



Coronavirus (COVID-19)

Briefing

Date	Friday 18 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	<p>If you would like to view a particular service update, then click on its hyperlink:</p> <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	<ul style="list-style-type: none">• 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.• Pharmacotherapy: As a result of the incredible work from Tracy Brown and her team, Tracy recently featured on the Aural Apothecary Podcast. Tracy, a Prescribing Support Pharmacist in the South Locality, was discussing the pain clinic that was set up in Govanhill Health Centre in November 2020 during the pandemic. Appearing on the podcast was a fantastic way of highlighting the work of Glasgow City HSCP. The podcast attracts listeners across the globe from Canada, Australia, New Zealand, Kenya, Europe, the United States, Singapore and more. <p style="text-align: right;">Back to top</p>
Children's Services	<ul style="list-style-type: none">• Contingency arrangements remain in place across Children's Services to support children, young people and their families.• The Winter Social Protection Fund payment (£145 to 5,463 children / young people, a total of £792,135 this January) has positively contributed to sustaining families together.• Family Support in the community is continuing to make a real difference in neighbourhoods effectively supporting families to stay together.• Investment by Scottish Government into Tier Mental Health Services, also aligns with the excellent work emerging through the new school counselling arrangements within our city schools.• The HSCP has promoted, through Facebook and Twitter, the opportunity for young people to access Togetherall, which is a web based support for those struggling with anxiety and distress. <p style="text-align: right;">Back to top</p>
Adult Services	<ul style="list-style-type: none">• We are currently reviewing our accommodation used for Adult Services staff and services, in preparation for the gradual return of a greater number of staff to building-based services in the future. Precise timescales have still to be agreed and will continue to be influenced by social distancing guidelines and underpinned by robust risk assessments. The HSCP's organisational approach to hybrid working, once developed and agreed, will also be taken into account.

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	<ul style="list-style-type: none">• Again, there are encouraging signs that the impact of the Omicron 'wave' is stabilising. Nonetheless, we recognise that pressures remain in certain services. Ongoing recovery work in the months ahead will continue to support staff and services and explore ways to further strengthen our contingency and resilience planning. <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) and Clyde Quay Project: Community Justice staff working in Barlinnie are back using a rota system to see service users face-to-face.• Temporary Accommodation (Homelessness): demand remains high for emergency accommodation. Services continue to meet demand with no HL3 breaches being recorded.• Residential / Women's Services: face-to-face training has re-started with smaller groups. Teams remain busy across all four services.• Glasgow & Partners Emergency Social Work Services: Homelessness continues to be busy. Emergency social work service is also busy with a number of requests for financial help; currently working with Scottish Welfare Fund and admin on this.• Social Care Direct (SCD) / NORM: currently running a survey to gain service users' views on the service they received when they have phoned the service. Survey going well with a majority of service users willing to participate. An increase in SCD staff being able to screen NORM referrals is allowing NORM staff to concentrate on casework / visits etc. <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 in availability of service providers' services. Despite this, we are maintaining our response to those in critical need and are actively supporting individuals to remain independent at home. We continue to link 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.

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- 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 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.
- 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.

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	<ul style="list-style-type: none">• 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 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.• The HSCP is committed to supporting carers as equal partners.• 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>
Operational Care Services	<ul style="list-style-type: none">• Older People Residential Services continue to deliver high quality care and support to over 530 residents across five sites.• 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 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 the 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.

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	<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.• Significant large-scale recruitment events continue to attract new staff into a range of roles within the HSCP care homes.• Care 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 staff shortages and our services will continue to introduce contingency measures, as necessary, to mitigate the impact and the situation will be kept under regular review.• 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.• We continue to encourage additional regular Lateral Flow Testing, and uptake of Flu vaccines and booster vaccine programmes. <p style="text-align: right;">Back to top</p>
Commissioning	<ul style="list-style-type: none">• Commissioning continues to work alongside all partner providers in both routine contract management activity and COVID related requirements.• Outbreaks have remained settled across all service provision. Older People care homes remain with the highest numbers but significantly decreased from last year.• Strong internal and external multi-agency working continues to support our work with commissioned services. <p style="text-align: right;">Back to top</p>
Resources	<ul style="list-style-type: none">• Our HSCP is launching a Staff Mental Health and Wellbeing Action Plan. The plan aims to help staff and managers think about ways to support wellbeing and to keep everyone connected with the range of supports available. We will be inviting teams to apply for a share of the money to support their team's wellbeing. The HSCP Staff Wellbeing Group have a limited budget and will prioritise applications that tie in with the principles of the plan / themes of working, including communication, activity and environment. There

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will be a communication, with further information about applying, issued to HSCP staff.

- 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.

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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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