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Coronavirus (COVID-19)

Glasgow City HSCP Staff Briefing

Date	Tuesday 19 January 2021
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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Health and Wellbeing Supports for Health and Social Care Staff	<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 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>
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, and now extends to carers – paid and unpaid and personal assistants.• 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 Development staff are working closely with the Council's IT provider as a matter of priority to source additional IT equipment to enable and support home working where possible.• 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.
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 are included in the priority list for the COVID-19 vaccine.• All carers have the right to an emergency plan as part of their Carer Support Plan or Young Carer Statement. Glasgow's Carer Services 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.

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	<ul style="list-style-type: none">• Glasgow Carers services continue to provide online training and peer support: “It’s good to get to speak to people, and you look forward to seeing them all on zoom. It brightens up your day. I know a lot of people who have struggled with lockdown.” (Carer service feedback).• To find out more about 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.
Children’s Services	<ul style="list-style-type: none">• Home visits / contacts have been sustained and planning is in place regarding the new Tier 4 arrangements.• Close liaison remains in place with Education around the access to school attendance.• Child Protection continuity arrangements have been reviewed by the key partners.• Work continues to align the investment in Mental Health with the funding in School Counselling and the integrated arrangements with Special Children’s Services.• The Family Support tendering deadline has been extended to 19 February 2021.• Winter Pressure Fund has been made available by Scottish Government and planning is underway to ensure that investment meets the needs of the most disadvantaged over the winter.
Adult Services	<ul style="list-style-type: none">• Plans are progressing to support the roll out of Lateral Flow Tests to our community staff who have patient / service user-facing roles. This follows on from the successful roll-out within our mental health wards. Roll-out to community staff will be phased, from week-commencing 18 January onwards. Further details will follow to staff covered by this testing programme.• Recovery plans are reviewed regularly to consider whether any further adjustments are required in light of current circumstances, including winter planning contingencies. Careful consideration is currently being given to the potential to re-open limited building-based learning Disability Day Services, to best meet the needs of service users.
Older People’s Services	<ul style="list-style-type: none">• Vaccination for patients aged 80 or over (on 31 March 2021) is now underway within Glasgow City HSCP. General Practices are contacting their patients in this age group, inviting those who can, to attend the practice for vaccination.• The HSCP Community Nursing Service will be vaccinating patients in this age group who are housebound. There are approximately 4,500 patients in this group. Planning for this is underway, with the aim of contacting all patients, and providing the first vaccination dose by end of January 2021.

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Operational Care Services incl. Commissioning

- Over the last few weeks all our care home residents have been vaccinated - that's over 480 residents. This is fantastic news for them and their families. A further 'mop up' session has been organised this week in all our care homes to maximise the uptake of the vaccination.
- Older people care homes staff are Priority 1 on the government priority list. A significant number of care home staff, including catering, cleaning and agency staff, have had access to the vaccination both in the care home and at vaccination centres across the city from late December. Over 850 staff have already been vaccinated with a further 200 scheduled to have the vaccine. This is an on-going exercise and will remain a focus of our service in the weeks ahead.
- Two sessions, on Microsoft Teams, have been organised on 18 January for our Clinical Director Dr John O'Dowd to advise staff on the importance of getting vaccinated. Dr O'Dowd will directly engage with all staff currently working in care homes both within GCHSCP and the purchased sector. The sessions will be used to inform on the benefits of the vaccine and to talk to staff that have chosen to refuse the vaccine or are unsure about getting the vaccine. We anticipate that we may need a series of these sessions however following the sessions, a Frequently Asked Questions document will be produced and made available to the wider workforce.
- The partnership continues to support all 5 of our care homes in ensuring all the new testing requirements that were issued on 24 December 2020 are in place; this includes additional Lateral Flow Device (LFD) testing. The LFD testing puts a further layer of protection in place for our vulnerable residents and staff and their families. It is very resource intensive and the care home managers and staff have gone to amazing lengths over the Christmas period to ensure it is implemented.
- For both Home Care and Community Alarms Services the incredible roll-out of the COVID-19 vaccination programme has become a key area of focus over the last two weeks. Of our 2,873 Home Care staff, 1,000 have appointments to be vaccinated this week and 556 more are booked for next week.
- Home Care and Community Alarm Services continue to experience ongoing challenges particularly in relation to short notice staffing shortages. Despite these challenges Home Care Services are delivering a consistent level of service and have, once again, undertake over 87,000 visits this week.
- The Community Alarm Service is continuing to support 9,500 vulnerable service users, and continues to deal with a stable volume of calls and continues to respond to service users at risk.

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	<ul style="list-style-type: none">• Commissioning continues to offer support and guidance across all purchased services.• Top quality and responsive support offered by commissioning staff over the festive period. The level of commitment from our provider partners is also recognised.• Testing and vaccine programmes have worked well across Older People care homes and is now being rolled out across all services. This is being done in line with the Scottish Government prioritisation framework.• The high level of community transmission is noted in relation to community-based services.
Public Protection Services incl. Community Justice and Homelessness	<ul style="list-style-type: none">• Justice Services (Centre) - Staffing remains stable within all centre services. Tomorrow's Women Glasgow project remains open and service provision is now focusing on those most vulnerable. Positive Outcomes Project continues to offer an outreach service and the custody peer mentors continue to operate in police custody.• Criminal Justice (Citywide) – Staff remain stable. Teams are considering impact of the announcements re: Court business on Justice Services. Caledonia Project groupwork has been postponed until February at the earliest, due to current restrictions.• Scottish Courts - As a result of the increasing spread of the new variant of COVID-19, the Lord President has announced that during the lockdown period the criminal courts will focus on the most serious trials and the majority of summary trials in the Sheriff Court and Justice of the Peace Court will be adjourned. New arrangements were introduced from 12 January 2021 and all criminal jury trials in the High Court and Sheriff Court must continue. These will focus on the most serious cases, where people are in custody and where the nature of the alleged offence, including sexual offences and offences involving domestic abuse and children, demand that priority be given.• Drug Court – A decision has been taken by the Sheriff Principal to cancel the Drug Court and adjourn all drug court cases.• Unpaid Work - The Scottish Government announcement on 11 January 2021 changed the situation considerably for unpaid work. The position in Glasgow is not to fully suspend unpaid work but to reduce capacity to ensure a high level of health and safety can be achieved.• Hunter Street / Community Homelessness - Staffing levels stable and service remains very busy. Women's Clinic seeing around 40 service users per week. Recruitment is ongoing.• Public Protection – the team is working to ensure that the Learning and Development programme can go ahead. The team is co-ordinating the HSCP's input into a consultation on

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	<p>the draft National Child Protection Guidance. Any comments can be sent to Karen Frew or Moira McKinnon.</p> <ul style="list-style-type: none">• Temporary Accommodation – demand remains high, in line with normal levels of demand for January. There is sufficient level of supply to meet Section 29 duties.• Out of Hours / Homelessness – referral numbers for Social Care Direct have been lower since the beginning of the holiday period, which may be linked to the current restrictions that are in place.• Non-offender Related Management – This was extremely busy after the New Year however new staff have now been recruited.
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.• COVID-19 vaccinations: GP practices are now starting to receive deliveries of vaccines and to offer vaccination to patients aged over 80 who are able to attend the surgery. Feedback has been positive with high uptake.• Winter Social Wellbeing Fund: the HSCP has made £120k available to local organisations providing services to Glasgow City residents, to enable them to support individuals who may be isolated over the winter period. Priority will be given to organisations working with individuals most at risk of social isolation and loneliness, as well as those most impacted by COVID-19. For example, women, vulnerable young people (16+), older people, carers, minority ethnic people, people with disabilities, homeless people, lone parents, adults with additional support needs and people with long term health conditions. Impact Funding Partners will manage the fund on behalf of the HSCP. The fund is open until 29 January 2021. To date, we have already funded over 50 organisations. More applications are welcome.• Social Isolation / Loneliness and Health Literacy (Staff Shared Learning Event): through the work of the Maximising Wellbeing for Independent Living Group, Health Improvement in collaboration with Glasgow Council for Voluntary Sector (GCVS), has organised a range of staff engagement and learning events. Over 60 staff attended the last Shared Learning Event in December. Staff reported that they found the event very good, well organised and valuable. The feedback from workshops highlighted a few areas for consideration and development

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	<p>for example: how do we build on our networks between HSCP and 3rd sector organisations at both a city and local level; digital inclusion, how do we share resources across organisations and encourage joint funding applications; how can we build on our online platforms across the city e.g. Glasgow Helps (GCVS). These areas will continue to be explored with partners and HSCP to help reduce isolation / loneliness and improve health literacy of our patients, clients and general population.</p> <ul style="list-style-type: none">• Young Persons Guarantee (YPG): the HSCP was successful in its Youth Employability proposal and has been awarded £162,000 of YPG monies. The funding will enable the partnership to recruit four new Engagement Workers who will offer embedded employability support for 15 months across a range of HSCP services including Family Nurse Partnership, ESTEEM Service, Youth Health Services and social work's Intensive Youth Services. The programme will be monitored and evaluated with a view to extending beyond end of March 2022, if successful.• Digital Inclusion: the HSCP has been successful in its bid to Phase 1 and 2 of the Connecting Scotland Programme. This has enabled the partnership to support over 1,600 digitally excluded families with either an Apple iPad or HP Chromebook Laptop. The project also provides 2 years of unlimited mobile data. The HSCP has already distributed over 500 devices to those digitally excluded across the city including services users engaged with the following services – Older Peoples Psychology Service, Restart Employability Project, Supported Employment Service, Community Link Workers, Alcohol and Drug Related Services, Specialist Children's Services, Health Visiting and Community Justice Services. Service users have reported this has provided them an opportunity to connect with their family and friends, participate in home learning and remain engaged with wider virtual communities on social media and online forums. A service user said: "My smart device has given me a lifeline. Before I was stuck in isolation with really negative thoughts, so getting a device and getting online has let me connect with online recovery meetings and other friends. I've seen a huge improvement in my mental health. I am very grateful."• New MEGA Fund Announced - Money Matters Money Advice Service based in Govan has announced new and additional funding to award Fuel Top-ups to people with Pre-Payment meters for Gas and Electricity. The Money Matters MEGA (More Electricity & Gas Assistance) Fund secured funding from The British Gas
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	<p>Energy Trust, the Energy Redress Scheme, COVID-19 Crisis Fund and The Martin Lewis Coronavirus Charity Fund. The MEGA fund is available across Scotland through Money Matters to be used for the provision of help to those in priority need or who have been affected financially by the COVID-19 pandemic and who are current users of a service. Examples of services who can make referrals includes anything from housing support, health professionals, advice workers, foodbanks etc.</p> <p>Money Matters will provide Emergency Utility Credit Vouchers (maximum of 3 vouchers allowed per individual or couple / family) for all fuel company customers with pre-payment meters (each voucher value will be a maximum of £28 for an individual person and a maximum of £49 for a couple or family).</p> <p>Please note that even if your service user is not in receipt of benefits and / or has a health condition, they may still be successful with their grant application.</p>
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www.glasgowcity.hscp.scot/covid-19-hscp-update

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