



Coronavirus (COVID-19)

Briefing

Date	27 May 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	<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 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 <https://glasgowcity.hscp.scot/primary-care-improvement-plan-bulletins-and-additional-information>.
- Survey of GPs / Practices: Feedback from the Listening and Learning drop-in sessions and from discussion with General Practice colleagues has indicated that workload within practices is increasing as we come out of the pandemic, and we are surveying practices to ask about workload, strategies they have used to address this and the impact of the pandemic on their wellbeing.
- Organisational Development Programmes: A programme on 'Influencing for Change, Engagement and Buy-in' has now started with high uptake. Coaching and facilitation skills will be offered after the summer for staff involved in the programme.

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Children's Services

- Home visits / contacts continue to support children, young people and families in distress while the city remains in Level 3.
- The Winter Social Pressure Fund (and increased funding to Section 22 / Section 29) has assisted the downward trend of admissions to care...#KeepThePromise.
- Looked After and Accommodated Children has reduced from 942 at the onset of the pandemic to 821; a reduction of 121 (13%)...#KeepThePromise.
- The Winter Social Pressure Fund (£4.2M) with the Glasgow Intensive Family Support Strategy has sustained 52 young people with their families...#KeepThePromise.
- Admissions to formal care have fallen from an average of 16 a month pre-pandemic to 3 a month in the last 6 months...#KeepThePromise.
- Health Visiting / Family Nurse Partnership have ensured that reductions of admissions into care of under 5s has halved; 105 in 2016 to 54 in 2020...#KeepThePromise.
- Glasgow City Integration Joint Board (IJB) on the 5 May approved the report and plan into the Mental Health preventative spend.
- A Practice Development Forum has been convened with CELCIS (Centre for Excellence for Children's Care and

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	<p>Protection) to coordinate and align strength-based practice as part of the transformation of children’s services.</p> <ul style="list-style-type: none">• In tandem with CELCIS, North Lanarkshire Council and Scottish Government shared learning has occurred in relation to the application of the Winter Social Pressure Fund and anti-poverty practices in response to the pandemic and the economic impact for families. <p>Back to top</p>
Adult Services	<ul style="list-style-type: none">• Adult Services is stepping up its review of service recovery plans in preparation for any potential easing of COVID-19 related restrictions in the months ahead, which could see a gradual increase in the volume of face-to-face appointments. However, for as long as social distancing measures remain necessary, it is unlikely that building-based services will be able to return to exactly the way they were, pre-COVID-19. We will therefore be working closely with other care groups that share accommodation to arrive at joint solutions that best meet the needs of patients and service users.• In addition to the above, our recovery planning will continue to explore ways in which technology, such as video appointments, can improve service efficiency and offer a greater choice to patients and service users, where it is safe and accessible to do so.• In line with previous communications, Lateral Flow Testing (LFT) kits are available for HSCP staff who are in a service user / patient-facing role. This includes administration and business support staff who may come into contact with service users or patients. We very much appreciate the efforts of staff who are participating in lateral flow testing and encourage eligible staff who have not yet participated to speak with their line manager about how to access a testing kit and the supporting guidance. <p>Back to top</p>
Public Protection & Complex Needs Services incl. Community Justice and Homelessness	<ul style="list-style-type: none">• Justice Services (Centre): All services including Court Social Work, Tomorrows Women Glasgow, POP, Drug Court, Barlinnie and Structure Deferred Sentence Team are continuing to operate with staff rotas in place. Team leaders have been gathering feedback from staff about their experiences of working throughout COVID-19 including what worked well for staff and improvements that could be made going forward. This will be fed into the rescheduled OD session. From 7 June, we will be introducing bail beds for women in 218 Project. This service development will hopefully offer Glasgow Sheriff Court a robust alternative to remand. Outcome Star training has commenced and is being rolled out across Justice Services. This tool will

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	<p>enable us to identify and measure outcomes for service users and will eventually provide us with a comprehensive needs analysis across Justice Services that will allow us to shape and develop services.</p> <ul style="list-style-type: none">• Community Justice (Citywide): Recovery Planning continues for Unpaid Work. Recruitment underway in North West. Moving Forward Making Changes group has now restarted.• Public Protection: the Care Inspectorate has published their guidance documents for the next phase of Adult Support and Protection inspections. The committees hope to develop a learning network of trainers to assist in delivering training. They also hope to develop new courses on the interface between Mental Health / Addiction / Justice Services and Child Protection / Adult Support and Protection• Child Protection: Team planning to undertake a small test of change around the Initial Referral Discussion (IRD) – will develop daily triage between Police and Social Work to go through all referrals and agree what needs to go forward to IRD.• Temporary Accommodation (Homelessness): Demand remains high for emergency accommodation, and service continues to meet demand with no HL3 breaches being recorded. Continue to support the decommissioning of Bellgrove.• Community Homelessness (Centre): Demand across the teams continues to be high – undertaking work to review year-on-year demand increase and understand the drivers for the increase in homeless presentations. <p style="text-align: right;">Back to top</p>
Older People's Services	<ul style="list-style-type: none">• Our Locality Business Support Teams have continued to work throughout the pandemic, supporting our teams to deliver services within HSCP buildings and Health Centres. Throughout the Pandemic the Business Support Teams have demonstrated resilience and have risen to the challenges of managing buildings at a very difficult time, from closing them down safely to then carrying out multiple risk assessments of all our premises to ensure that they are complying with COVID-19 Guidance and are set out to ensure good social distancing measures are in place. This crucial work has been allowing the safe reopening of buildings and facilitated return of staff, our contractors and the public to return to a safe environment. In addition to their core role, Business Support Managers and their teams have had a key role to the delivery of flu vaccination clinics, which took place across many of our health centres from October – December 2020. They have been an essential component in the delivery of this

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	<p>programme both in the clinic settings and the flu and COVID-19 vaccination of our housebound patients.</p> <ul style="list-style-type: none">• District Nursing Teams: As a Nurse Team Lead with an interest in health and safety, Suzanne Hendry became the face fit tester for the District Nursing Team during the COVID-19 pandemic. Her nursing team required to use an FFP3 mask to protect from aerosol generating procedures. FFP3 respirator masks filter 99% of all particles and give maximum protection from breathing air pollution. An aerosol generating procedure is a medical procedure that generates airborne respiratory droplets. To put it simply, a procedure when extra nose and mouth secretions can get into the air. In order to protect the nurse they required to have a mask fitted. Each nurse was tested and the seal of the mask was checked, following recognised health and safety guidelines (see image). These procedures are often used in industrial processes, for example building works. The nurses were issued with masks from the pandemic stock, and the required mask changed 4 times over the year bringing with it a challenge – a workforce of 145 nurses requiring frequent retesting. We all have different face shapes and different masks work better for some not others. The nurses have taken this in their stride donning and doffing PPE, thankfully not having to wear FFP3, gown and gloves for long, like our hospital colleagues. Suzanne also assisted PPE testing with some of our homecare staff as they visit some of the same people in their own homes.  <p>Back to top</p>
Carers Services	<ul style="list-style-type: none">• Carers' week is 7 -13 June 2021, and the theme this year is making carers more visible and valued. Glasgow City HSCP workforce plays a key role in identifying, involving and supporting unpaid carers.• According to Carers Trust Survey in 2020, 40% of young carers and 59% of young adult carers say their mental health is worse since the COVID-19 pandemic. Glasgow Carers Partnership offers support and information to young carers and their families.• 1,938 carers were offered and accepted an Adult Carer Support Plan or a Young Carer Statement during the financial year 2020 – 21.• From 26 April the online system for unpaid carers to self-register for their COVID-19 vaccine will close. After this date, eligible carers will still be able to register through the national helpline on 0800 030 8013. More information at News and Campaigns on Your Support Your Way Glasgow.

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	<ul style="list-style-type: none">• Updated Terminal Illness Guidance is available to read at Your Support Your Way Glasgow.• Unpaid Carers providing personal care can continue to access PPE by contacting the Carers Information Line on 0141 353 6504. This is expected to cease at the end of June 2021.• Please bookmark Your Support Your Way Glasgow 'Are you looking after someone' to keep updated about supports available for adult or young carers or to refer a carer. Alternatively, contact the Carers Information Line on 0141 353 6504. <p style="text-align: right;">Back to top</p>
Operational Care Services incl. Commissioning	<ul style="list-style-type: none">• The Care Home Team has remained optimistic as remaining in Level 3 has impacted on the opportunity to move to a more open model of care home visiting. The HSCP has chosen to prepare an EQIA in anticipation of on-going changes to the tier system in Scotland. Families remain supportive and appreciate that this is not a decision taken by individual care homes. Communication with families is fluid on indoor and outdoor visits. The vast majority of visitors are agreeing to take a LFT test prior to visiting a loved one.• The Care Home Team has started to scope in detail the implementation plans for our 10 citywide Day Care Services. There are significant challenges to reopening safely those units and it is potentially a service that will see a phased reopening in the coming weeks. However, this will depend on which level Glasgow is placed in. If we move to Level 2, we anticipate we can start mobilising our plans with a blended approach to day care ensuring safety first and of course reflecting all the COVID-19 guidance within each unit.• The Care Home Team has seen 24 new recruits join us over the last 4 weeks in a variety of post across all 5 care homes. These staff are critical to each unit maintaining the correct balance of skills and knowledge to support our frail elderly residents. There are also plans to continue with our workforce recruitment strategy over the coming months to maintain staffing numbers as well as allowing many frontline staff to have their well-deserved annual leave.• Home Care and Community Alarms are continuing their planning and preparation for the Public Holidays in May. This is following on from the high levels of service provision over Easter Public Holidays.• Home Care Services are delivering a consistent level of service and have, once again, undertaken over 88,000 visits this week, sustaining delivery of care and support to approximately 4,600 service users. Community Alarm

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	<p>Services has been supporting 9,500 service users, responding to those at risk and who need support.</p> <ul style="list-style-type: none">• Home Care Services are continuing with their 'Audit for April' exercise, simulating an inspection from the Care Inspectorate to ensure readiness for inspection.• Care Services were delighted to welcome the new Digital Transformation Officer, Debbie Holroyd, and look forward to working closely with her as we transition from analogue to digital.• Care Services continue to ensure staff are informed and supported to remain vigilant with testing, vaccinations, PPE, physical distancing and all protective measures to ensure that despite some easing of restrictions we continue to drive down community transmission.• Care Services are working closely with Organisational Development to ensure that frontline staff can participate in focus groups to ensure their voices are heard regarding their views about our response to the pandemic. Sessions are being held by conference call and one-to-one phone calls. Trade Unions have been briefed to encourage members to participate.• Home Care Services are taking the lead role in supporting the distribution of PCR test kits to every household in Pollokshields area following an increase in community transmission within this location – it is part of a crucial wider programme including the deployment of mobile testing units and at home testing and translation services.• Commissioning continues to work alongside all partner providers to support the ongoing challenges arising from the COVID-19 impact.• Key legislation and guidance is promoted and shared with additional input as required, for example 'Open with Care' in respect of care home visiting.• Current positive outbreaks remain low with a continued focus on regular and proactive testing.• Webinar sessions continue to support our commissioning staff and partner providers. <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 has also commenced the distribution of the Lateral Flow Testing (LFT) kits to all eligible HSCP staff, Personal Assistants, Adult Day Services and Housing Support across the city.• EquipU Services continue to offer full service delivery to all partners.

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- 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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