

OFFICIAL



Coronavirus (COVID-19)

Glasgow City HSCP Staff Briefing

Date	Thursday 18 March 2021
To	Staff working within Glasgow City HSCP
From	Glasgow City HSCP Executive Group
Purpose of briefing	The purpose of this briefing is to keep staff up to date on how Glasgow City 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.
Background	<p>Throughout the COVID-19 pandemic, Glasgow City 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 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 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 style="text-align: center;">COVID-19 Update Page</p>

OFFICIAL

OFFICIAL

<p>Glasgow City IJB / HSCP Governance Arrangements</p>	<p>In recognition of the increased pressure on health and social care services caused by the resurgence of the virus in the community and the subsequent impact on operational staff managing the response, Glasgow City Integration Joint Board (IJB) again approved temporary changes to its governance arrangements at its meeting on 27 January 2021.</p> <p>The following changes were approved by the IJB to support frontline staff and managers to focus their attention on managing the operational response:</p> <ul style="list-style-type: none">• agendas for meetings of the IJB and IJB Finance, Audit and Scrutiny Committee are to be reduced to concentrate only on business-critical and / or time-sensitive items that require a decision from Board Members• the Interim Chief Officer and Chief Officer, Finance and Resources will agree with the respective Chairs and Vice Chairs which items will be on the agenda for these meetings• these arrangements will be in effect for the IJB Finance, Audit and Scrutiny Committee on Wednesday 10 February and IJB on Wednesday 24 March• the IJB Public Engagement Committee scheduled for Wednesday 24 February was cancelled and• the temporary governance arrangements will be reviewed at the March IJB.
<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 GCHSCP's website for all NHS and Council staff working in the GCHSCP. It has a range of information and links to national and local resources, including the ones above.</p>

OFFICIAL

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 Glasgow City Health and Social Care Partnership (GCHSCP) 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.• Business Admin staff within GCHSCP directly provided Care Homes have been providing additional support at evenings and the weekend to facilitate the recent changes to Scottish Government guidelines covering visits.• Communications support continues to be provided for the GCHSCP's COVID-19 service contingency and recovery planning arrangements, including regular briefings and personal video messages from the GCHSCP's Senior Management Team. Up-to-date HSCP COVID-19 communications are available on the HSCP's website.
Carer Services	<ul style="list-style-type: none">• Glasgow City Health and Social Carer Partnership staff continue to play a key role in identifying, involving and supporting unpaid carers.• Unpaid adult carers aged under 65 and young carers aged 16 or 17 can now self-register for the COVID-19 vaccination. For full eligibility details and to self-refer, carers can go to: www.nhsinform.scot/carersregister. Alternatively carers can call the COVID-19 Vaccination Helpline on 0800 030 8013 to complete the registration form.• A series of briefings have been developed to support delivery of GCHSCP Carer Strategies. For more information or to book a briefing visit Are You Carer Aware?• Your Support Your Way Glasgow 'Are you looking after someone' web pages have been updated. Please visit and bookmark.• Unpaid Carers providing personal care can access PPE by contacting the Carers Information Line on 0141 353 6504.• 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.
Children's Services	<ul style="list-style-type: none">• Home visits / contacts continue to support children, young people and families in distress and arrangements are in place with Education to monitor the return to school.

OFFICIAL

OFFICIAL

	<ul style="list-style-type: none">• Scottish Government Winter Social Provision Fund has delivered comprehensive financial support to children and families in need within the city.• Mental health monies of circa £3M continues to be aligned along with the support of the Scottish Government and the Glasgow Partnership for Children's Services.• Glasgow City Integrated Children's Service Plan for 2020-2023 will be reviewed at the IJB development session and will be ready for publication in April 2021.• A huge thanks to all the children and young people that took part in the consultation and a massive thanks to our Planning Team.• The Plan encapsulates feedback from the experience of the pandemic highlighting the current priorities around childhood poverty and the mental health needs of our young citizens.• GCHSCP has also contributed to the Scottish Government's Collective Leadership Group (CLG) to evaluate and capture the effective connections and supports to children and their families during the pandemic.
Adult Services	<ul style="list-style-type: none">• Adult Services are continuing with service recovery arrangements and we continue to increase our face-to-face contacts where appropriate. All our building risk assessments have been audited and updated if necessary to ensure we continue to work within the current social distancing guidelines.• Learning Disability building-based day centres remain closed, with day centre staff continuing to provide outreach services in the interim.• All mental health commissioned and NHS employability services continue to provide a range of services to service users, this includes online learning, conversation cafes and peer support activities. SAMH has supported 18 people into employment via the IPS service and we are currently supporting others to sustain their employment. We have continued to communicate with clients via message boards, newsletter telephone communications and a range of online social platforms that can signpost to other services.• Partnerships have been formed with further education establishments and Glasgow Life that have created the opportunity to achieve SQA qualifications and take part in creative writing.• Flourish House has developed and opened in partnership with Queens Cross Housing Association a Food Pantry that has created employment and voluntary opportunities as well as offering the opportunity to local communities to get healthy food at reduced costs.

OFFICIAL

OFFICIAL

Older People's Services

- Important new service for the Equipu Partnership – 'AskSARA'. An exciting collaborative venture involving the seven Health and Social Care partners in the Equipu Community Equipment Partnership has led to the launch of a new customised version of the Disability Living Foundation's "[AskSARA](#)" online self-assessment tool.

The aim of [AskSARA](#) is to provide an 'early intervention' approach which maximises independence, by signposting people and supporting them to do more for themselves. It provides a way to offer quality information and advice on a wide range of needs, and can help reduce demand on current mainstream service models.

[AskSARA](#) will be relevant for people at different stages in their condition, and can both support early intervention to help support and stabilise people when they may not be eligible for statutory services, as well as helping people with longer term conditions to self-manage their needs.

[AskSARA](#) has been customised to provide information from national organisations in Scotland, as well as links to each of the Equipu Partners websites.

[AskSARA](#) can be used for the needs of children as well as adults.

For anyone who needs some help with daily living activities, from access around the home, to medication management, vision, hearing, memory and mood – make life easier in three simple steps with [AskSARA](#).

Impartial advice to help make daily living easier:

1. Choose a topic
2. Answer some questions and
3. Get advice.

Please share the [AskSARA](#) site in your team and with your colleagues and partner agencies.

- Intermediate care - there have been no recent significant changes in current lockdown context. Intermediate Care continues to contribute to the management of pressures within Acute hospitals. Staff are continuing with a blended approach to assessment – attending units if required, along with using existing technologies to support assessment and timely discharge. Use of the existing testing policy agreements continue to support safety and wellbeing of our GCHSCP staff, and care home staff and residents.
- Community Rehabilitation Services continue to provide a multi-disciplinary response to support the service priorities of hospital admission avoidance and GP rapid response. In addition to this, they also use a blended approach to provide triage and fuller assessment. This is to support the rehabilitation response needed for essential and, increasingly more, routine responses to patient population requirements.

OFFICIAL

OFFICIAL

	<ul style="list-style-type: none">• SW Community Teams - Community social work response continues to focus on its initial recovery model of providing frontline Duty and Adult Support and Protection responses. When appropriate, visits with PPE and access to existing testing regimes have been up-scaled across all services to meet population needs in line with normal social work eligibility criteria.
Operational Care Services incl. Commissioning	<ul style="list-style-type: none">• Supporting Hospital Discharge – the 5 HSCP care homes continue to work collaboratively with social work and hospital teams to support safe and effective discharge, using a daily huddle approach to prioritise patients who would benefit from long term care. While this approach complements the existing measures to discharge people at the right time and to the right place, there has been an opportunity to review and rapidly improve discharge pathways to the HSCP care homes for those unable to return to own home. This approach also provides access to multi-disciplinary professionals including Nursing, Allied Health Professional and Mental Health Services.• With the publication of new Scottish Government Guidance, ‘Open with Care’, the care homes have been able to welcome back families and friends of the residents for visits indoors from 3rd March 2021. This guidance supports 2 designated visits indoors per week, based on a risk assessed approach. The 5 HSCP care homes have worked closely with Public Health to ensure safe practices are in place which include promoting Lateral Flow Testing of visitors, as well as provision of Personal Protective Equipment and, where necessary, adherence to social distancing. These visits have been warmly received within the services and staff have been humbled by the emotional reunions of our families.• To mark Intergenerational Week, as well as the lead up to Mothering Sunday, the GCHSCP care homes worked closely with local school children, who prepared small gifts, flowers and letters for residents within the care homes who do not have families to visit them. Residents were delighted to receive these gifts and letters from the primary school pupils.• Home Care and Community Alarms Services: planning is well underway for Easter. This year we are facing a very different landscape as we work to provide maximum levels of service.• Home Care Services have experienced an increase in complexity of care requirements for homecare packages from both community and also following hospital admissions.• Home Care and Community Alarms continue to focus on the vaccination programme seeing 2,385 staff vaccinated with many now attending for their second vaccination.

OFFICIAL

	<ul style="list-style-type: none">• Home Care Services are delivering a consistent level of service and have, once again, undertake over 87,000 visits this week sustaining delivery of care and support to approximately 4,600 service users, and Community Alarm Services has been supporting 9,500 responding to those at risk and who need support.• Commissioning continues to support providers across all care groups.• Decline in outbreaks noted.• Vaccine uptake continues to be promoted.• Several new members of staff have joined our Commissioning Team and are undertaking their induction.• Vaccinations for staff have been offered in line with the JCVI prioritisation framework.
Public Protection Services incl. Community Justice and Homelessness	<ul style="list-style-type: none">• Justice Services (Centre) - staffing remains stable within all Justice Centre Services. No issues with health and safety being reported for any of the buildings. All services including Court Social Work, Tomorrows Women Glasgow, POP, Drug Court, Barlinnie and Structure Deferred Sentence team are continuing to operate with staff rotas in place. Early planning is underway to restart Clyde Quay groupwork and the Team Leader is undertaking an exercise to prioritise the men at greatest need, based on order length and level of risk. Clyde Quay Team continue to meet with service users. Scottish Court and Tribunal Services continue to work on their recovery and are planning to increase court capacity in autumn (September) to deal with the backlog. Early indication is that 3 additional courts will be introduced at the High Court and 1 additional court at Glasgow Sheriff Court. Health Improvement organised well-being packs for justice service users with a number of essential items such as face masks, hand sanitiser and toiletries. Centre staff received 200 packs and have been issuing these to service users across all services.• Community Justice (Citywide) - no significant change in staffing or operating rota and staff feel supported. There is a reduction in court reports however there is a steady flow of Community Justice social work reports & Caledonian Assessments being requested. Caledonian Project Groupwork looking to resume at beginning of April but awaiting guidance from Scottish Government and will have large waiting list. Unpaid Work awaiting clearer guidance from Scottish Government on details of when they can re-open, however planning for end April.• Residential Homelessness - fairly stable staffing levels across all teams and staff continue to be flexible to ensure 24/7 cover and regular sessions organised with staff to identify any support required. Currently recruiting for four

OFFICIAL

	<p>Project Workers (Women’s Services) and interviews ongoing.</p> <ul style="list-style-type: none">• Community Homelessness / Homelessness Centre Team - staffing numbers remain positive across the teams. Demand across teams continues to be high. Service has already achieved in increase in the number of lets to homeless households during 20/21.• Public Protection – Adult Support and Protection (ASP) activity now at pre-COVID levels. Mental Health Order detentions remain steady. Child Protection Register continues to drop however referrals from schools have been down and we expect them to increase now that pupils are returning. The Care Inspectorate has informed that Scottish Government have advised that the ASP inspection programme should resume• Child Protection - Halt and Family Support Team continues to see service users with no issues. Initial Referral Discussions numbers have reduced slightly however teams still continue to be busy.• Out of Hours Service (including Homelessness) and Social Care Direct – staffing remains same. Referrals are up slightly for adults however still not at same level as initial lockdown last year. Social Care Direct has implemented a plan to address the backlog in adult care. Currently recruiting for staff for NORM and Social Care Direct. The statutory Appropriate Adults service has been very busy recently – flyer coming out soon to recruit Appropriate Adults.
<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.• Financial Advice: over the last several years, a money advice service has been embedded in a number of GP Practices in Glasgow. This valued service has experienced a high uptake as patients are comfortable accessing advice in the Practice setting and has achieved impressive outcomes in terms of patient financial gains, debts managed and onward referrals to wider support services. Sustaining funding has been challenging and we have just received the very positive news that national funding is being made available by the Scottish Government. This will enable the existing services in the North West and South to continue until September (funding for the North East had previously been identified) and at that time, funding will increase and we are hopeful that we will be able to expand the programme

OFFICIAL

	<p>to provide support for a significant number of additional Practices.</p> <ul style="list-style-type: none">• Community Links Workers (CLW): as part of the PCIP, 41 practices have benefitted from having a CLW in post. This programme has a specific focus on deprivation, and the CLWs work with patients for whom social issues are having an impact on their health and wellbeing. The Scottish Government and the GCHSCP have increased the funding available and we are now engaging with a further 40 practices with the offer of CLW resource, with a view to having staff in place as soon as possible. In some cases, there will be an extensive procurement process but all those who accept the offer should have their worker in post by the autumn, and for some the process will be much quicker.
--	--

KEEP UPDATED AT ALL TIMES ON OUR WEBSITE

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

OFFICIAL