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Coronavirus (COVID-19)

Briefing

Date	Friday 25 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	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	<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.• COVID Reponses Services Barr Street: as part of the HSCP COVID Reponses Services, Barr Street Community Assessment Centre (CAC) has been shortlisted in the NHSGGC Excellence Awards Category for Better Workplace. This award recognises the, often unseen, work of our staff who help make NHSGGC a better workplace, improving the culture and supporting colleagues. An online awards ceremony will be held on 23 March where the team will find out if they were successful but for the HSCP they are already winners. See entry details below: Barr Street Community Assessment Centre in March 2020, thanks to the swift launch of CACs across NHSGGC, we were able to manage the flow of potential COVID-19 patients into our hospitals and GPs and minimise the risk of transmission. Barr Street was one of the first of such centres and the team there, made up of volunteers, had a huge impact on what would turn out to be an extremely important tool in the fight against COVID-19. <p style="text-align: right;">Back to top</p>
Children's Services	<ul style="list-style-type: none">• Contingency arrangements remain in place to support children, young people and their families and these will be reviewed over the coming weeks.• The Winter Social Protection Fund payment has been positively evaluated by a series of questionnaires from parents and the learning will be absorbed into both strategy and practice.• Family support in the community is continuing to make a real difference in neighbourhoods effectively supporting families to stay together.• Investment by Scottish Government for sustaining families with practical assistance has been announced at an additional £500,000 for 2022 / 2023, and this will endeavour to supplement current emergency arrangements and provision. <p style="text-align: right;">Back to top</p>
Adult Services	<ul style="list-style-type: none">• Following on from this week's announcement by the First Minister of Scotland on the timescale for ending COVID restrictions, we are considering the implications for Adult

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	<p>Services. In particular we are considering the arrangements that will need to be in place to support a gradual increase to the number of patients and service users who can be seen face-to-face within our community services. In the meantime, services should continue to operate in line with the arrangements and measures currently in place.</p> <p>Back to top</p>
<p>Public Protection & Complex Needs Services incl. Community Justice and Homelessness</p>	<ul style="list-style-type: none">• Community Justice (Centre): awaiting outcome on CORRA Foundation funding for Positive Outcomes Project (POP) – expect to hear at beginning of March.• Community Homelessness Service: demand for accommodation remains high.• 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 well used.• Complex Needs Service: new model will be launched on 14 March. <p>Back to top</p>
<p>Older People's Services</p>	<ul style="list-style-type: none">• The impact of Omicron variant on staffing levels and services is easing somewhat, staff are continuing to self-isolate and test in accordance with guidelines.• Hospital at Home Service: Older Peoples Services (South) has begun a year-long trial of provision of hospital level care in the patient's home or care setting. The service centres on preventing hospital admission for acutely unwell patients over 65, with the aim that the majority of patients will only require to use the service for three to five days. Under the care of a Consultant Geriatrician and using a Multi-Disciplinary Team (MDT) approach, Hospital at Home patients will receive hospital level care at home. Innovative ways of working will enable key staff to operate at the highest appropriate level, supported by agile approaches and the use of technology. During the trial, referrals will only be accepted from the Queen Elizabeth University Hospital (QEUH) and defined South GP practices; however, this will grow as the service develops.• Access to the online referral system for Enhanced Telecare Services for all HSCP staff is now restored. 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.

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- Although improving, COVID-19 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 we are actively supporting individuals to remain independent at home. We continue our work with our colleagues across various sectors to support safe discharge from hospital and to find alternatives to hospital admission. We support a high demand for hospital discharge by utilising a variety of discharge options including 'Discharge to Assess' beds. 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. 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 responding to demand on a day-by-day basis and following the processes in relation to self-isolation and services are working flexibly. 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.

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	<ul style="list-style-type: none">• 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.• 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's 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">• 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's 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's 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.

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- We continue to focus on staff wellbeing, supporting those affected by the impact of COVID-19, including provision of 20 Minute Care Space sessions.
- 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.
- We welcomed a visit from Professor Jason Leitch, National Clinical Director for Scottish Government, at Meadowburn Care Home. Jason spent time with our staff team and residents on a tour of the home and day care centre, and provided great feedback on his experience. Jason said: "What a great privilege to get to see care in action at Meadowburn Care Home. Care staff and support staff working together to care for residents. New person-centred premises designed to care for the whole person and their family. Thanks to all you've done these last two years".
- 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.
- Care Services contributed to the HSCP Health and Wellbeing Action Plan with a focus for staff who are not based in buildings nor PC facing to ensure that some measures consider the remote workforce to improve conditions and have a positive impact on the health and wellbeing of the home carers.
- Care Services continues to communicate with staff about potential weather warnings to remind staff to follow their winter guidance and dress appropriately and safely for the inclement conditions.

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Commissioning	<ul style="list-style-type: none">• The past week has seen an increase in respect of positive case numbers across all commissioned services. These continue to be supported by ourselves and other key agencies.• Strong internal and external multi-agency working continues to support our work with commissioned services.• Scottish Government monies to support staff wellbeing will be offered out to adult social care providers. Where possible, providers will also be able to access support initiatives developed for HSCP staff.• Significant focus remains in respect of supporting the delayed discharge agenda across Glasgow. <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 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 style="text-align: right;">Back to top</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

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