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Coronavirus (COVID-19)

Glasgow City HSCP Staff Briefing

Date	Thursday 15 April 2021
To	Glasgow City HSCP Staff
From	Glasgow City HSCP Executive Group
Purpose of briefing	The purpose of this briefing is to keep Glasgow City IJB Members and Council Elected Members up to date 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	If you would like to view a particular service update, then click on its hyperlink: <ul style="list-style-type: none">• Primary Care & Early Intervention Services incl. Health Improvement• Children's Services• Adult Services• Public Protection 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

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	<p>Unions and NHS Staff Side. The HSCP also continues to link in with Glasgow City Council and NHS Greater Glasgow and Clyde planning structures.</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.</p> <p>This briefing is available on the HSCP's website, and staff can access it from any of their work and personal devices (e.g., computer, laptop, tablet and smartphone): COVID-19 Update Page</p>
<p>Health and Wellbeing Supports for Health and Social Care Staff</p>	<p>NHS Greater Glasgow and Clyde's confidential staff support line continues to offer emotional / psychological support to health and social care staff working across Greater Glasgow and Clyde Board area working with the impact of COVID-19. It's available Monday to Friday from 9am to 5pm and can be accessed by phoning 0141 303 8968.</p> <p>The national helpline for health and social care workers in Scotland to access mental health support continues to be available, too. It's confidential and available 24 hours a day, 7 days a week. It can be accessed by phoning 0800 111 4191.</p> <p>The National Wellbeing Hub, which has been specifically developed for staff working in health and social care, has a number of online self-help resources. NHS Greater Glasgow and Clyde's Heads Up also provides online mental health advice and information.</p> <p>A health and wellbeing web page is now available on the HSCP's website for all NHS and Council staff working in Glasgow City HSCP. It has a range of information and links to national and local resources, including the ones above.</p>
<p>Primary Care and Early Intervention Services incl. Health Improvement</p>	<ul style="list-style-type: none">• 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.• Community Treatment and Care Services - staff have been trained to undertake microsuction and ear care appointments will soon be available in at least one setting in each of the localities – patients, though, are free to attend whichever is convenient for them.• Listening and Learning Drop-in Sessions - Gary Dover, Assistant Chief Officer of Primary Care and Early Intervention, and the Clinical Directors, will be hosting drop-

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	<p>in sessions to provide anyone who wishes to join, an opportunity to share views and experiences about the changes in Primary Care that are important to them and to hear about future plans and help to shape these. If you would be interested in joining one of the sessions, please contact Lynsey McSorley.</p> <ul style="list-style-type: none">• COVID-19 Vaccinations - practices are making progress with delivering second doses to their patients (those aged over 75 years, or over 16 and shielding), and some practices have now completed.• Practice Administrative Staff Collaborative - 48 practices took part in this programme, working on signposting and workflow optimisation. Thanks to all these practices for sharing their learning and experiences in their final reports, which are now with Health Improvement Scotland.
Children's Services	<ul style="list-style-type: none">• Home visits / contacts continue to support children, young people and families in distress, and protocols are being reviewed in light of the gradual easing of lockdown restrictions.• The GIRFEC Lead Officers Group continues to coordinate the Partnership approach both strategically and in light of the challenges of COVID-19.• Scottish Government Winter Social Provision Fund continues to deliver comprehensive financial support to children and families in need within the city.• Mental health monies of circa £3.2m continues to be aligned along with the investment and tender of £1.7m by our Education Services colleagues into School Counselling.• Regular dialogue is now in place with the Scottish Government around the reporting and feedback loop regarding this new investment; reporting on both the spend in Tier 1 / 2 and School Counselling.• Scottish Government has also announced an additional investment of £140m across Scotland and across all Mental Health Services; circa £40m nationally for Child and Adolescent Mental Health Services.• Significant work remains ongoing in the coordination and integrated working between the HSCP Children's Services and Specialist Children's Services.
Adult Services	<ul style="list-style-type: none">• We are continuing to look at how to safely remobilise building-based Learning Disability services on a limited basis, targeted towards individuals who could benefit most. In the meantime, Learning Disability Day Service staff are continuing to provide an effective outreach service to many of our service users.• Service recovery arrangements continue within Adult Services in line with approved recovery plans. This includes continuing to embed new ways of working, such as seeing

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	<p>patients and service users through 'attend anywhere' video appointments, where appropriate.</p> <ul style="list-style-type: none">• Staff are being recruited to the 'non-fatal overdose team'. This service will be delivered by Turning Point Scotland (TPS) to provide an immediate outreach response to people who experience an overdose incident and support them into treatment. As part of their induction, staff recruited to date are currently spending time with our Alcohol & Drug Recovery Service and with TPS. A steering group is in place and is currently overseeing the finalisation of pathways and systems. An information sharing agreement is in place with Police Scotland. Scottish Ambulance Service has developed a Scotland-wide referral process which we will link with.
<p>Public Protection Services incl. Community Justice and Homelessness</p>	<ul style="list-style-type: none">• Justice Services (Centre) – staffing levels remain stable within all Justice Centre Services. All services, including Court Social Work, Tomorrow's Women Glasgow, Positive Outcomes Project, Drug Court, Barlinnie and Structured Deferred Sentence Team are continuing to operate with staff rotas in place. Still awaiting a restart date for Unpaid Work. Justice of the Peace Courts will restart on 7 June 2021 and we will see a steady increase in Justice Social Work caseloads. Caledonia Project has restarted their Groupwork. Scottish Courts and Tribunal Service has announced plans to commence court recovery programme starting from September 2021. This will include the expansion of remote jury centres and a daily increase of Sheriff Summary and Solemn Courts in Glasgow and across the country.• Community Justice (Citywide) – teams are preparing for increase in workload following Courts reopening. COP26 planning continues and risk assessments are being pulled together outlining the anticipated impact on service delivery for Justice Services.• Child Protection – Glasgow will be the only pilot site for the Home Office pilot about child trafficking. The pilot involves devolving decision making to a local level to identify children who have been trafficked. The pilot will go live around June / July.• Out of Hours Service (including Homelessness), Social Care Direct and NORM – both Social Work and Homelessness continue to be busy. Social Care Direct had an issue with Egress (the system used by the police to send referrals to us) that resulted in a backlog. Staff worked flat out to ensure every referral was dealt with. The issue will be escalated to ensure there are business continuity plans in place if it happens again. The NORM team was also impacted by the Egress Issue.

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	<ul style="list-style-type: none">• Community Homelessness – staffing levels remain good across the teams. Demand across the teams continues to be high.• Residential / Women’s Services – staffing across all residential teams is stable. Currently updating safeguarding process.• Hunter Street – staffing levels and the service are stable. Hunter Street and Asylum Nursing Teams will soon start vaccinating in all homeless and asylum accommodation. This is a huge piece of work across multiple sites over a short time period.
Older People’s Services	<ul style="list-style-type: none">• COVID-19 Vaccination Programme - Older People and Primary Care Services are continuing with their programme of vaccinating patients who are unable to attend either their GP Practice or an appointment at the mass vaccination centres. Vaccination began on the 21 January 2021 and from then until the end of March, over 13,120 vaccinations have been carried out in patients’ homes. This can be broken down as follows:<ul style="list-style-type: none">○ 4,469 in North East Locality,○ 4,008 in the North West Locality and○ 4,643 in South LocalityAttention is now focusing on prioritising delivering the 2nd dose of vaccine to ensure this is completed in a 10 - 12 week window of first dose delivery. Delivery of this programme is due to the efforts of a large team of people: Older People and Primary Care Service Managers, District Nurse Team Leaders, Business Support Managers, Primary Care Development Officers, Vaccinators (who come from a wide range of services) and Business Support Staff who are crucial to this process.• The Rehabilitation Service continues to provide rehabilitation for patients at home and following discharge from hospital with focus on admission avoidance and maintaining patient flow. Referral rates are higher than pre-COVID and there are increasing numbers requiring early intervention at home following hospital admission with COVID. Teams continue to use ‘Near Me’ where appropriate for patient consultation, exercise programmes and to support multidisciplinary working. Risk assessments are carried out and home visits continue where safe to do so.• Older People’s Community Mental Health Service is seeing an increase in more urgent referrals due to the impact of COVID-19 measures on people’s mental health. ‘Near Me’ is used where appropriate. Telephone consultations and home visits continue to provide assessment and care for patients but also support carers due to impact of COVID-19 on reduced services and isolation. Buildings have been risk

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	<p>assessed which has enabled clinics to run for face-to-face appointments where appropriate.</p> <p>We have continued to pursue innovative practise throughout the pandemic with remote occupational therapy assessments undertaken through the use of technology, and also exploring technology to support psychological therapy. We have progressed a pilot of self-management of medication side effect monitoring through the introduction of patient and or carer reporting and management of vital signs.</p> <p>We have continued to support staff through a difficult and challenging year, encouraging staff to seek mental health support through wellbeing services and introduced a 10 minute care space, a psychological support offered to staff by local psychologists within the team.</p> <p>It's vital to recognise the flexibility and dedication of the teams and changes in practise across the year that have been made to continue to support patients and carers throughout this time.</p> <ul style="list-style-type: none">• The District Nursing Teams have continued to provide care 24/7 supporting patients throughout the pandemic. We have managed to see more patients by using our technology which has allowed the nurses to have visits assigned remotely, thus allowing nurses to work directly from their own homes straight to their patients. <p>To ensure patient-centred care, at each visit the nurses discuss and review the plans of care as they assess for improvement or decline in the patient's health. This allows them to plan with the patient the type of nursing interventions or amount of visits that are required to support them.</p> <p>The Teams encourage as much self-care as possible and try to ensure footfall is kept to a minimum. We have cared for many more palliative patients over the pandemic and have supported them to remain at home and, more importantly, remain with their families until the end of their life.</p> <p>The complexity of care has sometimes been a challenge with the nurses needing to use FFP3 masks to care for patients who have Aerosol Generating Procedures. This has involved significant time and effort to ensure the nurses are all fitted for the masks in order to preserve their safety.</p> <p>Service improvement is ongoing, with nurses exploring the use of complexity tools to ensure that we manage our patients well, ongoing engagement with patients in relation to Anticipatory Care Planning and frailty. Transforming Nursing Roles agenda is looking at nursing career development pathways.</p>
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Carers Services	<ul style="list-style-type: none">• HSCP staff continue to play a key role in identifying, involving and supporting unpaid carers.• In the financial year 2020-21, 220 carers have received digital equipment through Self Directed Support via their local carer services.• A series of briefings have been developed to support delivery of HSCP Carer Strategies. For more information or to book a briefing visit Are You Carer Aware?• Unpaid adult carers aged under 65 and young carers aged 16 or 17 are included in the priority list for the COVID-19 vaccine.• 2,295 requests from carers for PPE have been processed since the PPE Hub was established. Unpaid Carers providing personal care can continue to access PPE by contacting the Carers Information Line on 0141 353 6504.• Your Support Your Way Glasgow 'Are you looking after someone' web pages have been updated. Please bookmark for current news and updates.• To find out more about supports available for adult or young carers or to refer a carer:<ul style="list-style-type: none">○ Contact the Carers Information Line on 0141 353 6504.○ Visit Your Support Your Way Glasgow.
Operational Care Services incl. Commissioning	<ul style="list-style-type: none">• Care Homes are currently rolling out the opportunity for staff to receive their 2nd vaccination appointment. Uptake remains high and our residents have all had their 2nd vaccination with 97% of our residents agreeing to participate.• Recruitment to our care homes has been challenging and the HSCP has had a proactive recruitment strategy across a range of frontline services. We have used national media adverts and local recruitment to attract 60 staff that will progress to induction.• 'Open with Care' - the Scottish Government guidelines on visiting in care homes has been implemented in all 5 care homes with the support of families and our staff. We await more detail on the government road map out of lock down which will inform our next step to safely opening fully to enable our families return.• Home Care and Community Alarms are now preparing for the Public Holidays in May, this is following on from the high levels of service provision over Easter Public Holidays.• Our recruitment programme continues with 12 new recruits attending induction this week.• Home Care and Community Alarms are working with HSCP Business Continuity Groups to progress the service planning for upcoming events in Glasgow such as COP26.• Home Care and Community Alarms Services are looking to re-engage with frontline staff and Organisational Development to ensure staff feedback is collated regarding

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	<p>their views on working through the last challenging year. This will inform improvement planning and future business continuity events.</p> <ul style="list-style-type: none">• Home Care Services are delivering a consistent level of service and have, once again, undertaken over 88,000 visits this week, sustaining delivery of care and support to approximately 4,600 service users. Community Alarm Services has been supporting 9,500, responding to those at risk and who need support.• Work continues to support providers across all commissioned services.• Multi-agency work continues to provide positive and proactive support to our partner providers.• Commissioning staff are preparing to resume face-to-face contacts with providers.• Continued support and roll out of 'Open with Care' (visiting) across care homes, this will include the consideration of newly issued updated guidance.
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.

KEEP UPDATED AT ALL TIMES ON OUR WEBSITE

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

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