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Coronavirus (COVID-19)

Briefing

Date	Friday 8 April 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 our 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](#).

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Children's Services

- Contingency arrangements remain in place to support children, young people and their families.
- The IJB has approved another £1.7M of Scottish Government funding into emotional and mental health support to young people.
- The IJB has also approved additional Scottish Government funding into Specialist Children's Services, providing well over 40 new posts into the service.
- The Winter Social Protection Fund payment, School Counselling and Family Support have all continued to provide significant support to children, young people and their families in the city.
- Practice Development Forums have taken place across the city focusing on both learning from a case review and continuing to consolidate and reflect on strength-based practice.
- A local action plan has been completed to mark the two-year anniversary since the launch of the Promise, capturing progress on implementation #KeepThePromise.
- Despite the significant challenges of the global pandemic, Children's Services has continued to shift the balance of care and sustain more children at home, in their families and in their schools #KeepThePromise.
- There were 965 children and young people looked after away from home at the first lockdown in March 2020. That figure is now 744; a significant 221 less and a 23% reduction #KeepThePromise.
- The integrated children's planning arrangements have continued to meet to ensure that the city remains focused on the implementation of the Promise, the further implementation of getting it right for every child and that the wholes system remains focused upon mitigating against the pandemic and the significant challenges around the cost of living crisis.

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Adult Services	<ul style="list-style-type: none">• Despite ongoing staffing pressures over the last month due to the impact of COVID-19, our Adult Services continue to maintain a high standard of service provision in line with agreed recovery plans. Discussions continue on the arrangements that will need to be in place to support a gradual increase in the number of patients and service users who can be seen face-to-face within our community services. The timing of any such changes will be partly dependent on a relaxation of social distancing guidelines. In the meantime, services continue to operate in line with the agreed arrangements and measures currently in place. <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">• Justice Services (Centre): funding from the Corra Foundation for Positive Outcomes Project (POP) has been confirmed for the next three years.• Community Homelessness Service: demand for accommodation remains high but continuing to discharge statutory duties.• Temporary Accommodation (Homelessness): demand remains high for emergency accommodation. Services continue to meet demand with no HL3 breaches being recorded.• Social Care Direct: Single Point of Access is moving forward and interviews are scheduled to take place for Team Leaders / Social Workers posts. Recruitment for other posts will comments in June / July following consultation with Trade Unions.• Complex Needs Service: now live. Referrals continue to come into the service from a wide range of agencies. There are also numerous requests for presentations to teams. Asylum Health Bridging Team have plans in place to support Ukrainian Refugees but no demand to date. Team will continue to monitor and link in with Asylum Casework Team.• Adult Support and Protection (ASP): duty ASP Hubs remain busy. <p style="text-align: right;">Back to top</p>
Older People's Services	<ul style="list-style-type: none">• Staffing levels are now recovering after a period of high levels of COVID-related staff absence, reflecting the high numbers of cases in the community. Services are now in a better position to manage the volume of referrals coming into them and staff continue to assess and prioritise patients at the highest levels of need, responding flexibly to demand and ongoing staffing pressures. Our community health and social care services continue to

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	<p>follow necessary guidance, including the use of PPE, maintaining physical distancing measures and delivering services via remote and face-to-face appointments and consultations, as appropriate.</p> <p>Business Support Managers continue to manage access to buildings and sites in line with the guidelines on physical distancing.</p> <p>Business Support Managers are managing a number of projects across health and care centres, improving and changing space, increasing access to services, improving staff facilities and providing space for agile working.</p> <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 Information Sessions 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.• Older People Residential Services continue to be challenged by COVID-related absences throughout all five directly-provided care homes. Our leadership continue to focus on resilience and business continuity, working closely with our Peoples Services colleagues to maximise attendance and proactively minimise absence.• 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 staff wellbeing, supporting those affected by the impact of COVID-19, including provision of 20 Minute Care Space sessions, and we are also pleased to announce that the ALLIANCE's partnership with HSCP will be continuing via a new art-based project, exploring the

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	<p>impact and legacy of COVID-19 in the city's care homes. This creative project will be delivered by ALLIANCE Artist in Residence, Xuechang Leng.</p> <ul style="list-style-type: none">• Significant large-scale recruitment events continue. Colleagues from throughout the HSCP will represent the service at a recruitment fayre on 12 April 2022 at the Marriott Hotel in Glasgow to attract new staff.• We are currently engaged in a full cycle of audit and development visits within our care homes, led by the Improvement, Development and Innovation Team.• Our directly-provided home, Orchard Grove, was recently visited by the Care Inspectorate who undertook an inspection, and we were graded an overall grade of 4 – Good. This includes recognition of how well we support people's wellbeing and how good we cared for and supported our residents during the COVID-19 pandemic.• 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, although our intake is limited due to ongoing COVID-19 related restrictions.• 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 sector-wide staff shortages and our services will continue to introduce contingency measures, as necessary, to mitigate the impact, the situation will be kept under regular review.• Care Services are delivering a consistent level of service and have undertaken over 360,000 visits in the past four weeks, 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 routinely carries out audits of practice across the staff group and this has been especially important during the pandemic. Currently we are auditing 'Key Question 7' as laid out by the Care Inspectorate. This audit highlights areas of practice that sits under COVID-19 and Infection Prevention and Control, auditing staff knowledge and practice on the topic.• We 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.
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Commissioning	<ul style="list-style-type: none">• Commissioning continues to provide support across all purchased services.• We are working with providers to distribute Scottish Government monies to support staff wellbeing.• Although COVID rates remain relatively high, it is not having such a significant impact on service delivery.• Provider sustainability payments continue to be progressed between finance and commissioning. Back to top
Resources	<ul style="list-style-type: none">• The Social Care PPE Hub will continue until September 2022 to support services and providers as they return to procuring PPE from their normal supply chain routes. Arrangements for carers (paid and unpaid) and personal assistants continues as before.• 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. Up-to-date HSCP COVID-19 communications are available on the HSCP's website. Back to top

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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