



## Coronavirus (COVID-19)

### Briefing

<b>Date</b>	Friday 27 August 2021
<b>Purpose of briefing</b>	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.
<b>Links</b>	<p>If you would like to view a particular service update, then click on its hyperlink:</p> <ul style="list-style-type: none"> <li>• <a href="#">Primary Care &amp; Early Intervention Services incl. Health Improvement</a></li> <li>• <a href="#">Children's Services</a></li> <li>• <a href="#">Adult Services</a></li> <li>• <a href="#">Public Protection &amp; Complex Needs Services incl. Community Justice &amp; Homelessness</a></li> <li>• <a href="#">Older People's Services</a></li> <li>• <a href="#">Carers Services</a></li> <li>• <a href="#">Operational Care Services incl. Commissioning</a></li> <li>• <a href="#">Resources</a></li> </ul>
<b>Background</b>	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](http://www.glasgowcity.hscp.scot/covid-19-hscp-update)

### Primary Care & Early Intervention Services incl. Health Improvement

- Primary Care Improvement Plan (PCIP): Workstreams have been re-established for our PCIP 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>.
- Listening and Learning Sessions: Following the positive response to the sessions held in the spring of this year, we are planning a further series of meetings to take place during the autumn. We hope to offer a number of themed meetings to provide updates on Primary Care activity, as well as providing an opportunity for informal discussion. Dates will be circulated in due course.
- Practice Manager Collaboration and Sharing Group – Community of Practice: At the previous Listening and Learning Session there was a request from Practice Managers for the development of a Community of Practice with the aims of sharing ideas; solutions to common challenges; and good practice amongst a wide range of peers. The first meetings, co-developed by Practice Management staff and HSCP Organisational Development, were held in July and August. Feedback from attendees has been that the meetings are refreshing, empowering, useful and worthwhile space to share and discuss. The next session is scheduled for 21 September, 12.30 – 1.30pm.
- Physiotherapy: As part of MSK Physiotherapy remobilisation, the service is looking to 'Optimise Patient Centred Care Through Effective and Efficient Use of Appointment Types'. Virtual Patient Management (VPM) has demonstrated some positive benefits to our service provision in terms of flexibility, which we are keen to embed in practice while ensuring patients are seen by the right person, at the right time and in the right place. The service is engaging with stakeholders to gather their thoughts and opinions on our new ways of working, with a focus on appropriate appointment types for different conditions.
- Financial Advice: 79 practices (from the invited 87) have so far confirmed their interest in having an embedded financial advice worker aligned to them one day a week. The Welfare Advice in Health Partnership (WAHP) funding is being made available from the Improvement Service in line with Scottish Government commitment to establish WAHP provision in the 150 GP practices in Scotland dealing with patients living in the most intense poverty. Staff are working with

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	<p>colleagues in Glasgow City Council to try and implement services over the next few months.</p> <ul style="list-style-type: none"><li>• Social Isolation: Work is underway to consider what city partners (public and charitable) can do to reduce social isolation in the city. Impact Funding Partners are leading a wide range of engagement with workers, volunteers and residents to develop the Socially Connected Glasgow Strategy by the end of December.</li><li>• Coaching Conversations Programme for PCIP/Primary Care: We have learned from feedback that our conversations with each other are more important than ever as we adapt to new and different ways of working. We are therefore offering an online programme of Coaching Conversations to support managers to develop their ability to have better conversations with staff and stakeholders. Coaching conversations can help in areas of influencing and engaging others in change and improvement, wellbeing conversations, productive feedback, performance and succession planning/career conversations. The programme is highly popular and books out quickly. GPs and Practice Managers are included in this offer of development. Programmes start on 29 September 2021. If you are interested, please contact Debbie Conlon: <a href="mailto:Debbie.Conlon2@ggc.scot.nhs.uk">Debbie.Conlon2@ggc.scot.nhs.uk</a>.</li></ul> <p style="text-align: right;"><a href="#">Back to top</a></p>
<b>Children's Services</b>	<ul style="list-style-type: none"><li>• Home visits / contacts continue to support children, young people and families in distress.</li><li>• Work is continuing to develop additional and expanded mental health supports for children and young people, taking into consideration the impact of the pandemic and the need for community supports. A report is being presented to the Glasgow City Integration Joint Board (IJB) to outline the plan for the remaining funds allocated by Scottish Government to enhance tier 1 and 2 community mental health supports.</li><li>• A survey has been issued, which was designed by members of People Achieving Change (the Young People's Champions Board) and is seeking to understand the specific mental health issues affecting care experienced young people #KeepThePromise.</li><li>• Work is being planned to consider the alignment of the Promise work with the transformation programmes within Adults and Older People's Services, and to support staff, stakeholders and partners to #KeepThePromise.</li><li>• Work is ongoing with third sector partners to set up the newly commissioned Family Support Services, which will provide additional and earlier support to families, in line with the principles of GIRFEC and the Promise #KeepThePromise.</li></ul>

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	<ul style="list-style-type: none"><li>• The Glasgow Intensive Family Support Service continues to work to support families with young people who are at risk of being accommodated, working during the evening and at weekends, in order to address families' needs at the times they most need support #KeepThePromise.</li><li>• A survey is being developed to collate feedback from families who received additional Winter Social Pressure payments to understand the impact of the additional funding. These payments were automatically issued to avoid additional stigma and bureaucracy for families #KeepThePromise.</li></ul> <p style="text-align: right;"><a href="#">Back to top</a></p>
<b>Adult Services</b>	<ul style="list-style-type: none"><li>• We are pleased to confirm that building-based Day Services at Riddrie for people with a learning disability will restart on 23 August 2021. This follows on from the successful restart of services within Carlton Day Centre. In order to adhere to 2-meter social distancing guidelines, both centres are at reduced capacity, compared to pre-COVID-19 levels. Priority is therefore given to those service users who have higher levels of need. However, our staff will be maintaining a community outreach service to ensure all service users have access to day opportunities.</li><li>• More generally, recovery planning continues across all Adult Services in line with established governance arrangements and guidelines. We are working closely with other services to arrive at a shared understanding of accommodation needs and priorities and the output from this will inform decision-making on when it may be possible to increase the number of building-based services.</li><li>• In line with previous communications, Lateral Flow Testing (LFT) kits are available for all HSCP staff. We very much appreciate the efforts of staff who are participating in lateral flow testing and encourage staff who have not yet participated to speak with their line manager about how to access a testing kit, as well as the supporting guidance.</li></ul> <p style="text-align: right;"><a href="#">Back to top</a></p>
<b>Public Protection &amp; Complex Needs Services incl. Community Justice and Homelessness</b>	<ul style="list-style-type: none"><li>• Justice Services (Centre): Groupwork is now underway in Tomorrow's Women Glasgow and Clyde Quay Project. The Fast Track Team is now allowed back into Courts and it is hoped this will have a positive impact on unpaid work performance and increase the number of service users who can be seen within seven days of their order being made. A table-top exercise took place on 1 August in relation to COP26. The exercise looked at practical aspects from an operational perspective of what the 'end-to-end' process would look like for people in custody during COP26. The objective of the exercise was to highlight any processes that</li></ul>

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	<p>need to be expanded and developed to meet the potential for increased demand during the conference. Key members of Justice social work staff will need to attend daily meetings for the duration of COP26 (25 October to 15 November). The Diversion from Prosecution Project will hopefully start in September.</p> <ul style="list-style-type: none"><li>• Community Justice (Citywide): Workloads are increasing across the city however are still manageable. Unpaid Work purchased providers are looking to increase capacity from 19 July in line with Scottish Government advice.</li><li>• Public Protection: The committees' Development Officer has produced a summary of COVID-19 related research across a range of public protection issues. Scottish Government is undertaking a consultation on the revised Adult Support &amp; Protection Code of Practice and Adult Support &amp; Protection Committee Guidance. Significant Case Reviews were published last week and a series of multi-agency learning events are planned.</li><li>• Community Homelessness and Centre: Service focussing on enhancing prevention activity. Planning continues for COP26, focussing on increasing supply of emergency accommodation during the period.</li><li>• Temporary Accommodation (Homelessness): The team continues work in relation to COP26.</li><li>• Residential/Women's Services: Teams continue to support and co-ordinate case management of complex and challenging cases.</li></ul> <p style="text-align: right;"><a href="#">Back to top</a></p>
<b>Older People's Services</b>	<ul style="list-style-type: none"><li>• CTAC (Community Treatment and Care) Services continue to deliver increased Treatment Room interventions, e.g., ear micro-suction and leg ulcer clinics, whilst Phlebotomy Services are undertaking in excess of 4,000 patient appointments per week. Work is underway to establish electronic referrals to Treatment Rooms.</li></ul> <p style="text-align: right;"><a href="#">Back to top</a></p>
<b>Carers Services</b>	<ul style="list-style-type: none"><li>• All carers looking after someone resident in Glasgow are eligible for support with a universal offer of information and advice as a minimum.</li><li>• Glasgow Carer Strategy commits to carers recognising adult carers as equal partners in the delivery of health and social care. Read our <a href="#">Adult Carer Strategy</a>.</li><li>• The focus for supporting young carers is to alleviate or reduce the caring role through a family-based approach. Read our <a href="#">Young Carer Strategy</a>.</li><li>• <a href="#">Are You Carer Aware briefings</a> are available for the HSCP workforce to learn more about implementing the Carers (Scotland) Act 2016.</li></ul>

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	<ul style="list-style-type: none"><li>• Carers (Scotland) Act 2016 modules are available on both Learnpro and GOLD for staff.</li><li>• Glasgow Carers Partnership Services continue to offer preventative support for adult and young carers. Read our <a href="#">Young Carer Strategy</a>.</li><li>• Adult and Young Carers can be signposted for support and information to the online carer self-referral or the Carers Information Line 0141 353 6504. Visit <a href="#">How to Access a Carer Service</a>.</li><li>• Please bookmark Your Support Your Way Glasgow '<a href="#">Are You Looking After Someone</a>' for the most up to date information about Carer Services.</li></ul> <p style="text-align: right;"><a href="#">Back to top</a></p>
<b>Operational Care Services incl. Commissioning</b>	<ul style="list-style-type: none"><li>• Day Care started phased re-opening with four units opening on 16 August and the remaining six units scheduled to reopen on 30 August. A tremendous amount of planning and consultation has gone on to facilitate the safe reopening within the guidance set out by Scottish Government. The HSCP has sought input from service users, families, our staff, Trade Union colleagues and crucially our care home management teams. A significant number (in excess of 80) Day Care staff had been redeployed to support staffing in our five HSCP care homes since March 2020 and they have been critical to the delivery of care and support in our care homes for the last five months. The day staffing teams are delighted to see service users back in their units and enjoying the activities and support day care offers.</li><li>• Significant large-scale recruitment events have been held throughout the summer period to attract in excess of 70 new staff into a range of roles within HSCP care homes, partly to fill the gap left by Day Care staff returning to their own roles and vacancies within the service.</li><li>• The care home guidance issued on 13 August specifically following the wider public changes announced on 9 August by Scottish Government saw the current guidance for testing, IPC, admissions, PPE and visiting remain very much as is. However, the requirement for residents within care homes to socially distance has been removed and this has enabled residents to mix freely at meal times, for social activities and when moving about the home. The guidance asks that staff still retain 2-meter distancing where possible.</li><li>• Care Services are delivering a consistent level of service and have, once again, undertaken over 91,000 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.</li></ul>

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	<ul style="list-style-type: none"><li>• Care Services continue to follow Public Health Scotland guidance on the use of PPE and self-isolation following positive tests or contact tracing, to ensure that despite easing of restrictions we continue to drive down community transmission.</li><li>• Care Service referral numbers and complexity of referrals have continued to increase in recent weeks.</li><li>• We are reviewing and planning business continuity processes to mitigate any disruption to Care Services during the future COP26 Summit that will be hosted in Glasgow.</li><li>• Care Services have issued their summer newsletter to all service users with some lovely stories including a service user's use of technology to keep in touch with long distant family members during this time; home carers ensuring a service user felt special on her 99th birthday when her family were unable to travel to visit her; and home carers with a combined service of 62 years reflecting back on the service over the years.</li><li>• The rollout of the new care diaries comes to the final area of the city on Friday, 20 August with all areas now provided with an updated diary format, with outcome-focused care plans and assessment information contained within.</li><li>• Commissioning continues to work alongside all partner providers with an increasing return to on-site meetings and service visits.</li><li>• Strong multi-agency working supports all of our work within commissioned services.</li><li>• Webinar sessions continue to support our commissioning staff and partner providers.</li><li>• Consideration is being given about how to support workforce shortages across social care.</li><li>• We continue to work with our finance colleagues to promote providers' financial sustainability.</li></ul> <p style="text-align: right;"><a href="#">Back to top</a></p>
<b>Resources</b>	<ul style="list-style-type: none"><li>• 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.</li><li>• The Hub continues 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.</li><li>• EquipU Services continues to offer full service delivery to all partners.</li><li>• Ongoing review of financial support to providers during COVID-19 pandemic being undertaken with colleagues in Commissioning.</li><li>• Communications support continues to be provided for the HSCP's COVID-19 service contingency and recovery</li></ul>

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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](http://www.nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/coronavirus-covid-19)

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