-referral</a> or the Carers Information Line 0141 353 6504.</li></ul> <p style="text-align: right;"><a href="#">Back to top</a></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, in addition to reviewing our business continuity plans in preparation for the winter months, focusing on staffing, travel, weather and COVID-19 / Flu.
- 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.
- 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 are currently engaged in significant internal and external recruitment activities and are preparing for an advertising campaign including TV, radio and social media.
- 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 testing, to ensure we continue to drive down community transmission.
- Care Services have also updated staff on recommendations following the increased transmission rates seen with Omicron variant and are encouraging additional regular LFT testing, uptake of Flu vaccines and booster vaccine programmes.
- We are prepared for the launch of our recruitment campaign on TV, radio and social media for home carers in January 2022 and are also working hard to put in place robust succession planning programmes for coordinator roles.

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	<ul style="list-style-type: none"><li>• Care Services are currently reviewing their winter plans in preparation for winter initially focusing on the upcoming festive period. This is to ensure that there are sufficient staffing on duty to cope with the expected demand over this period.</li></ul> <p style="text-align: right;"><a href="#">Back to top</a></p>
<b>Commissioning</b>	<ul style="list-style-type: none"><li>• Work continues to support commissioned services across Glasgow – a mixture of approaches are used to suit the needs of the service and the individuals they support.</li><li>• Communication of new guidance is being shared as soon as practicable and this will continue over the incoming weeks.</li><li>• A letter is being prepared on behalf of our HSCP's Chief Officer for our partner providers and this will be issued imminently.</li><li>• Support is being offered by the Commissioning section over the holiday period.</li></ul> <p style="text-align: right;"><a href="#">Back to top</a></p>
<b>Resources</b>	<ul style="list-style-type: none"><li>• 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.</li><li>• 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.</li><li>• EquipU Services continues to offer full service delivery to all partners.</li><li>• Ongoing review of financial support to providers during COVID-19 pandemic being undertaken with colleagues in Commissioning.</li><li>• 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. <a href="#">Up-to-date HSCP COVID-19 communications</a> are available on the HSCP's website.</li></ul> <p style="text-align: right;"><a href="#">Back to top</a></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](http://www.nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/coronavirus-covid-19)

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