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Coronavirus (COVID-19)

Glasgow City HSCP Staff Briefing

Date	Friday 10 July 2020
To	Staff working within Glasgow City HSCP
From	Glasgow City HSCP Local Resilience Management Team
Purpose of briefing	The purpose of this briefing is to keep Glasgow City HSCP staff up to date on how we are managing and responding to the impact of Coronavirus (COVID-19) on our health and social care services in Glasgow.
Background	<p>Glasgow City HSCP previously established its own Local Resilience Management Team (LRMT) to manage the impact of COVID-19 and make recommendations about tactical and operational management decisions for the health and social care services that it is responsible for.</p> <p>With Glasgow City Council and NHS Greater Glasgow and Clyde now starting to shift the focus from respond to recover, the HSCP's LRMT has been stood down, with an HSCP Operational Recovery Group (ORG) established in its place to focus on recovery planning to ensure a more planned and co-ordinated approach to restoring services. It continues to liaise and work in partnership with staff Trade Unions and NHS Staff Side.</p> <p>Managers are to ensure that the content of this briefing is shared with staff in their team who do not have access to work email, including staff working from home.</p> <p>This briefing is available on Glasgow City HSCP's website, and staff can access it from any of their work and personal devices (e.g., computer, laptop, tablet and smartphone):</p> <p>https://glasgowcity.hscp.scot/covid-19-hscp-update</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, and now extended to carers – paid and unpaid, and personal assistants.• Equipu continues to focus only on hospital discharges, care home admission, end of life and emergency repairs.• Communications support continues to be provided for the HSCP's COVID-19 service contingency and recovery planning arrangements, including weekly briefings and personal video messages from the HSCP's Senior Management Team. Up-to-date HSCP staff

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	<p>communications are available on the HSCP's website at https://glasgowcity.hscp.scot/covid-19-hscp-update</p>
Children's Services	<ul style="list-style-type: none"> • Home visits continue to focus on support and outcomes to children and families in distress. • The development of the HSCP's Family Support strategy remains in constant progress and is aligned to recovery plans. • 3 new Service Managers for Specialist Children Services have started and are already working on improving waiting times for CAMHS. • A further Child Protection Contingency meeting has been coordinated to strengthen our collective city approach. • Engagement remains in place with CELCIS to ensure the service is ready to invest in further service reform through recovery.
Adult Services	<ul style="list-style-type: none"> • Recovery planning continues within Adult Services as we look to gradually reintroduce services that were paused due to the COVID-19 outbreak. In doing so, it provides an opportunity to strengthen new ways of working that have proved to be effective over the last few months, such as a greater use of technology. • As part of our recovery planning, the Sexual Health Services base at Paisley re-opened on 6 July 2020. The base at Sandyford Central has remained open throughout. • In line with expectations set out in the Scottish Government's recovery 'route map', there will be an initial focus on extending the range of community mental health services available.
Older People's Services	<ul style="list-style-type: none"> • Services and teams continue to support service users, using technology to maintain contact with service users / patients and carers and, where appropriate and necessary, carrying out face-to-face visits. • Services are beginning to see an increase in referrals. • Phased recovery plans continue to be developed in line with Scottish Government 4-phase approach. • Implementation of these plans will take place following discussion and engagement arrangements with Trade Unions and NHS Staffside representatives are in place and underway. • Business support staff continue carrying out risk assessments of accommodation, in line with the NHSGG&C and GCC guidance, to prepare to support the reinstatement of services. • Local Vulnerable Adults list for each area is well established, monitored and checked daily, with diversion to duty systems when action needed. • Continuing to operate central hub where all work is received and triaged and responded to daily including adult protection.
Operational Care Services incl. Commissioning	<ul style="list-style-type: none"> • This week saw the start of stage 2 of reinstating visits to Care Homes. After a lot of preparation we were delighted to welcome back family visitors to our Care Homes on Friday 3 July. • All our Care Home staff have been participating in weekly testing. This may be the position for some time to come so we are greatly appreciative of our staffs' commitment to the well-being of our residents by consenting to testing on a weekly basis. • Care Home staffing and recruitment is a key focus of the senior team, and over the coming weeks we will be focusing on individual workforce plans for each of the Care Homes to reconfigure our existing resources and energise our recruitment plans ahead of the winter months. • In Home Care, staffing has been a particular focus over the last two weeks with ongoing monitoring of staffing levels and review of the recruitment programme. • Home Care Assessment and Operational teams have been reviewing all service users to ensure safe levels of service and welfare are in place

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	<p>whilst maintaining the increasing levels of hospital discharges and ongoing priority services.</p> <ul style="list-style-type: none"> • The Community Alarm Centre is gradually seeing a return to normal service levels. • As we enter into a peak holiday period, this brings further challenges as our staff take annual leave. They will need this time to rest and recover, as many have put off taking time off to ensure we support our most vulnerable service users. • Commissioned services continue to work flexibly and responsively during this time. All commissioned services continue to be supported by commissioning officers as part of a multi-agency approach. • Initial meeting of governance group for financial support to providers has been held and will now take place on a weekly basis. • Focus on testing remains and work continues to roll this out across adult services. • Care homes continue to be the subject of immense external activity and scrutiny and commissioning continues to respond to this work and support providers, managers and staff on a multi-agency basis. A weekly webinar is being planned with colleagues from Scottish Care to further this support. • Core work continues in respect of essential procurement work, this is particularly prevalent in respect of Children and Families services.
<p>Public Protection Services incl. Community Justice and Homelessness</p>	<ul style="list-style-type: none"> • Staffing remains stable across Community Justice Services, and Court business is starting to pick up with CPOs being made. • There is no indication at the present time that the Scottish Government will progress another round of Emergency Early Releases. • In Homelessness Services, we currently have 514 B&B places currently in use and outreach work to the hotels by Hunter Street continues to be busy and demanding. • Demand in Homeless Casework teams continues to be very high, with the total new applications at just under 1,600 and average caseloads of 70+. • Out of Hours services are getting back to normal in terms of numbers of referrals, however we are still seeing some unusually busy nightshifts. • Recovery planning is underway across all services in Public Protection, and with risk assessments for a number of our buildings having been completed some of our services will be ready to restart very soon.
<p>Primary Care and Early Intervention Services incl. Health Improvement</p>	<ul style="list-style-type: none"> • 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 https://glasgowcity.hscp.scot/primary-care-improvement-plan-bulletins-and-additional-information • Demand for phlebotomy services remains high. Acute sector colleagues have now opened hubs for outpatient bloods in a number of acute sites across the Board area on an interim basis, and are aiming to identify community-based settings in the near future. • Planning for the flu season has begun. The HSCP will once again vaccinate patients who are eligible for the immunisation but are housebound. General Practices will remain responsible for the delivery of the vaccine for people who are elderly or in an at risk group. It is recognised that the need for social distancing will make this a particularly challenging task this year. The HSCP has written to practices to gain a better understanding of these challenges, any solutions that practices are considering, and how the HSCP can best work with practices to support them.

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- Screening services have been paused in recent months but are now starting again. Patients who had been invited for cervical screening prior to the pause can now get in touch with their GP to reschedule. Appointment invitations and reminders will be posted from mid-July, with invitations sent first to those who receive more frequent (non-routine) cervical screening appointments. Routine screening will recommence once NHS Scotland has moved forward with non-routine appointments affected by the pause.
- General Practices are continuing to consider the services that they can safely offer, including increased provision of Chronic Disease Management. An update on practice activity is being prepared for dissemination through digital channels.
- A significant number of Health Improvement staff continue to support the Test Trace Isolate Support programme within GGC.
- The Youth Health Service continues to offer services via telephone or Attend Anywhere. Planning is underway to explore when face-to-face services can safely resume.
- Quit Your Way tobacco services continue to operate services by telephone with good results. During April and May there were 140 successful 12 week quits and 125 new people joined the service.
- Community Link Workers (CLW) continue to receive referrals from the multi-disciplinary practice team and are providing telephone appointments. Conversations are ongoing with each practice to explore when it is safe and feasible for their CLWs to return to practice on a partial basis.
- Health Improvement staff continue to support a wide range of local and city partnerships both in terms of core Health Improvement programmes but also in relation to COVID responses and new structures emerging to deal with post-COVID recovery with particular focus on key issues including mental health, employability, digital inclusion, financial inclusion and poverty.

KEEP UPDATED AT ALL TIMES ON OUR WEBSITE

www.glasgowcity.hscp.scot/covid-19-hscp-update

There are also useful links to national and local information including Glasgow City Council and NHS Greater Glasgow and Clyde

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