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Coronavirus (COVID-19)

Briefing

Date	Thursday, 23 September 2021
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 incl. 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

- 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](#).
- Children's vaccination programme: The HSCP is now delivering those early years' children's vaccinations that were traditionally provided by GPs as part of our primary care transformation programme. The COVID-19 pandemic delayed the secondary school vaccination programme in 2020, and this is now being delivered along with this year's vaccination programme. The teams are working hard to co-ordinate sessions with the flu teams in the extended secondary school programme. The extended flu vaccination programme commences in secondary schools this year, with ASN schools commencing in early September, and full school roll out from 4 October. This massive campaign is a joint effort between Childhood Immunisation Teams and Education Services.
- Autumn Flu and COVID-19 Booster Vaccinations Programmes: To complement the Health Aoard's mass vaccination programme, the team at our COVID-19 Community Assessment Centre at Barr Street, led by Ann Marie Jack (our newly appointed Team Leader), will provide a more targeted approach to flu (and potentially COVID-19) vaccinations by focusing on adult care homes, housebound patients, asylum seekers, homeless people and other population groups where traditionally there has been low uptake of vaccinations.
- GP and Community-based services: These services have continued to operate through the pandemic and have adapted their ways of working to ensure, as far as possible, the safety of patients and of staff. Currently, pressure on these services is again increasing as case numbers remain high. At the same time, demand for these services has increased. GPs report that patients who stayed away in the earlier stages of the pandemic are now presenting, often with multiple issues. Practices are also reporting spending more time with patients who are awaiting secondary care appointments. This additional demand has knock-on effects for their community-based colleagues. This combination of reduced capacity and increased demand makes this an unprecedentedly difficult time, and all are trying to work collaboratively to provide as effective a service as possible.

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Children's Services	<ul style="list-style-type: none">• Home visits / contacts continue to support children, young people and families in distress and with the ongoing challenges of COVID-19 and the return to school.• Close monitoring continues with respect to supporting our Children's Homes around management of the pandemic.• Local briefings to frontline staff are under way to clarify and prepare staff on the implementation of the Family Support Strategy and Tender.• The Service has, to date, reported the Promise Action Plan into the Children's Services Executive Group, the Child Protection Committee and the IJB's Public Engagement Committee, #KeepThePromise.• Specialist Children's Services continues to work with great endeavour and intensity to respond to the increased demand for support and the pressure of waiting times post the disruption of the pandemic.• Excellent progress has been made to strengthen and improve the range of data on Looked After Children and work remains a priority through the current arrangements. <p style="text-align: right;">Back to top</p>
Adult Services	<ul style="list-style-type: none">• Recovery planning continues across all Adult Services in line with established governance arrangements and guidelines. Our buildings are progressing with the restart of services where this is possible across the city and ensuring that appropriate measures are in place to allow an increase in what can be offered to our patients and service users.• Both Carlton and Riddrie Day Centres are open and operational for up to 15 service users per day and the community outreach work continues to be well received with the majority of individuals receiving a blended model of support. Building Risk Assessments are currently being reviewed for approval to drop to 1m distancing where this is appropriate. This will allow us to have more people in the building daily and make better use of our transport particularly now that we are moving into the winter months.• Staff across our mental health inpatient sites continue to work extremely hard to offer a high level of patient care and support to patients within our wards, which are experiencing an increase in the number of patients requiring hospital treatment. We continue to ensure that Lateral Flow Testing kits are available to all staff together with appropriate guidance and support. <p style="text-align: right;">Back to top</p>
Public Protection & Complex Needs Services incl.	<ul style="list-style-type: none">• Justice Services (Centre): Court business has resumed to pre-COVID-19 levels. Focus for Court Services at the moment is planning for COP26. A rota will be put in place for the period of the event. Youth Court and Drug Court are

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Community Justice and Homelessness	<p>operating at near normal levels. Team will respond to consultation on COVID-19 Recovery.</p> <ul style="list-style-type: none">• Community Justice (Citywide): Requests for Court reports continue to increase although still manageable. The Caledonia Project currently has a waiting list for groupwork however no major issues. Unpaid Work recovery – Neighbourhoods, Regeneration and Sustainability (NRS) looking to increase placements to full capacity and SACRO back up and running. Teams continuing to plan for COP26, and the North West Team is likely to be most affected. Teams continue to monitor vulnerability issues arising for services users, particularly around drug use and response of services.• Complex Needs & Asylum Health Team: The team continues to look at potential developments and pathways in relation to infectious disease and service user journey. The team has been selected as one of six finalists for Scottish Health Awards in the 'People's Choice,' category which focuses on the response to the COVID-19 pandemic.• Temporary Accommodation (Homelessness): Services continue to meet demand with no HL3 breaches being recorded. Planning continues for COP26.• Out of Hours / NORM / Social Care Direct – Out of Hours Service continues to be very busy. Currently recruiting for additional staff and interviews have taken place for Appropriate Adults. <p style="text-align: right;">Back to top</p>
Older People's Services	<ul style="list-style-type: none">• Older People's Services: We continue to restart services in our buildings with the support of our business support managers, following guidance on social distancing and completion of appropriate risk assessments.• Seasonal Flu Vaccination Programme: Planning for this year's seasonal flu vaccination programme is well underway, and vaccination has already commenced in schools. <p>More patient groups than ever are eligible for seasonal flu vaccination this year and further information on the programme can be found on NHS Inform. NHS Greater Glasgow and Clyde (NHSGG&C) will, in conjunction with their Local Authority colleagues, be delivering vaccinations at five mass vaccination sites across Glasgow, with the HSCP responsible for the delivery of vaccinations in care homes and for housebound patients this year.</p> <p>We are awaiting detailed guidance on the delivery of the COVID-19 vaccination boosters, which will also be offered to patients alongside flu vaccination, and are currently working toward beginning vaccination at end of September.</p>

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- A 'Discharge to Assess' approach has been established to allow assessment outwith the hospital setting and free up hospital beds. This enables someone to have an initial screening of needs in hospital and, where appropriate, be discharged to a care home where the full assessment can take place.
- Weekly huddle meetings continue, to discuss care home provision. This allows the main partners such as the NHS, Care Inspectorate and Social Work to share information and coordinate how support to the purchased care home sector can be organised.
- Levels of statutory work undertaken remain high. There has been significant increase in demands for routine and crisis work, however teams are continuing to fulfil their responsibilities under Adult Protection, Adults with Incapacity and Mental Health legislation.
- The Community Support Project to support people at home with dementia now has a service within each area. This service helps maintain people within their own homes and support carers.
- District and Community Nursing Teams: Staff continue to work agilely. Referrals to District Nursing Teams are back to pre-pandemic levels.
Community Nursing has seen an increase in workload over the preceding weeks, however we continue to support patients in their own homes and support and encourage self-care where possible.
- We continue our PPE face-fitting training to support those patients who require Aerosol Generating Procedures to remain at home.
- Transforming Nursing Roles Steering Group continues with a variety of subgroups stemming from it. One workstream, Workforce Planning, has seen a major recruitment drive with an additional training programme for District Nurses, which sees us developing new practitioners with the aim to ensure we have career progression and that we work towards growing a sustainable workforce. As part of this work we are testing a complexity tool that will assist us with managing our workloads and ensure we support our complex patients with the right care and that we work towards admission avoidance.
- Older People Community Mental Health Team (OPCMHT): Out Patient Clinics continue with reduced numbers to allow time for ventilation and cleaning of rooms. A blend of 'Attend Anywhere', telephone and face-to-face appointments are being offered to patients.
We have noted increasing numbers of urgent referrals. All assessments continue, with patients requiring routine appointments being seen within four weeks by nursing /

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	<p>medical staff. Memory clinics also continue. Waiting times for completion of routine memory face- to-face assessment is around six to eight weeks.</p> <ul style="list-style-type: none">• Older People’s Services Rehabilitation Service: There has been a significant increase in referrals to Community Rehab Teams compared to their pre-pandemic level with a subsequent impact on waiting times. Home visits have continued, following risk assessment and have been safely carried out with the use of PPE and regular Lateral Flow testing. The Service has developed more agile ways of working with a Duty Team working from a base and the majority of patient visits carried out from home. Collaboration with Respiratory Services continues to provide the best support for people as learning continues in relation to the effects of COVID-19.• The Occupational Therapy Team: Different ways of working have developed with more robust triage at point of referral ensuring people receive the right service, enabling better communication with appropriate priority applied to a person’s needs.• Signposting to the Equipu ‘Ask Sara’ website is being considered at point of referral and we review waiting lists for this as an alternative, to enable people to self-manage for less complex needs.• The city-wide Hospital Team continues to receive high numbers of referrals from acute hospitals. Acute hospitals are facing extreme challenges to meet demand with increasing levels of A&E presentations resulting in a continued focus on improving and reducing the number of delayed discharges for the HSCP. A fulltime commissioning colleague is aligned to the team to support and engage with the care home market during this challenging time.• As part of our on-going development of Intermediate Care we will be implementing a daily huddle approach for all admissions into Intermediate Care. The huddle will include colleagues from OPMH, Rehabilitation, Intermediate Care and the Hospital Social Work Team, and it is anticipated that it will streamline processes, reduce length of stay, support better informed decision making and create better outcomes for the service user. <p style="text-align: right;">Back to top</p>
Carers Services	<ul style="list-style-type: none">• All carers looking after someone resident in Glasgow are eligible for support with a universal offer of information and advice as a minimum.

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	<ul style="list-style-type: none">• An on-line launch of The Herbert Protocol took place. The Herbert Protocol is an information gathering tool to help find a person living with Dementia or a similar condition who has been reported missing.• Purple Alert App is a free app designed by people living with dementia and carers, Alzheimer Scotland staff, Police Scotland, Social Work, Dementia Friends Scotland, Health and Social Care Partnerships and Telecare Services. You can download the Purple Alert App.• September saw a number of Suicide Prevention events take place. You can find more information on Suicide Prevention.• Young Carers can access a special bundle of treats available to all young carers, aged 11 to 18 inclusive, in Scotland. It's filled with special treats to help them make the most of their free time and support them in their caring role.• Glasgow Carer Strategy commits to carers recognising adult carers as equal partners in the delivery of health and social care. Read our Adult Carers Strategy.• Glasgow Carers Partnership Services continue to offer preventative support for adult and young carers. The focus for supporting young carers is to alleviate or reduce the caring role through a family-based approach. Read our Young Carers Strategy.• Adult and Young Carers can be signposted for support and information to the online carer self-referral or the Carers Information Line 0141 353 6504. Visit How to Access a Carer Service.• Please bookmark Your Support Your Way Glasgow 'Are You Looking After Someone' for the most up to date information about Carer Services. <p style="text-align: right;">Back to top</p>
Operational Care Services incl. Commissioning	<ul style="list-style-type: none">• Significant large scale recruitment events have being held throughout the summer period to attract in excess of 70 new staff into a range of roles within the HSCP Care Homes for Older People, partly to fill the gap left by Day Care staff returning to their own roles and vacancies within the service. A significant number of posts have been filled by external and internal candidates across all 5 services.• The Care Home guidance issued on the 13 August, specifically following the wider public changes announced on 9 August by the Scottish Government, saw the current guidance for testing, IPC, admissions, PPE and visiting remain very much as is, however the requirement for residents within the Care Homes to social distance has been removed. This has enabled residents to mix freely at meal times, during social activities and when moving about the home. The guidance asks that staff still retain 1 metre distancing where possible.

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	<ul style="list-style-type: none">• Care Services is delivering a consistent level of service and have, once again, undertaken over 91,000 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 however dealing with staff shortages and challenges with service provision as staff continue to follow the Public Health Scotland guidance for self-isolation following contact tracing.• Care Services continues to follow Public Health Scotland guidance on the use of PPE and weekly testing, to ensure that despite easing of restrictions we continue to drive down community transmission.• We are reviewing and planning business continuity processes to mitigate any disruption to Care Services during the future COP26 Summit that will be hosted in Glasgow.• Care Services received an excellent presentation and report from their Summer Intern who returns to fulltime education at Glasgow Caledonian University – the service will take the report and improvement recommendations into their internal communication strategy and develop an implementation plan.• The Home Care Team is currently putting in place planning for the Public Holiday weekend. This is very challenging as all our Home Care staff are entitled to take leave and many have given up holidays throughout the year to ensure we support our most vulnerable service users.• Commissioning continues to work alongside all partner providers in both routine contract management activity and COVID-19 related requirements.• Strong 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">• 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

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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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