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**Coronavirus (COVID-19)**

**Glasgow City HSCP Staff Briefing**

<b>Date</b>	Friday, 19 February 2021
<b>To</b>	Staff working within Glasgow City HSCP
<b>From</b>	Glasgow City HSCP Executive Group
<b>Purpose of briefing</b>	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.
<b>Background</b>	<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;"><a href="#"><b><u>COVID-19 Update Page</u></b></a></p>

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<b>Glasgow City IJB / HSCP Governance Arrangements</b>	<p>In recognition of the increased pressure on health and social care services caused by the recent resurgence of the virus in the community and the subsequent impact on operational staff managing the response, Glasgow City Integration Joint Board OFFICIAL (IJB) has again approved temporary changes to its governance arrangements at its meeting on <a href="#">27 January 2021</a>.</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"><li>• 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</li><li>• 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</li><li>• these arrangements will be in effect for the IJB Finance, Audit and Scrutiny Committee on Wednesday 10 February and IJB on Wednesday 24 March</li><li>• the IJB Public Engagement Committee scheduled for Wednesday 24 February has been cancelled and</li><li>• the temporary governance arrangements will be reviewed at the March IJB.</li></ul>
<b>Health and Wellbeing Supports for Health and Social Care Staff</b>	<p>NHS Greater Glasgow and Clyde's confidential <a href="#">staff support line</a> 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 <a href="#">national helpline</a> 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 <a href="#">National Wellbeing Hub</a>, 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 <a href="#">Heads Up</a> also provides online mental health advice and information.</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, 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</li></ul>

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	<p>Assistants, Adult Day Services and Housing Support across the City.</p> <ul style="list-style-type: none"><li>• EquipU Services continues to offer full service delivery to all partners.</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 regular briefings and personal video messages from the HSCP's Senior Management Team. Up-to-date <a href="#">HSCP COVID-19 communications</a> are available on the HSCP's website.</li></ul>
<b>Carer Services</b>	<ul style="list-style-type: none"><li>• Glasgow City HSCP staff continue to play a key role in identifying, involving and supporting unpaid carers.</li><li>• A series of briefings have been developed to support delivery of Glasgow City HSCP Carer Strategies. For more information or to book a briefing, visit <a href="#">Are You Carer Aware?</a></li><li>• Your Support Your Way Glasgow '<a href="#">Are you looking after someone</a>' web pages have been updated. Please visit and bookmark.</li><li>• Unpaid adult carers aged under 65 and young carers aged 16 or 17 are included in the <a href="#">priority list for the COVID-19 vaccine</a>.</li><li>• Unpaid Carers providing personal care can access PPE by contacting the Carers Information Line on 0141 353 6504.</li><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>○ Contact the Carers Information Line on 0141 353 6504.</li><li>○ <a href="#">Visit Your Support Your Way Glasgow</a>.</li></ul></li></ul>
<b>Children's Services</b>	<ul style="list-style-type: none"><li>• Home visits / contacts have been sustained in Tier 4 and work remains in place with partners to support children, young people and families in distress.</li><li>• The HSCP continues to support more children and young people in the community and even in the pandemic the reduction in children being formally looked after and accommodated remains impressive.</li><li>• Children and young people formally Looked after and accommodated now reduced from 1,412 (May 2016) to 852; a reduction of 560 (40%) over the previous 5 years.</li><li>• Dialogue with Scottish Government occurred regarding the Mental Health monies endorsing our alignment with Getting It Right For Every Child and our change agenda.</li><li>• Also ensuring the additional Mental health monies is promoting further communication, marketing and ease of access for families in and out of hours.</li></ul>

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	<ul style="list-style-type: none"><li>• Alignment of the Mental health monies (£3.4M) and also with the Scottish Government Winter Pressure Fund (£4.2M) continues to coordinate the city's preventative spend.</li></ul>
<b>Adult Services</b>	<ul style="list-style-type: none"><li>• Lateral flow testing has now been extended to include any remaining Glasgow City HSCP staff who are in a service user / patient-facing role. This includes administration and business support staff who may come into contact with service users or patients. While participation by appropriate staff is encouraged, it remains voluntary. Lateral flow testing is part of the Scottish Government's response to the pandemic to help control infection and safeguard staff and others. Managers are co-ordinating the ordering and distribution of testing kits for appropriate staff.</li><li>• Within our Alcohol and Drug Recovery Service, high-risk service users continue to be prioritised for face-to-face interventions, with a focus on quick access to treatment and retention in service. Harm Reduction and Blood Borne Virus Services are being managed and monitored with relevant partners, particularly in the city centre. A non-fatal overdose team is being developed to provide an immediate response to people who experience an overdose incident and to support them into treatment. Residential services continue to be operational, though capacity is restricted in line with COVID-19 infection prevention control measures. Recovery communities continue to deliver daily support to anyone wishing to access recovery provision via online platforms. New assessment tools have been launched with a greater emphasis on harm reduction and care planning.</li></ul>
<b>Older People's Services</b>	<ul style="list-style-type: none"><li>• Local Area Co-ordination (LAC) - since the initial lockdown in March 2020 the LAC Team has predominantly worked from home using agile kit. The service they offer is hugely reliant on partnership working and the accessibility of 3rd sector organisations and community resources, in particular those provided by Glasgow Life.</li></ul> <p>During lockdown the team have:</p> <ul style="list-style-type: none"><li>○ continued to take referrals for adults with learning disabilities and older people</li><li>○ made regular welfare calls to vulnerable service users</li><li>○ provided some 1:1 community support</li><li>○ arranged some short breaks (now micro breaks) for adults with learning disabilities</li><li>○ compiled a resource directory with extensive information on support providers and community initiatives as a result of the pandemic, sharing this with HSCP colleagues</li><li>○ developed an extensive programme of on-line activities with providers for adults with learning disabilities and older</li></ul>

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	<p>people. Accessed electronic devices for a number of service users</p> <ul style="list-style-type: none"><li>○ offered support to Hospital Discharge Teams</li><li>○ provided support to flu vaccination clinics</li><li>○ offered support to COVID-19 vaccination clinics and</li><li>○ carried out scoping exercise of support required by adults with learning disabilities to access COVID-19 vaccination.</li></ul> <p>Implementation of the pre-pandemic LAC Service will continue to be explored as part of the recovery plan process, however in the meantime the team will provide any form of support and guidance they are able to and will assist/support service users and families with practical problems.</p> <p>The LAC Team has developed a range of successful, meaningful opportunities / activities citywide and will look to build on the community infrastructure already in place when we are able to.</p> <ul style="list-style-type: none"><li>● Care Home Liaison Nurses (CHLN) - CHLN are participating in the Routine COVID-19 testing that is aligned to all Care Home staff and residents, they also carry out their own Lateral Flow testing.</li></ul> <p>The Team is using 'attend anywhere' and phone consultations and only visiting where these two other forms of communication are not viable.</p> <p>They have good relationships with the Care Homes and are a point of contact for Care Home Managers. They continue to support the homes with their palliative patients as well as those with complex needs.</p> <p>CHLN also attend the Care Home webinars to keep informed of the issues and developments with the Care Home environment.</p> <ul style="list-style-type: none"><li>● Telecare - the COVID-19 pandemic has presented a challenging set of circumstances in all parts of the health and social care system and has compelled services to identify alternative strategies to minimise the footfall in health and care settings. The role of telecare and telehealth are key components of this strategy. A remote approach is increasingly being seen as a proven digital enabler to increase and support patient self-management, deliver better service experiences and better clinical outcomes, while supporting the optimal use of social and healthcare resources.</li></ul> <p>Since the initial lockdown in March 2020, the HSCP's Older People Planning and Transformation's Technology Enabled Care Team has been working from home. The use of mobile</p>
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	<p>technology has enabled staff in the service to continue to provide seamless support in managing technology based referrals and providing advice on safe ways in which these can be applied for service users in the current restricted environment.</p> <p>In recent months the team has extended its range of supports to include the use of telehealth to help support patients with blood pressure risks. This combines coordinating the expertise of healthcare professionals with the convenience of the patient's own mobile phone. This is done via the familiar 'SMS' text messaging system and is free of charge to patients.</p> <p>The opportunities this system presents has led to a significant increase in its use. In the past two months over 50 practices have expressed interest in using this system. To support this demand, the team carries out online training on how to use the system and coordinates the supply of initial equipment so that GPs can start using the system to manage patients with hypertension.</p>
<p><b>Operational Care Services incl. Commissioning</b></p>	<ul style="list-style-type: none"><li>• This week sees our residents and staff receive their second vaccination in the 5 Glasgow City HSCP care homes. This plan is challenging as it is the Pfizer vaccine that is being administered. The plan would see all our residents and staff eligible to receive a vaccination in the care home to be completed by the end of February. The staff not eligible for their second vaccine in the care home will be given appointments in other venues such as the Louisa Jordan in the coming weeks.</li><li>• Our workforce plan remains a key focus of the senior team, with a variety of posts open for recruitment at the moment. This will see a number of vacancies filled and new staff recruited before the end of March. This will help us ensure we remain well above our minimum staffing requirements.</li><li>• The mental health of all our staff in our care homes is of paramount importance to the HSCP. Last week we encouraged all staff to take time out to reflect on the experience. This is something that our lead CPN referred to as 'mindfulness sessions'. It was so well received that we are looking at a rolling plan to help staff take time out from their very busy personal and work life to think about their own mental health and wellbeing.</li><li>• Recruitment for frontline home carer positions during COVID-19 has been essential, therefore we are commencing a further recruitment programme with a plan for 72 people to join the home care teams in March.</li><li>• Home Care and Community Alarms continue to focus on the vaccination programme seeing 2,264 staff booked for a</li></ul>

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	<p>vaccine so far. These staff are now being contacted directly to arrange the second instalment of their vaccination.</p> <ul style="list-style-type: none"><li>• The weekly PCR testing continues across Home Care and Community Alarms, including frontline assessment staff. This has added an additional layer of protection for our teams and service users.</li><li>• Home Care and Community Alarm Services continue to experience ongoing challenges over the past two weeks. This has included the snow and ice. Despite these challenges, Home Care Services are delivering a consistent level of service and have, once again, undertaken over 87,000 visits this week, sustaining delivery of care and support to approximately 4,600 service users. Community Alarm Services has been supporting 9,500 vulnerable services via our call handling and responder teams who work 24hrs responding to service users at risk.</li><li>• Support continues to be provided across all of our commissioned services.</li><li>• Vaccine uptake continues to be promoted through all available means.</li><li>• Webinars are being offered on a regular basis to a range of providers and are supported by nursing, public health and other relevant colleagues.</li></ul>
<p><b>Public Protection Services incl. Community Justice and Homelessness</b></p>	<ul style="list-style-type: none"><li>• Justice Services (Centre) - staffing remains stable within all centre services. The review of risk assessments has now taken place and signed off. Centre staff met to consider how to implement the changes brought about by the unpaid work regulations. We are waiting on further guidance from Scottish Government and an implementation date. MAPPA - meetings are continuing over Microsoft Teams with no issues.</li><li>• Criminal Justice (Citywide) - No significant change in staffing or operating rota. Staff report feeling supported in work and no issues arising; staff have been and are being encouraged to use the staff supports in place. Unpaid Work - all placements now suspended until further notice. The 'Harm and Harm Reduction' session worked well on Microsoft Teams and was well attended, and another session is planned for two weeks' time.</li><li>• Public Protection - the Adult Support &amp; Protection Committee (ASPC) Learning &amp; Development Subgroup is being re-established. The group's main responsibility is the development of the ASPC's training programme and creating resources for the dissemination of learning from Significant Case Reviews. The Child Protection Committee Neglect Subgroup has agreed to look at the decrease in children registered for neglect.</li><li>• Child Protection - services continue to be delivered and no issues have been raised. Child Protection activity continues</li></ul>

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	<p>to be high – Initial Referral Discussion (IRD) numbers continue to be in the mid to high 20s and work ongoing to review the IRD process. Glasgow will be next pilot area for the national roll out of the new child interview process that commences end March / early April and the first meeting of the Joint Investigative Interview steering group has taken place.</p> <ul style="list-style-type: none"><li>• Residential Homelessness - fairly stable staff group across all teams, staff continue to be flexible to ensure 24/7 cover. Service users now receiving appointments for first vaccine. Continue to link in weekly and monthly with Care Inspectorate on infection control. Working on Annual Return submission for Care Inspectorate, submission date extended to end of March 2021. Currently recruiting for 4 Project Workers.</li><li>• Temporary Accommodation - Staff numbers remain positive and demand remains high for emergency accommodation. Service continues to meet demand.</li><li>• Community Homelessness / Homelessness Centre Team - Staffing numbers remain positive across the teams and demand across the three teams continues to be high. Staff working from Simon Community HUB on Argyle Street report it is really busy. The positive outcomes of our joint working approach is being shared across social media. Demand for statutory homelessness services at the Welcome Centre remains low.</li><li>• Hunter Street – Outreach service continues to be very busy. A number of posts have now been filled and recruitment for other posts is ongoing.</li><li>• Out of Hours and Social Care Direct – Out of Hours emergency social work including homelessness continues to be very busy in the backshifts. Social Care Direct has started to work from home as of 15 February, with approximately 50% of staff at home and 50% in office. This will be monitored and reviewed as necessary. Recruitment for a number of posts is at various stages.</li></ul>
<p><b>Primary Care and Early Intervention Services incl. Health Improvement</b></p>	<ul style="list-style-type: none"><li>• 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 <a href="#">Primary Care and Improvement Plan page</a>.</li><li>• COVID-19 vaccinations - Practices are making good progress with the vaccination of their patients aged between 75 and 79, and where they have been able safely to do so, their shielding patients. The remaining cohorts will be vaccinated in the community.</li><li>• Phlebotomy Service - the Phlebotomy Service that has been introduced as part of the Primary Care Improvement Plan is</li></ul>



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	<p>now reopening clinics and the service is once again available at Drumchapel Health Centre.</p> <ul style="list-style-type: none"><li>• Treatment Rooms - also part of the Primary Care Improvement Plan, Treatment Room services are now available to patients registered with any practice in the city. Ear Care and Micro-suction services are being gradually reintroduced.</li></ul> <p>The development of the Treatment Room service has been a major and complex task, and as Team Lead, Lesley Rooney has made a terrific contribution for which we thank her, and we wish her well as she moves on to a new post as a Practice Development Nurse with the Care Homes Team.</p>
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