

## OFFICIAL



### Coronavirus (COVID-19)

### Briefing

<b>Date</b>	Friday 21 January 2022
<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.

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](http://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](#).
- Equalities: the Scottish Government Public Sector Equality Duties Consultation closes on the 7 March, and the HSCP's Equalities Working Group is preparing a response. Please get in touch with Head of Health Improvement and Equalities, Fiona Moss, at [fiona.moss@ggc.scot.nhs.uk](mailto:fiona.moss@ggc.scot.nhs.uk) to incorporate your views.
- Health Improvement: the consultation on Period Dignity has started with [Pick Up my Period App](#) launched on 12 January to show the locations of free access to period products. Glasgow City Council continues to work with the [Simon Community Scotland](#) to provide period-friendly points across the city. The [Period Dignity Public Consultation](#) closes on 2 February.

[Back to top](#)

### Children's Services

- Home visits and contacts have continued to support children, young people and families in the challenges of the new variant and in the return to school / nursery.
- Contingency plans have been monitored twice-weekly to review staff sick leave and any COVID outbreak.
- Contingency arrangements have also been activated in the management of risk and demand within CAMHs; shifting from the Choice and Partnership Approach (CAPA) to a focus solely on those in immediate, urgent and acute distress (Red).
- This necessary shift in critical priority care has occurred in tandem with discussions across the Health Board and with Adult Mental Health; this will have significant implications for current and indeed future waiting times.
- Winter Social Protection Fund payments (in total £900,000) continue to be processed and will be distributed to families in January and February.
- Getting It Right for Every Child (GIRFEC) Lead Officers Group has met to review and respond to the Scottish Government's updated guidance on the refresh and relaunch of GIRFEC; this response will promote the next stages of the implementation of GIRFEC.
- Leadership Team has also met with the Practice Development Forum to coordinate best practice with respect

OFFICIAL

## OFFICIAL

	<p>to a strengths based and trauma informed approach; aligned to the next stages of both transformation and implementation of GIRFEC.</p> <ul style="list-style-type: none"><li>• Children’s Service Executive Group (CSEG) is also meeting and will similarly review and approve the final consultation response on the refresh of the GIRFEC guidance.</li><li>• Children’s Service Executive Group will also warmly welcome Glasgow City Council’s new Director of Education, Douglas Hutchison, to the meeting and to the city’s strategic and integrated Partnership.</li><li>• A sincere thanks to all staff for their commitment, dedication and resilience throughout these very challenging times.</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>• A number of Adult Inpatient and Community services continue to experience 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.</li><li>• Where necessary, our services have introduced contingency measures to mitigate the impact of the above service pressures and the situation is kept under regular review. We would again wish to acknowledge the efforts of all our staff during these challenging times.</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></ul> <p style="text-align: right;"><a href="#">Back to top</a></p>
<b>Public Protection &amp; Complex Needs Services incl. Community Justice and Homelessness</b>	<ul style="list-style-type: none"><li>• Community Justice (Citywide): impact on staffing levels due to COVID is now stable, with services continuing to be delivered.</li><li>• Complex Needs and Asylum Services: COVID-19 Booster Vaccination programme ongoing.</li><li>• Temporary Accommodation (Homelessness): demand remains high for emergency accommodation. Services continue to meet demand with no HL3 breaches being recorded. Overnight Welcome Centre continues to be at full capacity, and staff are liaising with Home Office and Migrant Help on a number of cases.</li><li>• Residential / Women’s Services: teams remain busy across all four services.</li></ul>

OFFICIAL

OFFICIAL

	<ul style="list-style-type: none"><li>• Community Homelessness Service and Centre: demand across the service remains high.</li><li>• Adult Support &amp; Protection (ASP): ASP duty continues to be a priority area.</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>• 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 respond to demand on a day-by-day basis. Where possible staff are working remotely and teams will continue to be in touch 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 as required.</li><li>• SPHERE Bladder and Bowel Services: Specialist Nursing and Physiotherapy assessments and interventions continue to be offered following SCI Gateway referral from GPs. Patients receive telephone and / or Attend Anywhere assessments and, as more consulting room accommodation is becoming available, face-to-face interactions are increasing. Whilst the use of containment products has increased due to numbers of patients and complexity of need, the service is investing in a training post to ensure all Community Nursing and Care Home staff are supported to assess and provide the most appropriate product for patients. 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.</li><li>• 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. Patient and carer training to support self-care has increased and the Specialist Nurses work closely with the Dietitians within the Home Enteral Feeding Team.</li><li>• 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</li></ul>

## OFFICIAL

interventions. Ear Care (irrigation and a degree of ear microsuction) have been reinstated. Phlebotomy Services continue to operate a clinic and domiciliary service. Accommodation continues to be sought for clinic and office space across the city as more staff are recruited to the service.

- 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 schedule work on a daily basis. This allows us to ensure we are able to provide safe and effective patient care and to ensure we support patients to continue to remain at home. Self-care is encouraged as appropriate.

As COVID-19 cases are high, staff are continuing to complete their Lateral Flow Tests as a priority in order to ensure that we can maintain our service delivery.

- Older People Mental Health Services: pressure on services from increasing numbers of COVID-19 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.

- The HSCP Local Area Co-ordination Team (LAC Team) has been taking part in a pilot with their colleagues in Glasgow Life related to Glasgow Club Access cards. The card allows individuals to access a vast range of Glasgow Club leisure facilities and enjoy the benefits of Glasgow Club membership for a free 6-week period. The Glasgow Life initiative aims to encourage initial participation amongst

OFFICIAL

## OFFICIAL

	<p>groups or individuals who presently do not take part in physical activity.</p> <p>In support of the offer, the LAC worker (if required) will support a service user along to their nearest facility, support them with an initial 1:1 gym induction and then a 2nd 1:1 session where a personalised gym programme is developed. The LAC worker will also discuss other fitness classes or activities that may be of interest and encourage them to 'give it a go'.</p> <p style="text-align: right;"><a href="#">Back to top</a></p>
<b>Carers Services</b>	<ul style="list-style-type: none"><li>• The 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>
<b>Operational Care Services</b>	<ul style="list-style-type: none"><li>• Older People's Residential services continue to deliver high quality care and support to over 530 residents across 5 sites, and all HSCP Older People's Day Care Services are open and operational.</li><li>• We are currently proactively implementing new Scottish Government guidance in response to the Omicron variant, in addition to reviewing our business continuity plans as we traverse challenging winter months, focusing on staffing, travel, weather and COVID-19 / Flu.</li><li>• Older People's Residential Services have been challenged by sector-wide staff shortages, as staff continue to follow the Public Health Scotland guidance for self-isolation following contact tracing, however we have experienced excellent support from colleagues across our HSCP.</li><li>• We continue to focus on staff wellbeing, supporting those affected by the impact of COVID-19, including provision of 20 Minute Care Space sessions.</li><li>• Older People's Residential Services continue to follow Public Health Scotland guidance on the use of PPE and</li></ul>

## OFFICIAL



## OFFICIAL

	<p>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.</p> <ul style="list-style-type: none"><li>• We are currently engaged in significant internal and external recruitment activities and are preparing for an advertising campaign including TV, social media and radio.</li><li>• 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.</li><li>• Care Services are continuing to experience increased pressures due to the impact that COVID-19 is currently having on staffing levels. However, our services will continue to introduce contingency measures, as necessary, to mitigate the impact and the situation will be kept under regular review.</li><li>• 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.</li><li>• Care Services are encouraging additional regular Lateral Flow Testing, and uptake of Flu vaccines and booster vaccine programmes.</li></ul> <p style="text-align: right;"><a href="#">Back to top</a></p>
<b>Commissioning</b>	<ul style="list-style-type: none"><li>• The festive period saw a significant increase in COVID outbreaks across all commissioned services but there has been a slightly more settled picture this week.</li><li>• Contact with services has been responsive to the level of outbreaks and in line with associated guidance.</li><li>• Staffing pressures across the externally purchased services remains an issue, with officers monitoring and reporting any areas of high risk.</li><li>• Commissioning staff continue to support the delivery of COVID related information at both local and national level.</li><li>• Webinars with externally purchased care homes are being delivered to provide support and facilitate key messages direct from executive staff in the Partnership.</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></ul>

## OFFICIAL

## OFFICIAL

- 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.

[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](http://www.nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/coronavirus-covid-19)

OFFICIAL