



Coronavirus (COVID-19)

Briefing

Date	Friday 30 July 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 incl. 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 (PCIP): 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](#).
- Pharmacotherapy: we now have staff located at Clutha House as part of the rollout of our hub model of working. The hubs involve pharmacists, technicians and pharmacy support workers, and enables practices aligned with the hub to have some support each day with tasks such as discharge and out-patient letters. Further staff are being recruited to expand the model to more practices.
- Phlebotomy: further clinics have opened in Tollcross and Mount Florida, increasing the number of sites at which patients can be seen to have blood taken, and it is also anticipated that there will be an ear micro-suction clinic available in each of the localities in the autumn. Work continues to enable electronic referrals to be made for Treatment Room services.
- Community Links Workers: the majority of Community Link Workers (CLWs) are now back working in GP practices at least part of the week. We are adopting a blended approach of delivery which meets the needs of each patient, this includes face-to-face, telephone and online support. Seventeen practices will welcome their new CLWs in August, and recruitment processes continue for CLWs who will join the remaining 23 practices being allocated a CLW in October.

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Children's Services

- Home visits / contacts continue to support children, young people and families in distress throughout the summer.
- Glasgow City Council's Chief Executive and the HSCP's Assistant Chief Officer and Joint Chair of the Children's Service Executive Group (CSEG) have met with the Chair of the Promise to report on Glasgow's progress and commitment to #KeepThePromise.
- Glasgow Family Support Strategy and Tender continues to be implemented and remobilisation and transitional arrangements remain under review #KeepThePromise.
- Significant work is being progressed to address waiting times within the Child and Adolescent Mental Health Service with a strong focus on early help and prevention.

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	<ul style="list-style-type: none">• Such waiting times are necessitating a whole system approach at tier one and tier two to ensure young people access early help and get the help they need, when they need it.• Connections to School Counselling, Family Support and the Youth Health Service remains critical to address distress and anxiety.• Following approval of the Scottish Government mental health funding, £150,000 has been allocated to Glasgow Council for the Voluntary Sector (GCVS) to enhance the Third Sector offer to young people through the summer. <p style="text-align: right;">Back to top</p>
Adult Services	<ul style="list-style-type: none">• Building-based day services for people with a learning disability re-started within the Carlton facility on 12 July 2021. Due to current social distancing restrictions, capacity cannot return to pre-COVID-19 levels at this point in time and therefore priority is given to those service users who have higher levels of need. However, our staff will be maintaining a community outreach service to ensure people have access to other day opportunities. Approval has been given for our other building-based day service at Riddrie to open on 23 August 2021.• The 2021 Newly Qualified Nurse (NQN) Centralised Recruitment Campaign for Mental Health Services is now drawing to a close. This year we have successfully matched 120 NQNs to vacant band 5 posts across in-patient and community mental health services, including Alcohol and Drug Recovery Services, Child and Adolescent Mental Health Services and Regional Forensic Services. Following pre-employment checks, it is expected that these nurses will be ready to start in their posts by October 2021.• In line with previous communications, Lateral Flow Testing (LFT) kits are available for 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 and the supporting guidance. <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): the Thematic inspection of Throughcare Services in Glasgow is ongoing. Tomorrow's Women Glasgow is relaunching its service alongside the 218 Project with a new set of procedures and literature. Justice Services continues to work to ensure the COVID-19 additional grant fund is utilised to best effect.• Public Protection: Adult Support and Protection duty teams have noted that referral numbers and complexity of referrals have increased in recent weeks.

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	<ul style="list-style-type: none">• Homeless Health Outreach Service (Hunter Street): second round of COVID-19 vaccines now completed with over 70% of service users receiving their second vaccine. Liaising with Public Health in relation to under 30s homeless population and will continue to support service users to make use of vaccine buses and other options. Currently looking at performance indicators for the complex needs model.• Housing First: currently have 219 Housing First tenancies.• Community Homelessness and Centre: demand across the teams continues to be high. The Unsuitable Accommodation Order will be extended and Scottish Government will hold an event in August in relation to this. Team met with Scottish Housing Regulator to discuss performance and the revised performance framework and the publication of a service user version of the improvement plan.• Temporary Accommodation (Homelessness): demand remains high for emergency accommodation and service continues to meet demand with no HL3 breaches being recorded. The Bellgrove Hostel was successfully closed on 14 July 2021. The team has started doing preparatory work in relation to COP26. <p style="text-align: right;">Back to top</p>
Older People's Services	<ul style="list-style-type: none">• Vaccination Programme: Older People and Primary Care Services are continuing to complete the delivery of the second dose COVID-19 vaccination to people in their own home. In addition, a small number of requests continue to come in for first dose delivery at home. We are working in partnership with colleagues in Public Health at NHS GG&C to explore the possibility of delivering 'pop up' vaccination clinics in our health centres to target specific areas where there has been low uptake of the vaccination. This would be in addition to the vaccination bus and established mass vaccination clinics that continue to operate. The Business Support Manager in North West and our vaccination support team based at Barr Street are supporting a pilot 'pop up' clinic taking place week commencing 26 July. Planning for delivery of the 2021 seasonal flu programme is underway. The HSCP will again be working in partnership with a range of partners to deliver this year's extended programme. Look out for more updates in future briefings.• Local Area Coordinators (LAC): short breaks for adults with learning disabilities as an alternative to building-based respite have taken place since 2015. The LAC Team work closely with key providers to facilitate these breaks, which are now attended by 85 service users. As a result of the pandemic the last short break which took place was in August 2020. This has been a very difficult

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	<p>time for everyone who normally attended and their carers, as the breaks provide regular respite for both, but more importantly provide great fun and a few days away with friends.</p> <p>As it became clear that restrictions were becoming slightly more relaxed, the LAC Team, working in close collaboration with Community Lifestyles, who are a key short break provider, commenced planning meetings back in April for the breaks to resume as soon as was possible. There was the occasional setback but the first break went ahead to a beautiful Bay Resort in Fife in June 2021 and a rolling programme is now in place. The groups attending are smaller in number, however this has proven to be a great success with everyone having a smashing time!</p> <ul style="list-style-type: none">• Hospital Social Work Team: the team continues to work from Queen Elizabeth University Hospital and Petershill offices – on a bi-weekly working from home / office basis. The team continues to receive a high level of referrals from acute and are at pre-COVID-19 levels of activity. Delayed discharge numbers remain high, mainly associated to Adults With Incapacity (AWI) meaning service users remaining in acute wards. A new resource worker post is now in pace to support the HSCP with AWI delays. <p style="text-align: right;">Back to top</p>
Carers Services	<ul style="list-style-type: none">• Glasgow City HSCP workforce plays a key role in supporting Glasgow's unpaid carers.• Are You Carer Aware briefings are available for the HSCP workforce to learn about identifying, involving and supporting unpaid carers.• Carers (Scotland) Act 2016 modules are available on both Learnpro and GOLD.• Glasgow Carers Partnership continues to offer support for adult and young carers.• Carer Services are currently delivering summer activity programmes for young carers to allow them to have a break from their caring responsibilities. If you know a young carer who could benefit from activities in their local area, visit Services Available.• 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.• Please bookmark Your Support Your Way Glasgow 'Are You Looking After Someone' for the most up to date information about carer services. <p style="text-align: right;">Back to top</p>

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Operational Care Services incl. Commissioning

- Detailed plans are in place to re-open all 10 Day Care Centres for Older People in August. We will re-open four on 16 August and a further six at the end of August. The main challenge is that a number of day care staff have been redeployed to the HSCP's 5 care homes, and we need to ensure the care of our 535 frail elderly residents. The service has been working hard over the last few months to recruit in excess of 70 social care staff for residential, however recruitment and staff inductions have been challenging in the context of COVID-19.
- Care homes staffing is being impacted by the test and protect policies of isolating staff for 10 days, particularly where families or friends test positive. This combined with the regular management of staffing levels has required the service to carefully plan to ensure that it is kept above the minimum requirements.
- Planning is underway in our care homes to phase in a further change to guidance on Lateral Flow Testing (LFT) in August. Staff will be required to carry out one LFT test at home and one in the care home as well as a PCR test. This change will be closely monitored to ensure compliance by all staff including catering and cleaning and any agency staff.
- 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 4,600 service users. Community Alarm Services has been supporting 9,500 service users, responding to those at risk and who need support.
- Care Services continue to ensure staff are informed and supported to remain vigilant with testing, vaccinations, PPE, physical distancing and all protective measures to ensure that despite some easing of restrictions we continue to drive down community transmission.
- Throughout the summer we are working with the Health and Safety Team to design bespoke messages to care staff regarding working in the hot temperatures and sunshine. Nice as it is to enjoy the lovely weather, it is important for staff to be aware of dehydration and potential sun damage.
- We are reviewing and planning business continuity processes for possible disruption to Care Services during the future COP26 Summit that will be hosted in Glasgow.
- Care Services continue to work closely with Community Engagement officers to consider effective, creative ways of capturing service user and staff feedback.
- Care Services have been joined by a summer intern who is working on a project regarding internal communication. Staff have been invited to share their views about what works

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	<p>and doesn't work for them in the way the management team communicate important messages.</p> <ul style="list-style-type: none">• Commissioning continues to support partner providers across all care groups.• Key areas include effective communication, minimising duplication on providers from other agencies and direct and group support with services.• Busy with the mobilisation of a Children and Families contract, progressing an Intermediate Care commissioning exercise and business as usual contract management work.• Strong multi-agency working supports all of our work with commissioned services.• Webinar sessions continue to support our commissioning staff and partner providers. <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 has also commenced 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.• 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>

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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