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Coronavirus (COVID-19)

Glasgow City HSCP Staff Briefing

<b>Date</b>	14 August 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 continues to focus on hospital discharges, care home admissions, end of life and emergency repairs, and discussions with partners continue to bring more services back on line.</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 Commissioning colleagues.</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 Support Service</b>	<ul style="list-style-type: none"><li>• The Carers Support Service continues to operate remotely with Carer Support Plans and Young Carer Statements being supported by telephone or video link.</li><li>• Carers can access PPE by contacting the Carers Information Line on 0141-353-6504 or self-referring online.</li><li>• Emergency Planning is currently being reviewed to learn lessons from lockdown.</li><li>• The Carer Services are looking to develop a Carers Advice and Information Team from existing resources to fully utilise digital communications and engagement opportunities.</li><li>• Delivering training and peer support has been a major challenge and service is currently being reviewed.</li><li>• Glasgow City Carers Partnership has agreed to work with Parkinson’s (Scotland) to jointly deliver a support and information pathway for carers looking after someone with a diagnosis of Parkinson’s disease.</li><li>• Glasgow City Carer Partnership is formalising a cancer support pathway for carers in partnership with Improving the Cancer Journey.</li></ul>

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<b>Children's Services</b>	<ul style="list-style-type: none"><li>• Home visits continue to focus on support and outcomes to children and families in distress.</li><li>• Recovery plans continue to be strengthened to respond to schools re-opening.</li><li>• The HSCP has funded nine Third Sector providers to sustain the family support strategy.</li><li>• Specialist Children Services has progressed analysis on waiting times for CAMHS.</li><li>• The Independent Review Team has commenced to strengthen support to Looked After Children.</li></ul>
<b>Adult Services</b>	<ul style="list-style-type: none"><li>• Recovery planning continues within Adult Services as we look to gradually reintroduce services that were paused due to the COVID 19 pandemic. 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.</li><li>• At this point in time, Learning Disability day centres at Riddrie and Carlton remain closed to service users. In view of this, we will be introducing a staff outreach service to provide day opportunities for people with a learning disability. This outreach service will commence later this month and 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><li>• ADRS (Alcohol and Drug Recovery Service) community services have entered phase 1 of their recovery plan. This includes protocols to guide the frequency of contact with service users depending on their needs, along with measures that support an increasing number of face to face contacts, where that is deemed necessary. Microsoft Teams has been introduced and has been very successful in supporting a wide range of meetings.</li><li>• The ARBD (Alcohol Related Brain Damage) team has been relocated to Newlands (Parkhead) office as a temporary measure. It remains a citywide service and has continued to screen referrals and provide input where necessary. The team is now starting to undertake full assessments with service users in hospital and in the community, as well as planning interventions to support rehabilitation.</li></ul>

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<b>Older People's Services</b>	<ul style="list-style-type: none"><li>• Business support staff continue carrying out risk assessments of accommodation, in line with the NHSGG&amp;C and GCC guidance supporting the reinstatement of services.</li><li>• A number of Service Recovery Plans have been submitted and approved by NHS Staff Side, staff Trade Unions and the Operational Recovery Group.</li><li>• A timetable has been put in place for all Service Recovery Plans to be submitted by the end of August 2020.</li><li>• Briefing for all Older People's teams on the recovery plan for services is underway. These engagement sessions will also provide an opportunity to gather feedback from staff to inform future planning.</li><li>• Services and teams are continuing to work in an agile manner, utilising technology to maintain contact with service users / patients and carers and only where appropriate and necessary, carrying out face-to-face visits.</li><li>• Phlebotomy Services continue to provide support to Acute and General Practice by working on a domiciliary basis.</li></ul>
<b>Operational Care Services incl. Commissioning</b>	<ul style="list-style-type: none"><li>• Home Care services are delivering an increased level having under taken 72,000 visits this week.</li><li>• Focus continues on providing support to the most vulnerable service users, working in partnership with service users, families and carers to increasing support where individual circumstances change.</li><li>• Home Care and Alarm response services continue to see an increasing level of referrals.</li><li>• Work has commenced on a recruitment advert across television and social media as this is critical for future planning and service delivery.</li><li>• We are engaging with all our frontline assessment and operational managers to gather their views on lessons learned during their experiences of the pandemic.</li><li>• Care Homes continue to be a service that has been under significant scrutiny with new roles and responsibility for the Scottish Government, Chief Nurse and the Care Inspectorate.</li><li>• This week the Cabinet Secretary announced changes to outdoor visiting, increasing the 'social bubble' to three people and also a potential date for indoor visiting (24 August). Both these changes, although welcome, requires new protocols and risk assessments and these must be signed off by Public Health to ensure this is managed effectively and safely.</li><li>• Weekly testing of all our Care Home staff continues. The support of this strategy by staff has been exceptional with 100% of care home staff consenting to the test. This</li></ul>

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	<p>reflects the ongoing commitment our front line staff are making to keep our 510 residents safe.</p> <ul style="list-style-type: none"><li>• The HSCP are currently looking at what scope there is to restart Day Care services for older people across the city. This will be a complex plan due a range of challenges such as the model of care and support, transport, social distancing, workforce plan and the re-assessment of existing services. Although service users receive a weekly call and we engage with families and carers there is a need to ensure we plan a phased restart that complies with the guidance and support from Health Protection Scotland.</li><li>• The HSCP has established a workforce task group to support Care Homes and Day Care. There is a critical need to focus on a range of staffing issues in this very challenging environment , there is a plan to recruit staff in the coming weeks via social media and TV adverts to ensure the HSCP continues to meet all the workforce issues that may potentially arise in the winter months.</li><li>• Commissioned services continue to be supported by commissioning officers as part of a multi-agency approach.</li><li>• We are supporting the development and implementation of a digital daily huddle for care homes.</li><li>• Testing and compliance with national targets for staff testing remains a priority.</li><li>• 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. The first webinar for older people took place and was well received by care home managers and professional colleagues.</li><li>• Financial reconciliation and support to providers continues between commissioning and finance.</li><li>• Core work continues in respect of essential business as usual work, this is particularly prevalent in respect of Children and Families services.</li></ul>
<p><b>Public Protection Services incl. Community Justice and Homelessness</b></p>	<ul style="list-style-type: none"><li>• Staffing levels in citywide Criminal Justice services remains stable.</li><li>• The Adelphi Centre reopened on Monday 10 August.</li><li>• There have been two successful High Court trials in Edinburgh and Glasgow SCTS are planning 4 Jury Trials week beginning 17 August 2020. The SCTS have already engaged third sector support around trials. During busy period SCTS will be operating at 30% capacity.</li><li>• In terms of Community Homeless services, demand for accommodation remains high. Letting is resuming across the city</li></ul>

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	<ul style="list-style-type: none"><li>• Demand at Social Care Direct is increasing and with schools reopening it is expected that referrals will increase.</li><li>• The Halt service is back up and running, and the Child Protection (CP) team is back in the office with staff that were shielding expected to return next week after risk assessments have been carried out.</li><li>• The CP Team are preparing for a potential rise in CP referrals now that schools are reopening and locality teams have put contingency plans in place to address a potential increase.</li><li>• All Homelessness Residential services remain stable. Staff that had been shielding have returned to work with individual risk assessments in place.</li><li>• Staffing levels in Health Visiting Team are stable, and demand for this service is significant.</li><li>• Staff at the Caledonian service are due back in the office on Monday 17 August.</li><li>• Outreach services delivered by Hunter Street continue to be very busy and challenging.</li></ul>
<p><b>Primary Care and Early Intervention Services incl. Health Improvement</b></p>	<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>• During COVID-19 there has been an increase in awareness and interest in Anticipatory Care Planning. A new section of the NHSGGC website is dedicated to information and resources for staff and for members of the public to help people think about future planning, and can be found at: <a href="http://www.nhsqgc.org.uk/planningcare">http://www.nhsqgc.org.uk/planningcare</a></li><li>• When we went into lockdown, new mums and babies had limited contact with the outside world, and Children and Families Health Visiting Teams in South Glasgow were worried about the possible impacts of the lack of support for families, including isolation. Nursery nurses in Pollok and Thornliebank decided to adapt their baby club to create a Virtual Baby Group. The group was trialled over eight weeks providing baby massage and other health promotion topics, adapting as the weeks went on to ensure the needs of the families were met.</li><li>• From 3 August 2020 community optometry practices (opticians) resumed providing routine eye care services in practice premises and in peoples' homes, including regular eye examinations and contact lens check-ups.</li><li>• Whilst it is still necessary to prioritise the needs of patients with urgent dental problems, dentists are now able to start</li></ul>

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	<p>providing a limited range of routine dental treatments. Patients will still be referred to an urgent dental care centre if the urgent dental problem requires an aerosol generating procedure (AGP), or of someone has an urgent dental problem and symptoms of covid-19.</p>
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