



Coronavirus (COVID-19)

Briefing

Date	Friday, 3 December 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 • 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 our [Primary Care and Improvement Plan page](#).
- Listening and Learning sessions: these Microsoft Teams drop-in sessions for HSCP and practice staff are still running – future dates are 7 December with a focus on gender based violence, and 13 January 2022 providing an update on Maximising Independence, both are from 12:30 until 1:30pm. They also offer an opportunity to hear about developments in Primary Care and to share ideas and raise issues. If you need any further information, please contact ggc.glasgowcityprimarycare@ggc.scot.nhs.uk.
- Community Link Workers (CLWs): the programme has been expanding, and since July, 40 GP practices across the City have been welcoming their new CLWs, with the remaining few starting this month. You can [read our 2020 / 2021 annual report](#).
- Awards news, we have some very positive news from teams within the city:
 - The Barr Street COVID-19 Community Assessment Centre team has been shortlisted for NHSGGC's Excellence Awards in the Better Workplace category. Congratulations to all on their well-deserved nomination. The award ceremony on 13 December will be virtual. Closer to the time, NHSGGC's Core Brief will include information on how to join the event.
 - At the Scottish Practice Pharmacy Prescribing Advisor conference on 19 November Glasgow City Pharmacy Teams won the poster prize.
From the North West, Jonathan Heggie (Preregistration Technician) and Kat Chisholm (Pharmacy Technician) presented the development work they have undertaken in the Dumbarton Road Corridor as part of the Primary Care Improvement Plan to triage workload into the Pharmacy Team. Triage by a Pharmacy Support Worker results in more efficient and effective use of Technician and Pharmacist time and more efficient team working. Jonathan joined the team in February 2020 as a Support Worker; he is now training as a Pharmacy Technician as we look to grow our Technician workforce in the North West.

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	<ul style="list-style-type: none">○ Karen Vint, Pharmacist in South, created a poster describing all the good work being put into reducing the environmental impact of inhalers. Janey Lennon, Pharmacist in South, and Sian Ashby, Glasgow City GP, have both been highly involved with this work, too.○ Finally, another Glasgow City Pharmacist, Tracy Brown, recently won the National PrescQIPP award for the category 'Addressing Overprescribing' and the overall Silver Award, too (voted by the audience). Tracy has been running a pain clinic in Govanhill Health Centre covering three GP practices and working as part of the wider MDT alongside link workers and using referrals to a local yoga group for patients. (PrescQIPP is a programme that supports quality, optimised prescribing for patients. They produce evidence-based resources and tools for Primary Care commissioners, and provide a platform to share innovation across the NHS.) <p>Back to top</p>
Children's Services	<ul style="list-style-type: none">• Home visits and contacts continue to support children, young people and families in distress, and with the ongoing challenges of COVID-19 there has been a noticeable increase in demand and need.• Work is also underway in localities to implement the remaining Winter Social Protection Fund payments (in total £900,000) to mitigate against the financial challenges facing families.• Significant work continues at pace to effectively implement the Family Support Strategy; all staff are encouraged to review and consider how their families can access early help, prevention and, where necessary, intensive support.• Work is ongoing to align our Family Support Strategy with the investment in School Counselling and the investment in Tier 1 and 2 for Mental Health, aligning to GIRFEC and to Joint Support Teams.• Sessions have taken place with colleagues in Primary Care / GPs with respect to alignment and coordination around our Family Support and early Mental Health support.• Specialist Children Services continue to develop plans to implement the additional Scottish Government investment for CAMHs and for those with Neurodevelopmental needs.• Our young care leavers organised a very successful Leaving Care Open Day with many inspirational contributions; a massive thanks to all of them.• A huge and sincere thanks also to all the managers and frontline staff who supported the contingency arrangements around COP26 ensuring the event proceeded with minimal disruption to the needs of our children, young people and their families.

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	<ul style="list-style-type: none">• HSCP Children's Core Leadership Team met with the Minister for Children and Young People, along with the Chief Social Work Adviser, with respect to the transformational work undertaken in Glasgow. The Minister conveyed her appreciation for the change secured and the commitment and dedication of all frontline staff throughout and in particular during the challenges of the pandemic. <p>Back to top</p>
Adult Services	<ul style="list-style-type: none">• Adult Services continues to work closely with other HSCP services to arrive at a joint understanding of future accommodation needs and priorities. The output from this will inform decision-making on when it may be possible to increase the number of building-based services. However, for the immediate future it is likely that the arrangements currently in place will continue in order to ensure the safety of our staff and service users, in line with physical distancing guidelines.• Notwithstanding the above, our staff and services continue to work tirelessly to ensure service users and patients have access to the required levels of treatment and care, whether that is provided remotely or face-to-face.• Thank you again to all staff participating in regular Lateral Flow Testing (LFT). As previously reported, we are in the process of changing over to a new type of lateral flow device (Orient Gene 7s kits). Social Care staff have already started to access these new kits and Health Care staff will be moving to the new kits once stock levels of existing kits have been depleted. We encourage staff who have not yet participated in lateral flow testing to speak with their line manager about how to access a testing kit, as well as the supporting guidance. <p>Back to top</p>
Public Protection & Complex Needs Services incl. Community Justice and Homelessness	<ul style="list-style-type: none">• Community Justice (Citywide): caseloads have been increasing, which poses challenges in seeing service users in-person due to compliance with physical distancing guidelines. Addiction Audit underway in North West. Citywide Throughcare Action Plan is in process of being finalised.• Complex Needs & Asylum Services: flu vaccine schedule continues with complex needs service users, and we have paired up with Sexual Health Outreach Team to take the opportunity to do some testing on Blood Borne Viruses (BBV) – uptake for this has been positive.• Out of Hours / NORM / Social Care Direct: within Social Care Direct, plans for a Single Point of Access are progressing. A development session was held to share

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	<p>proposals for what is in scope. Out of Hours continues to be really busy with complex cases.</p> <ul style="list-style-type: none">• Temporary Accommodation (Homelessness): services continue to meet demand with no HL3 breaches being recorded. Preparation work is underway for the Overnight Welcome Centre. Preparation for Christmas has started with the families in Green Wynd.• Community Homelessness and Centre: demand across the teams continues to be high, along with demand for emergency accommodation. All households continue to be offered temporary accommodation. Work ongoing in relation to Single Point of Access. <p>Back to top</p>
Older People's Services	<ul style="list-style-type: none">• A 'Daily Huddles' model has been put in place to support discharge from Acute Hospitals to HSCP Intermediate Care and 'Discharge to Assess' beds. The Daily Huddles model will further enhance existing multidisciplinary relationships and provide ongoing support to facilitate discharge from Acute hospitals. Care Home Review Teams have started working within each locality area of Glasgow City to make sure residents' care plans continue to meet their needs and wellbeing. These teams will progress routine and any outstanding work within care homes that has been paused due to the pandemic.• Housebound flu and COVID boosters: the programme to offer Seasonal Flu and COVID-19 Booster Vaccinations in their own home continues at pace. As at 19 November, 7,649 patients had been identified for vaccination of whom 67.5% (5,164 patients) had been vaccinated for Seasonal Flu and received a COVID-19 Booster. In addition, 212 patients have received Seasonal Flu and 111 COVID-19 Boosters. Our aim continues to be to complete the seasonal flu programme by mid-December, however vaccination will continue for COVID-19 boosters beyond this date. <p>Back to top</p>
Carers Services	<ul style="list-style-type: none">• Glasgow City Health and Social Care Partnership is undertaking a review of the Adult and Young Carer Strategies. You can contribute to the review by completing a web-based survey. The survey will be open until 28 November 2021.• Glasgow City Health and Social Care Partnership is fully committed to delivering the best outcomes for unpaid carers and the person they care for.

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	<ul style="list-style-type: none">• 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 the 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 5 sites.• We are currently reviewing our business continuity plans in preparation for the winter months, focusing on staffing, travel, weather and COVID-19 / Flu.• Older People's Residential Services has been challenged by sector-wide staff shortages, as staff continue to follow the Public Health Scotland guidance for self-isolation following contact tracing.• All HSCP Older People's Day Care Services are open and operational.• We continue to focus on staff wellbeing, supporting those affected by the impact of COVID-19, including provision of 20 Minute Care Space sessions.• Older People's Residential Services continue to follow Public Health Scotland guidance on the use of PPE and weekly testing, and continue to work closely with our health colleagues to safely support staff back to work following COVID-related absences.• Older People's Residential experienced a positive response from our workforce in relation to the COVID-19 booster vaccination, and continue to provide support to our colleagues to receive their annual Flu vaccination and Covid-19 booster vaccination.• 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 the HSCP care homes.• 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

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	<p>much as is; however, the requirement for residents within the care homes to physically distance has been removed and this has enabled residents to mix freely at meal times, during social activities and when moving about the home. The guidance asks that staff still retain one metre distancing where possible.</p> <ul style="list-style-type: none">• 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 however having to closely manage staffing pressures as staff continue to follow Public Health Scotland guidance for self-isolation following contact tracing.• Care Services continue to follow Public Health Scotland guidance on the use of PPE and weekly testing, to ensure that despite easing of restrictions we continue to drive down community transmission.• We are currently engaged in significant internal and external recruitment activities and are preparing for an advertising campaign including TV, social media and radio.• Care Services are currently reviewing their winter plans in preparation for winter initially focusing on the upcoming festive period, this is to ensure that there are sufficient staffing on duty to cope with the expected demand over this period. <p>Back to top</p>
Commissioning	<ul style="list-style-type: none">• Commissioning continues to work alongside all partner providers in supporting all commissioned services.• Strong multi-agency working continues to support our work.• Provider webinars are offered as general support and also topic specific.• We are currently establishing commissioning support arrangements for the Christmas and New Year period to ensure responsive support for our partner providers. <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.

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- Ongoing review of financial support to providers during COVID-19 pandemic being undertaken with colleagues in Commissioning.
- Since the start of the COVID-19 pandemic, the HSCP's Organisational Development (OD) Team has offered all HSCP staff access to virtual coaching style conversations that are confidential and future focussed.
We regularly reminded staff about them around the same time as the NHS Greater Glasgow and Clyde-wide Mental Health Check-in. This resulted in 130 conversations, sometimes for more than one session.
The OD Team has spoken online with staff from both health and social care around a range of topics, and hope to have supported an extra feeling of connection across the HSCP. Feedback has been positive, and some comments include:
 - very supportive space and extremely valuable experience
 - positive and beneficial to help work through difficult situations
 - good opportunity to discuss sensitive issues safely
 - provided the tools and support to regain confidence and strength as an individual
 - helped to focus your mind to identify the challenges and develop strategies to improve the situation and
 - helped to speak with someone who was impartial and understanding.
- 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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