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Coronavirus (COVID-19)

Glasgow City HSCP Staff Briefing

Date	Friday 18 December 2020
To	Staff working within Glasgow City HSCP
From	Glasgow City HSCP Operational Recovery Group
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, as well as work that is being progressed around the recovery of services.
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 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>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): <u>COVID-19 Update page</u></p>

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<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 8am to 6pm 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 also 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. And NHS Greater Glasgow and Clyde’s Heads Up also provides online mental health advice and information.</p>
<p>Resources</p>	<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 extends to carers – paid and unpaid and personal assistants. Extra PPE is being issued ahead of the Christmas Period, with over a million pieces of PPE issued in the last week alone. • 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. Over 900 requests for financial support received to date, with over £7m paid to support providers. • The National Everyone Matters Staff Survey report is now available - across Greater Glasgow and Clyde HSCPs. Senior OD Advisers will compare local responses and the Glasgow report will be considered at the Staff Mental Health and Wellbeing Group in January. • 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>Carer Services</p>	<ul style="list-style-type: none"> • 74% (three-quarters) of carers surveyed are feeling exhausted and worn out from caring during the COVID-19 pandemic according to a recent report by CarersUK (Caring behind closed doors). • Glasgow City Health and Social Carer Partnership staff continue to play a key role in identifying, involving and supporting unpaid carers.

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	<ul style="list-style-type: none"> • All carers have the right to an emergency plan as part of their Carer Support Plan or Young Carer Statement. Glasgow’s Carer Service can support carers to create an emergency plan. • Unpaid Carers providing personal care can access PPE by contacting the Carers Information Line on 0141 353 6504. • To find out more about the rights of carers and 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.
<p>Children’s Services</p>	<ul style="list-style-type: none"> • Home visits / contacts have been sustained along with supporting children and families in distress. • The Integrated Children’s Plan continues to strengthen the city’s coordinated approach. • Significant work remains ongoing to align the investment from Scottish Government in Mental Health with the funding in School Counselling and the city’s Family Support Strategy. • Work is in place with Legal, with the Chief Social Work Officer (Interim), to commence a review into the range of recent and significant legislation in Children’s Services. • Sessions have occurred with all Children’s Service Managers to reflect on the lessons to date and the ongoing response to the COVID-19 pandemic. • Planning is also in place to address the arrangements over the holiday period.
<p>Adult Services</p>	<ul style="list-style-type: none"> • Staff linked to Older Adult Mental Health Inpatient Wards, along with staff considered to be of a higher risk, have been invited to receive a COVID-19 vaccination, commencing this week. ‘Slots’ to receive a vaccination this week are being made available at: <ul style="list-style-type: none"> ○ Stobhill Hospital: Friday 18th and Saturday 19th December; and ○ Leverndale Hospital: Saturday 19th and Sunday 20th December. <p><i>(Gartnavel Hospital slots were on 16th December)</i> Vaccination is by appointment only to ensure physical distancing and manage vaccine supplies.</p> • Service Recovery arrangements continue within Adult Services in line with approved recovery plans. This includes embedding new ways of working, such as seeing patients and service users through ‘attend anywhere’ video appointments, where appropriate. To date, learning disability building-based day centres remain closed, with day centre staff continuing to provide outreach services in the interim.
<p>Older People’s Services</p>	<ul style="list-style-type: none"> • Glasgow City HSCP has completed delivery of its seasonal flu vaccination clinics, we still have a small number of patients aged over 65 and housebound patients to receive

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	<p>appointments and vaccination in December. Up to the 30th November, we have vaccinated 61,969 patients at our over 65 flu clinics and as at 14th December 7,710 housebound patients. It has been challenging to deliver this programme in a tight timescale, and under the restrictions of physical distancing – all staff involved are to be congratulated on their efforts.</p> <p>Over 65 Seasonal Flu Clinics</p> <table border="0"> <tr> <td>Patient Population</td> <td align="right">91,281</td> <td></td> </tr> <tr> <td>Vaccinated at Clinics</td> <td align="right">61,969</td> <td align="right">67.89%</td> </tr> </table> <p>Housebound</p> <table border="0"> <tr> <td>Patient Population on Microstrategy</td> <td align="right">10,222</td> <td></td> </tr> <tr> <td>Vaccinated as at 15 12 2020</td> <td align="right">7,710</td> <td align="right">75.43%</td> </tr> <tr> <td>Declined</td> <td align="right">653</td> <td align="right">6.38%</td> </tr> </table> <p>60-64 Clinics</p> <table border="0"> <tr> <td>Vaccinated over two weekends</td> <td align="right">5,076</td> <td></td> </tr> </table>	Patient Population	91,281		Vaccinated at Clinics	61,969	67.89%	Patient Population on Microstrategy	10,222		Vaccinated as at 15 12 2020	7,710	75.43%	Declined	653	6.38%	Vaccinated over two weekends	5,076	
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<p>Operational Care Services incl. Commissioning</p>	<ul style="list-style-type: none"> • For the care home services, the incredible news of the roll out of a COVID-19 vaccination programme for both residents and staff has become a key area of focus over the last 2 weeks. The service is working very closely with key partners to access vaccinations via key acute hospital sites for social care staff working in care homes as the first phase of this programme, and plans are in development to roll this out to ensure safe vaccination of residents. This includes ensuring appropriate consent and communication with residents and their families. • The care homes have been working on plans to support visiting indoors over the festive period with appropriate advice from Public Health. This has included developing plans for offering tests via Lateral Flow kits to visitors as an additional safety precaution. Guidance on this is very fluid and dependent on the care home remaining free from any COVID-19 outbreaks for 14 days. Communication with the services, residents and their families are key to this. Care home planning continues for Christmas and New Year. In line with Scottish Government guidance, the services have been working to ensure that our residents can enjoy festive celebrations, albeit within a safe environment. Staffing levels to provide additional support for visiting and testing have been increased accordingly. • Home Care and Community Alarms Services: planning is well underway for Christmas and New Year. This year we are facing a very different landscape as we work to provide maximum levels of service. • Home Care and Community Alarm Services continue to experience a number of challenges due to the ongoing 																		

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	<p>pandemic, particularly in relation to short notice staffing shortages. This has been reduced as the recruitment campaign has now concluded and the additional staff are supporting the service in meeting these challenges.</p> <ul style="list-style-type: none">• Home Care Services are delivering a consistent level of service and have, once again, undertake over 87,500 visits this week.• Commissioned services across all care groups continue to be offered support and guidance across all areas.• Recruitment continues to add staff to the commissioning team and covers a variety of posts. This will run until end of January.• Robust support arrangements have been put in place by commissioning across the festive period. This is very much appreciated.• Current focus of work is in relation to the roll out of the COVID-19 vaccine in line with the national prioritisation criteria. The first tranche of staff from several care homes have received the vaccine.• Planning is underway for vaccine administration to residents of older people care homes.
Public Protection Services incl. Community Justice and Homelessness	<ul style="list-style-type: none">• Justice Services (Centre) - Staffing within Centre Justice Services remains stable. Scottish Courts have confirmed they will be open on Boxing Day and 2nd January and there will be a skeleton social work team available on both days to cover the custody courts. The Scottish Government has awarded Glasgow up to £150K to tackle the Unpaid Work backlog.• Criminal Justice (Citywide) – Staff stable and rotas agreed for the holiday period. All new qualified Social Workers now in place in North East. No significant changes in Caledonian Project and refresher training taking place.• Community Homelessness – Staffing numbers remain stable. Matching process with GHA continues to be very successful. 2 Social Care Workers are based at the Overnight Welcome Centre to provide advice / assistance and provide a link to the HUB team and rough sleeping remains low, 4 in total. Overnight Welcome Centre is operating well. Festive holiday planning now completed and all three services' access points are open during this time. Start dates for majority of the new staff have been agreed. This week has seen the complete removal from one of the city's largest hotels with almost 500 people moved on from late September.• Residential / Women's Services – cover is in place across all projects for the festive period.• Child Protection – Halt and Family Support Services are continuing to see service users. The Child Protection Register has seen a steady decrease in numbers over the last few months.

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	<ul style="list-style-type: none">• Out of Hours / Social Care Direct. Out of Hours continues to be busy. Since Glasgow was placed in Tier 4, Social Care Direct has not had as many referrals for adult and children services however this may change as we move to Tier 3.• Audit Team – continuing with the Audit programme and work on the Adult / ASP Duty Hubs.
Primary Care and Early Intervention Services incl. Health Improvement	<ul style="list-style-type: none">• Primary Care Improvement Plan: 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.• Bereavement Training: a consequence of the COVID-19 pandemic is that we are also facing a grief pandemic. Now more than ever it is important to be talking about death, bereavement and grief, and that staff can access opportunities to increase their knowledge and understanding of these issues. Training webinars are being offered for members of the GP teams and staff aligned to practices. The webinar aims to:<ul style="list-style-type: none">○ Increase staff awareness and knowledge of bereavement and grief○ Consider how we can support someone who is grieving and○ Increase awareness of the range of supports available.• Flu vaccinations: This extensive and complex programme is now largely complete. This year, responsibility for most of the groups eligible for vaccination passed to the HSCP. Patients aged under 64 with underlying conditions were vaccinated within General Practices, and the HSCP supported those practices unable to safely deliver the programme in their own premises. It has been a fine example of collaborative working. In the New Year, patients who are eligible for free vaccinations and who have not yet received it will be able to do so at a community pharmacy.• COVID-19 Assessment Centre: Last month the Centre supported the relaunch and media campaign to support the redirection of patients with COVID-19 symptoms to NHS24 and COVID-19 Assessment Centres (CACs) across NHSGG&C to reduce the presentations at emergency departments.• The Primary Care Strategy Group met recently and representatives of the independent contractors, including community pharmacy, optometry, and dentistry as well as General Practice, shared their experiences of current developments and the impact of lockdown on their services, and the actions that they are taking to enable them to offer their services safely in the coming months. One of the services highlighted is Pharmacy First.

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	<ul style="list-style-type: none">• NHS Pharmacy First Scotland: people with a minor illness can attend their community pharmacy for advice. An appointment is not usually needed – the pharmacist or a trained member of the pharmacy team will give advice and provide medicine if needed. They will refer onto another healthcare professional or to another NHS service if they consider condition needs further investigation or more specialist care.
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www.glasgowcity.hscp.scot/covid-19-hscp-update

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