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Coronavirus (COVID-19)

Briefing

Date	Friday 28 January 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

- 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](#).
- Community Assessment Centre (CAC) Barr Street: Unlike the rising cases of COVID since December, the COVID assessment centre has not seen an increase in the requirement for patients to be seen for face to face appointments. We think this is due to a variety of factors including the impact of the vaccination programme on severe illness, the less severe presentation of the omicron variant in addition to many people being given advice and support through their local GP practice. A report will be going soon to the NHSGGC Strategic Executive Group to seek approval to wind down the overall COVID-19 Community Pathway and, if agreed, we plan to decommission the CAC at Barr Street by the end March this year. The change in demand has re-confirmed the reducing need for a distinct pathway for COVID. This approach follows that of many other NHS boards who have in recent months stopped provision of CAC model of care for COVID.
- Finance: Primary Care Wellbeing Applications: Scottish Government have announced additional funding for Wellbeing Funds for primary care contractors i.e. General Practice, Community Pharmacy and Dentists. Following this announcement, Glasgow City IJB have agreed this funding will be used to support contractors who have facilitated time or activity to support team development, new ways of working and staff training and development. The IJB has provided £1,000 per 3 practices. Community Pharmacy Services in NHSGGC have already arranged sessions for community pharmacies. General Practices and Dentists were sent an application form to complete on 25 January 2022. Completed applications should be sent to: ggc.glasgowcityprimarycare@ggc.scot.nhs.uk Applications must be submitted by 25 February 2022 to access the funding and for the evaluation process to report back to Government.
- Health Improvement have worked collaboratively with NHSGGC Procurement and the Public Health Directorate to enable a funding award from Community Wealth Building funding from Health Foundation UK. Funds have been awarded for a programme of work to support the diversification of the NHSGGCs supply chain, working

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	<p>particularly with equalities sectors. This was informed by the TIDE (Talent, Inclusion and Diversity Evaluation) completed by the HSCP last summer.</p> <ul style="list-style-type: none">• Equalities: in order to highlight that the HSCP are complying with Scotland's Public Sector Equality Duty, part of the Equality Act (2010), feedback is being sought from leads for each of our seven equality outcomes to ensure we are adhering to the appropriate policy and meeting the needs of staff and service users. The progress report will be submitted to the IJB on 27 April 2022 for approval. An email has been sent to Assistant Chief Officers and we are keen to hear from service areas to highlight good practice. The feedback should be returned by Thursday 3 February 2022 to Chris Furse: chris.furse@glasgow.gov.uk.• Mental Health: two sessions have been created to provide teaching to Glasgow City GPs on Emergency Detention Procedures. Sessions will take part on Thursday 24 and Friday 25 February 2022. The session will be recorded for GPs unable to attend. There are 30 places available for each session and are based on a first come first serve basis. Notes of interest should be registered with ggc.glasgowcityprimarycare@ggc.scot.nhs.uk indicating which date is preferred. <p style="text-align: right;">Back to top</p>
Children's Services	<ul style="list-style-type: none">• Home visits and contacts have continued to support children, young people and families.• Contingency arrangements have also been activated in the management of risk and demand within CAMHs.• Winter Social Protection Fund payments (in total £900,000) are now being distributed to families; £145 per child and direct into family bank accounts.• A comprehensive questionnaire has been collated and reviewed with respect to the previous distribution of £2.4M; reflecting on the use of the Winter Social Protection Fund and the impact and use of the payments.• GIRFEC Lead Officers Group, Children's Services Executive Group (GSEG) and the Child Protection Committee have all reviewed and approved the consultation response on the Scottish Government's updated guidance on the relaunch of Getting It Right For Every Child.• A further investment of £1.7M has been confirmed by Scottish Government into Tier 1 and Tier 2 Mental health Services and this is being developed for 2022 / 2023. <p style="text-align: right;">Back to top</p>
Adult Services	<ul style="list-style-type: none">• We are continuing to experience pressures across our adult services due to staffing levels related to COVID-19. However, over the last week there has been some improvement although this can change across the working

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	<p>week and we are monitoring the situation closely to ensure our services continue to operate.</p> <p>Where possible staff continue to work remotely. However, teams continue to be in touch with patients and service users via telephone and technology as appropriate.</p> <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): Courts are still prioritising their business and a large majority of work coming in is in relation to domestic and sexual offences.• Complex Needs and Asylum Services: COVID-19 Booster Vaccination programme is still ongoing and staff are also providing Flu Vaccinations. We continue to prepare for our official move to the new model.• Residential / Women's Services: teams remain busy across all four services.• 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 busy.• Community Homelessness Service: demand remains high however Team Leaders are managing pressures across the service.• Social Care Direct / NORM: both services remain busy. A 'Test of Change' is underway with two Social Workers. Both services, as much as possible, deal with referrals on the day they come in.• Glasgow & Partners Emergency Social Work Services: service was extremely busy at the weekend. Service continuing to manage impact of staffing levels. <p style="text-align: right;">Back to top</p>
Older People's Services	<ul style="list-style-type: none">• 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.• 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

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becomes available, face-to-face interactions are increasing. Whilst the use of containment products has increased due to numbers of patients and complexity of needs, 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.

- 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.
- Community Treatment and Care 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. Ear Care (irrigation and a degree of ear micro-suction) 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 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 continue 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

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	<p>services are now focussed on the prioritisation of essential work through Red, Amber, Green (RAG) 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's 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. Meetings are 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.</p> <ul style="list-style-type: none">• The HSCP Local Area Co-ordination (LAC) Team has been involved in a pilot with 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 groups or individuals who presently do not take part in physical activity. 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'.• Adult Support and Protection, social work duty and older people locality teams' work continues to be undertaken in line with appropriate safety guidance.• The Intermediate Care Service continues to operate to almost full capacity, despite care home closures, enabling people to leave hospital. There are also a number of commissioned beds in place to support discharges from hospital on an interim basis, to offset any of the difficulties or barriers created by COVID in respect of social care or care home provision. This is for a 6-week period to provide support through the winter pressures period. <p style="text-align: right;">.Back to top</p>
Carers Services	<ul style="list-style-type: none">• The HSCP is fully committed to delivering the best outcomes for unpaid carers and the person they care for.• 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.

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	<ul style="list-style-type: none">• 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, and all HSCP Older People's Day Care Services are open and operational.• We are currently proactively implementing new Scottish Government guidance in response 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 staffing levels post-Omicron, however we continue to be challenged by sector-wide staff shortages, and 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.• Significant large-scale recruitment events were held throughout the summer last year to attract in excess of 70 new staff into a range of roles within the HSCP care homes.• 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 are continuing to experience increased pressures due to the impact of COVID-19 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.• Care Services continue to follow Public Health Scotland guidance on the use of PPE and weekly PCR testing, to

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	<p>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> <ul style="list-style-type: none">• Home Care has been identified as a bench mark job in the Job Evaluation process and Care Services are working with HR and the Job Evaluation team to identify home carers to engage with the Job Evaluation process.• Care Services recruitment campaign with STV and Social Media launched on the 10 January and we have seen 1,161 visits to our web landing page in the first three weeks of January 2022. <p style="text-align: right;">Back to top</p>
Commissioning	<ul style="list-style-type: none">• The past week has seen a decrease in COVID outbreaks across services which is very welcome.• Focussed work has taken place with care home providers to try and establish some capacity within the estate to ease pressure on hospitals.• Support and monitoring continues across all commissioned services.• Work has commenced to distribute winter pressures monies to providers to support staff well-being.• Recruitment is underway within commissioning to fill vacant posts across all areas. <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>

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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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