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Coronavirus (COVID-19)

Glasgow City HSCP Staff Briefing

Date	Thursday 21 May 2020
To	Staff working within Glasgow City HSCP
From	Glasgow City HSCP Local Resilience Management Team
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.
Background	<p>Glasgow City HSCP has 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. It is liaising and working in partnership with staff trade unions.</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):</p> <p>https://glasgowcity.hscp.scot/COVID-19-hscp-update</p> <p>The latest information about which buildings are open and where services are being delivered from is also available at the link above.</p>
Message from LRMT	<p>This week we have again been considering staff wellbeing and reminding managers that keeping in regular contact with their staff and teams is the best way to ensure anyone experiencing any difficulties during this challenging time can be supported.</p> <p>The staff support line continues to be available for all staff in Glasgow City HSCP and offers psychological support. The support line is open Monday to Friday from 8am to 6pm, and staff can contact it by phoning 0141 303 8968. The helpline is completely confidential.</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 extended to Carers – paid and unpaid, and Personal Assistants.

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	<ul style="list-style-type: none"> • From the 4th to 18th May we have issued 275,300 masks, 317,420 aprons and 727,450 gloves - a total of 1,320,170 pieces of PPE. 52% of this has gone to providers, 8% to SW Services, 35% to Carers and 6% to Personal Assistants. • Equipu continues to focus only on hospital discharges, care home admission, end of life and emergency repairs. • Communications support continues to be provided for the HSCP's COVID-19 contingency planning arrangements, including weekly briefings and personal video messages from the HSCP's Executive Leadership Team. Up-to-date HSCP staff communications are available on the HSCP's website at https://glasgowcity.hscp.scot/covid-19-hscp-update
<p>Children's Services</p>	<ul style="list-style-type: none"> • Home visits across the HSCP continue to focus on providing support and outcomes to children and families in distress. • Arrangements continue to be strengthened for children and young people to access Educational nurseries and hubs. • Communication will go out to all staff with respect to the data required within the HSCP and for reporting to Scottish Government. • Specialist Children Services planning has also been strengthened to coordinate activity to children/young people in distress. • Further work continues to progress our strategic family support programme. • The Community Planning Executive group has also met, along with the GIRFEC Lead Officers group, to coordinate the partnership approach to this crisis.
<p>Adult Services</p>	<ul style="list-style-type: none"> • Mental Health Awareness week runs from Monday 18th May to 24th May. Kindness is the theme of this year's campaign in response to the COVID-19 pandemic. The Mental Health Improvement team is supporting this campaign and have facilitated access to a supporter pack from colleagues at Mental Health Foundation, accessible from: https://www.mentalhealth.org.uk/sites/default/files/MHAW20-Supporter-Pack_Final.pdf • In response to the current COVID-19 outbreak, the Mental Health Improvement Team has co-ordinated and developed a range of resources and information documents to support mental health and wellbeing across the life course. Themes include responding to distress, loss and grief, long term conditions and sleep. These can be accessed at https://www.nhs.uk/about-us/professional-support-sites/healthy-minds/resources/mental-health-resources-in-response-to-covid-19/ • A new out-of-hours service to support adults within Glasgow City experiencing emotional distress is available from Monday 25th May 2020. It is called the Compassionate Distress Response Service (CDRS) and is available seven days a week from 5pm to 2am and is provided for GCHSCP by Glasgow Association for Mental Health (GAMH). The CDRS will support people who do not require a medical or specialist psychiatric assessment in their period of emotional distress. • While all services have been focussing on urgent and priority care needs, attention is turning to the services we may want to start to re-introduce and over what period of time. The initial focus of such recovery plans will be for the period up to the end of July 2020 and Staffside will be involved fully in the development of these plans.
<p>Older People's Services</p>	<ul style="list-style-type: none"> • This is not a Public Holiday weekend for NHS Services which will continue to operate. • Many GP Practices will be open on the Public Holiday Monday.

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	<ul style="list-style-type: none"> The Telecare Team has introduced a protocol for exceptional requests for enhanced telecare, please follow the link for the guidelines http://connect.glasgow.gov.uk/Telecare
<p>Operational Care Services incl. Commissioning</p>	<ul style="list-style-type: none"> As this is a public holiday weekend the Home Care team is planning to maintain the current service levels for Home Care services for 3,989 service users. This is challenging as it requires all the home carers to work on both Friday and Monday to maintain this level of service. Home Care has seen an increase in Hospital Discharges over the last two weeks and our staff in the Hospital Discharge teams are doing an amazing job in supporting over 140 discharges a week currently. This will be a critical service over the holiday weekend. Care homes have been working through the challenges of large scale testing for both residents and staff. This includes all staff that have worked in the unit in the last 14 days, including all support staff. All testing schedules for our 5 directly provided care homes will be concluded by the 28th May, in line with Public Health and Scottish Government guidelines introduced on 14th May. There has been an enormous amount of planning and preparation in the care homes to manage the testing and the co-operation of our staff has been critical to enable us to move swiftly on this. 4 of our care homes have been working with the HSCP and GCC Health and Safety teams to establish a working group focussing on a sustainable plan for physical distancing in care homes. A significant amount of work has already been done to put this in place, but as official guidance changes the working group will need to assess how this is being implemented directly in our care homes. Commissioned services continue to provide essential services across all care groups. Care homes continue to receive additional supports to enable their safe operation. Support has been sought from the Glasgow City Council Communications team in respect of supporting providers to manage increasing press attention and enquiries. Commissioning continues to work closely with the Care Inspectorate at an operational and strategic level. On-call arrangements have been established within commissioning for the forthcoming holiday weekend.
<p>Public Protection Services incl. Criminal Justice and Homelessness</p>	<ul style="list-style-type: none"> The centralised Duty/ASP hub has been working well and the development of the vulnerable person list has been a positive. Weekly discussions continue with Police Scotland and a sharing of appropriate information. Demand for temporary accommodation remains high and staffing levels remain positive. ORT presentations at Hunter Street have doubled recently and Health staff are working on harm reduction. We are have also seen an increase in new presentations of young people. All Adult Residential services remain stable—staffing levels continue to be good. Individual support meetings with staff are on-going. Service is linked in with Hunter St Outreach Service. The mobile Sexual Health clinic arranged for women’s services had a good attendance. PPE supplies remain good and the service has acquired face/eye protection also. Staffing across the Criminal Justice localities teams remains stable. Demand continues to increase for Out of Hours Social Work and Emergency Homelessness services.

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Primary Care and Early Intervention Services incl. Health Improvement

- 24 staff from Health Improvement will be starting with the new COVID-19 Contact and Tracing Service. One third of the staff are now volunteering in a range of roles to support our response to the pandemic.
- In anticipation of recovery from the pandemic we have re-started work on our Primary Care Improvement Plan (PCIP) with a meeting of the leadership group. The main topics of the discussion were agreement on actions to enhance the support for patients with mental health problems who attend GP surgeries suffering from distress; initiating planning for the flu vaccination programme during a period when patients will be required to social distance; promoting accessibility to primary care services for those patients who may have difficulties using digital forms of communication and planning for the further development of our pharmacotherapy services.
- GP practices will be open over the public holiday weekend.
- We participated in a discussion with community planning partners this week and a social recovery taskforce is going to be established by the Community Planning Partnership.

KEEP UPDATED AT ALL TIMES ON OUR WEBSITE

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

There are also useful links to national and local information including Glasgow City Council and NHS Greater Glasgow and Clyde

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