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Coronavirus (COVID-19)

Briefing

Date	Friday 4 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

- 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: based on the changes to the COVID pathway, the number of patients requiring face-to-face assessment at Barr Street CAC and the other NHSGGC CACs continue to decline. Therefore, the NHSGGC Strategic Executive Group (SEG) accepted a recommendation from COVID Pathway Strategic Direction and Exit Strategy on 27 January 2022 to work towards the closure of CACs by 31 March 2022. We will, therefore, take forward our plan to decommission the CAC at Barr Street and to consider how we provide the wider COVID-19 response services delivered by the HSCP from Barr Street, including the Care Home Testing Pathway and Workforce Change. We will provide an update within the next few weeks on how our plans are progressing.
- Equalities: the request for feedback from the leads of our seven equality outcomes and other service areas to demonstrate good practice and compliance with Scotland's Public Sector Equality Duty, part of the Equality Act (2010) closes on 3 February 2022. Please return any feedback to chris.furse@glasgow.gov.uk.
- Mental Health: in partnership with See Me, Scotland, 'Time to Talk Day' is a national campaign to tackle mental health discrimination and stigma with staff. The HSCP's Mental Health Improvement Team (MHIT) hosted an online drop-in tea and talk on MS Teams from 1.00 – 2.00 pm on 3 February. This session provided a space for staff to talk about mental health and wellbeing, strategies to support their own wellbeing and heard from MHIT about some self-care approaches and resources that may have been new to staff. A [video](#) from Professor Colin Espie giving tips on talking to one another about mental health has also been published for those who were unable to attend the event. More information on upcoming events can be found on our [HSCP Staff Health and Wellbeing page](#).
- Community Treatment and Care (CTAC) Service: as CTAC Services have become re-established with additional accommodation and trained staff, we are now in a position to provide patient self-referral to ear care clinics across all sectors. From 5 January 2022 patients will no longer require

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	<p>a referral from the GP practice and patients can phone health centre reception desks to make an appointment. These dedicated ear care clinics will provide patients with a holistic and individualised approach to ear care. All sectors will eventually be able to offer irrigation and micro-suction. Patients will be assessed on an individual basis and if the criteria is met, they will be offered ear clearance or an advisory service.</p> <p>Please contact kirsteen.cameron@ggc.scot.nhs.uk for information on practices offering this service and the relevant phone number.</p> <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 remain in place across Children's Services.• A Winter Social Protection Fund payment of £145 has, this last week, been distributed direct into the bank accounts of families of 5,463 children and young people; in total £792,135.• A massive and heartfelt thanks to every member of staff who has contributed to ensure children and young people in the city of Glasgow get this payment and get the help they need when they need it.• GIRFEC Lead Officers Group and the Child Protection Committee have met this week to sustain the integrated planning arrangements across Children's Services.• Planning has commenced to ensure the further investment of £1.7m, confirmed by Scottish Government into Tier 1 and Tier 2 Mental health Services, remains developed and aligned with the Family Support Strategy for 2022 / 23. <p style="text-align: right;">Back to top</p>
Adult Services	<ul style="list-style-type: none">• There are indications that the heightened pressure that our services have experienced over recent weeks, due to the impact of COVID-19 on staffing levels, may be easing slightly within some services. The situation will continue to be monitored closely to determine if other contingency measures may be needed.• In the immediate future, arrangements currently in place for the delivery of frontline services will continue as they are, in line with approved recovery plans. Any recommended changes to this position will be risk assessed and put forward for consideration through the robust governance structures that are in place to support service recovery in a safe and manageable way. <p style="text-align: right;">Back to top</p>

OFFICIAL

Public Protection & Complex Needs Services incl. Community Justice and Homelessness	<ul style="list-style-type: none">• Community Justice (Citywide) and Clyde Quay Project: groupwork at Clyde Quay Project to re-start in the next few weeks.• 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. Service is currently assisting with Trinity Tower incident therefore it is likely there will be additional requests for assistance. Service will continue to provide emergency accommodation and advice and will work with affected households to find suitable interim accommodation where required.• Housing First: now taking referrals again as housing supports start to recover.• Adult Support and Protection (ASP): Police Scotland has established an Adult Support and Protection team that will take on fuller investigation roles in relation to ASP cases. Given the high number of ASP referrals, the majority will initially be dealt with by the Risk and Concern Hub and only those that would benefit from a more investigative / consistent approach will be picked up by the new ASP team. The team will also do a 'deeper dive' into individuals who are frequently referred. Within the HSPC, the ASP guidance for staff is being updated to reflect hybrid working arrangements and to remind staff to promote participation and alternative approaches to case conferences.• Glasgow & Partners Emergency Social Work Services: service was extremely busy at the weekend, more so than usual. The service also supported Glasgow City Council to respond to an unsafe building incident in the west end of the city over the weekend, including setting up and running a rest centre at Kelvinhall for affected residents. <p style="text-align: right;">Back to top</p>
Older People's Services	<ul style="list-style-type: none">• Older People Rehab Teams continue to prioritise hospital discharge and rapid response admission avoidance referrals. All other referrals are triaged and communications have gone out to all city-wide GP practices to advise that waiting lists may increase due to prioritisation of urgent referrals. 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 following the processes in relation to self-isolation and services are working flexibly, responding to demand on a day-by-day basis. Staff continue to work remotely and teams maintain contact with patients / service users using a variety of

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	<p>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 required.</p> <ul style="list-style-type: none">• 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.• 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. <ul style="list-style-type: none">• Back to top
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.• Carer Aware briefings are available for HSCP workforce to learn more about identifying, involving and supporting unpaid carers.

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	<ul style="list-style-type: none">• 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 to the Omicron variant, and review the impact on our services daily. We 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, 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 continue to attract 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, over the last week there has been some improvement 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 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.

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	<p>We continue to encourage additional regular Lateral Flow Testing, and uptake of Flu vaccines and booster vaccine programmes.</p> <p>Back to top</p>
Commissioning	<ul style="list-style-type: none">• Work continues to support all commissioned service provision across all care groups.• A marked reduction on COVID outbreaks is noted across all services and is welcome.• Multi-agency working at local and national levels continues to underpin our support to services.• Distribution of wellbeing monies for adult service provision is undergoing and benefitted from a discussion with our Third and Independent Sector representatives.• New service manager to support Children and Families and Women's services started this week and will undergo a planned induction.• Recruitment for additional senior officer posts continue to be progressed. <p>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>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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