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Coronavirus (COVID-19)

Glasgow City HSCP Staff Briefing

<b>Date</b>	Friday 11 September 2020
<b>To</b>	Staff working within Glasgow City HSCP
<b>From</b>	Glasgow City HSCP Operational Recovery Group
<b>Purpose of briefing</b>	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, as well as work that is being progressed around the recovery of services.
<b>Background</b>	<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 having shifted 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><b>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.</b></p>

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	<p><b>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):</b></p> <p><a href="https://glasgowcity.hscp.scot/covid-19-hscp-update">https://glasgowcity.hscp.scot/covid-19-hscp-update</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, and now extends to carers – paid and unpaid and personal assistants.</li><li>• EquipU Services are now back to offering full service delivery to all partners.</li><li>• Linguistic Service continues to offer services over the phone.</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 planning arrangements, including weekly briefings and personal video messages from the HSCP’s Senior Management Team. Up-to-date HSCP staff communications are available on the HSCP’s website at <a href="https://glasgowcity.hscp.scot/covid-19-hscp-update">https://glasgowcity.hscp.scot/covid-19-hscp-update</a>.</li></ul>
<b>Carers Services</b>	<ul style="list-style-type: none"><li>• The Carer Service Recovery Plan has been submitted and approved by staff Trade Unions and the Operational Recovery Group.</li><li>• Carers can still access PPE by contacting the Carers Information Line on 0141 353 6504 or self-referring online: <a href="https://www.glasgow.gov.uk/carers">https://www.glasgow.gov.uk/carers</a></li><li>• Adult Carer Support Plans or Young Carer Statements are being offered by telephone or video link.</li><li>• Parent Carers and Young carers continue to be supported through a family support model.</li><li>• Training and peer support continues to be provided using online platforms.</li><li>• Personalised Carer Self-directed Support is accessible through carer services.</li><li>• Glasgow City Carers Partnership services intend to develop a Glasgow Carers Emergency Scheme.</li><li>• The Carers Advice and Information Team is now in place and increasing use of social media to identify, involve and support unpaid carers.</li></ul>

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	<ul style="list-style-type: none"><li>• To find out more about supports available for adult or young carers or to refer a carer:<ul style="list-style-type: none"><li>○ Visit Your Support your way Glasgow <a href="https://www.yoursupportglasgow.org/glasgow-homepage/pages/are-you-an-unpaid-carer/content/are-you-looking-after-someone/">https://www.yoursupportglasgow.org/glasgow-homepage/pages/are-you-an-unpaid-carer/content/are-you-looking-after-someone/</a></li><li>○ Contact the Carers Information Line on 0141 353 6504</li><li>○ Use the Online carer self-referral <a href="https://www.glasgow.gov.uk/carers">https://www.glasgow.gov.uk/carers</a></li></ul></li></ul>
<b>Children's Services</b>	<ul style="list-style-type: none"><li>• Home visits and contact has continued to be sustained throughout the adjusted arrangements within Glasgow.</li><li>• Focus on support and outcomes to children and families in distress remains in place.</li><li>• Recovery plans continue to be strengthened to respond to schools re-opening.</li><li>• Significant progress has also been secured around the family support strategy.</li><li>• Specialist Children Services continue to progress the analysis on waiting times for CAMHS and the development of an action plan to tackle this challenge.</li></ul>
<b>Adult Services</b>	<ul style="list-style-type: none"><li>• Nearly all Adult Service recovery plans have now been approved by GCHSCP's Operational Recovery Group. The implementation of these recovery plans will take place over a number of phases; services will gradually begin to see a greater number of patients and service users beyond those assessed as priority and urgent, which has been the primary focus over recent months.</li><li>• At this point in time, learning disability day centres at Riddrie and Carlton remain closed to service users. In view of this, from week commencing 21<sup>st</sup> September we will be introducing a staff outreach service to provide day opportunities for people with a learning disability. This outreach service will provide a vital role in helping to meet people's needs. Timescales for the reopening of day centres will be firmed up in the coming weeks.</li></ul>
<b>Older People's Services</b>	<ul style="list-style-type: none"><li>• Reinstatement of services and accommodation continues in line with the agreed HSCP process for approval of Service Recovery Plans.</li><li>• Services and teams continue to work in an agile manner.</li><li>• Phlebotomy Services continue to provide support to Acute and General Practice by working on a domiciliary basis.</li><li>• Work to deliver the Adult Seasonal Flu Vaccination programme is underway; our District Nursing Teams are preparing to deliver vaccination to Residential Care Homes and Business Support Staff will begin the process of</li></ul>

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	<p>scheduling vaccination appointments for over 7,000 patients in their own homes.</p> <ul style="list-style-type: none"><li>• We have identified our clinic schedule for the first four weeks of the vaccination programme for Adults aged Over 65 and are now working on the planning for those patients in the 18-64 age group that will be vaccinated by the HSCP.</li><li>• A range of staff have come forward with availability to support this challenging programme, however there is still time for staff to indicate their interest and availability.</li></ul>
<p><b>Operational Care Services incl. Commissioning</b></p>	<ul style="list-style-type: none"><li>• Care homes have been challenged by a changing landscape. Indoor visiting was halted last Thursday by the Director of Public Health for Greater Glasgow &amp; Clyde as a result of the rise of COVID-19 infection rates in the wider community</li><li>• Testing compliance in care homes has been challenging in recent weeks due to difficulties with the national Social Care Portal. As a result of this the five care homes provided by the HSCP will have testing moved to the Barr Street Assessment Centre. This has been welcomed by the Older People Residential team as it will help lead to staff test results being communicated within 72hrs.</li><li>• The service has been working with day care managers, staff and Trade Unions to develop detailed plans for the phased re-opening of day care centres provided by the HSCP. All plans will require to be signed off by Public Health.</li><li>• Home Care services are delivering an increasing level of service having undertaken over 78,000 visits this week. Focus continues on providing support to the most vulnerable service users.</li><li>• The HSCP Recruitment TV campaign is now into its second week, this is for positions in Home Care along with Older People's and Children's Residential.</li><li>• We have already had a high demand following this with 999 applications being received in the initial 7 days. This campaign is paramount to supporting our Home Care services through the winter enabling us to continue with the services through this difficult period.</li><li>• The Home Care team are currently putting in place planning for the Public Holiday weekend, this is very challenging as all our home care staff are entitle to take leave and many have given up holidays throughout the year to ensure we support our most vulnerable service users.</li><li>• We are continuing to engaging with all our frontline carers gathering their views on lessons learned during the pandemic and also the wider communication strategy within the HSCP.</li></ul>

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	<ul style="list-style-type: none"><li>• Commissioned services are working well during this period, each service group are responding to particular pressures e.g. re-starting of respite and day services.</li><li>• Provider's payments for financial sustainability are continuing and further guidance has been issued by COSLA in the past week.</li><li>• Care homes continue to comply with the demands around testing and requirements to meet daily safety huddle reporting requirements.</li><li>• Homes continue to progress risk assessments for indoor visiting, although this is currently suspended.</li><li>• Commissioning staff continue to work with partner providers, Care Inspectorate and sector representative bodies to ensure a comprehensive and cohesive support approach.</li></ul>
<p><b>Public Protection Services incl. Community Justice and Homelessness</b></p>	<ul style="list-style-type: none"><li>• Staffing in Criminal Justice Centre services remains stable. No issues from the local restrictions in place for Glasgow or neighbouring LA's.</li><li>• Social Work Scotland has set out its position in a letter calling on Scottish Government to consider varying CPOs with unpaid work or other activity requirement that would equate around two-thirds of the backlog of hours.</li><li>• Business is increasing at Glasgow Sheriff Court however there is still lack of clarity on the modelling arrangements at SCTS.</li><li>• Child Protection activity continues to be busy.</li><li>• Outreach work from Hunter Street is still very busy and new ORT cases continue to increase. There is significant demand for the Mental Health Team at the site.</li><li>• Community Homelessness are in the process of recruiting additional staff. Letting activity seems to be picking up pace with RSL partners, and a matching pilot with Wheatley Group is providing positive results</li><li>• There is continued pressure to provide emergency accommodation, with 595 households in B&amp;Bs on Monday night this week (7 September).</li><li>• Out of Hours and Social Care Direct continue to be very busy and it continues to be busy during nightshifts.</li><li>• In Criminal Justice locality services Partick and Langton Road offices have now reopened.</li><li>• Court reports are returning to near normal levels and the service is looking to recommence the city wide development planning for Justice Services.</li><li>• Caledonian staff returned to new rota on 17th August and no major issues being raised so far. Demand for Caledonian assessments have increased significantly over past few weeks compared to pre COVID-19 levels</li></ul>

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	<ul style="list-style-type: none"><li>• All Residential and Women’s services remain stable with a settled staff group. Move On accommodation is starting to make progress having secured 14 permanent offers so far.</li></ul>
<b>Primary Care and Early Intervention Services incl. Health Improvement</b>	<ul style="list-style-type: none"><li>• 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 <a href="https://glasgowcity.hscp.scot/primary-care-improvement-plan-bulletins-and-additional-information">https://glasgowcity.hscp.scot/primary-care-improvement-plan-bulletins-and-additional-information</a></li><li>• In July, a new Community Links Worker came into post who has a specialist role working with asylum seekers. The worker currently supports three practices in the city. He accepts referrals from these practices for people needing help with a broad range of social issues and connects them with community sources of support.</li><li>• Activity at the COVID Assessment Centre at Barr Street has seen a marked increase in footfall over the last weeks, in particular since schools restarted in the middle of August. It is anticipated that demand for the service will remain high as we enter the time of year when many patients present with cough symptoms, and we want to ensure that patients who may have COVID-19 are not attending their surgeries. Consequently, the Centre will once again extend its hours to remain open until 10 pm, (contingent upon continuing flexibility and staff availability). We are appreciative of the continuing hard work of all staff undertaking shifts.</li><li>• We have been working closely with General Practice colleagues and all of our Advanced Practice Physiotherapists (APPs) have now returned to practice-based working. 3 new APPs have joined the team over the past few weeks, leading to a further 7 practices, and their patients, benefiting from this resource. The model of service delivery has adapted in response to the pandemic and at present we are adopting a “virtual first” approach, with the majority of consultations taking place over the telephone and APPs escalating to use of Near Me or face to face as required.</li><li>• Pharmacy teams are working with General Practices to increase the number of patients who have serial prescriptions – an annual prescription from the GP practice with instalment dispensing from the patient's community pharmacist. This reduces footfall for the practices, simplifies ordering of prescriptions for patients, and will increasingly become part of business as normal during consultations and annual reviews.</li><li>• Progress is being made on the introduction of a hub model which enables a team of pharmacy staff to work remotely with a number of practices to support their work on prescribing, discharge letters and other issues such as</li></ul>

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	<p>shortages. A number of premises have been identified and the first hub, based at Stobhill, has started to operate.</p> <ul style="list-style-type: none"><li>• A trial has been undertaken recently whereby patients leaving hospital have been collecting their discharge medications from their local community pharmacy. This has worked well with a small cohort of pharmacies in the North East, and will be expanded into the North West as part of the on-going evaluation.</li><li>• From Monday 7th September the Compassionate Distress Response Service (CDRS) is available to provide a service for General Practice in Glasgow, Monday-Friday 9am-5pm. CDRS is provided by Glasgow Association for Mental Health (GAMH) and supports patients who are emotionally distressed and requiring an immediate (within the same day) response, but not further clinical intervention. The team of Distress Response Workers will provide compassionate listening and safety planning, and then support patients briefly to develop a plan of action. The CDRS service was conceived through work lead by Mental Health Services and has been offered out of hours (Monday-Sunday 5pm-2am) to first responders since 25th May, 2020.</li><li>• The SCVO Connecting Scotland digital programme is inviting applications for phase two allocations to provide digital access for excluded groups. The second phase is for children vulnerable to digital exclusion, including those with corporate parents. GCHSCP will be submitting a single phase 2 application to try and secure some of the cities allocation for devices and connectivity for the children supported through GCHSCP services. Work is being undertaken through health improvement and children's services planning to prepare the bid.</li></ul>
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