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Coronavirus (COVID-19)

Glasgow City HSCP Staff Briefing

Date	Thursday 22 October 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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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 are now back to offering full service delivery to all partners.• Ongoing review of financial support to providers during COVID-19 pandemic being undertaken with colleagues in Commissioning.• The HSCP’s Organisational Development (OD) Team recently launched a virtual coaching service to support managers and staff across the Partnership. In its first week of launch over 40 requests were made. The OD Team is currently responding to those identified by priority, and working through all requests with additional support from other areas.• 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.• All unpaid carers looking after someone resident in Glasgow are eligible for carer support with a universal offer of information and advice for all as a minimum.• All unpaid carers are eligible for flu vaccine.• Unpaid Carers providing personal care can access PPE by contacting the Carers Information Line on 0141 353 6504.• A Young Scots Young Carers Package is available to all young carers, aged 11 to 18 in Scotland.• Carer Personalised Self-directed Support is accessible through Glasgow City Carer Partnership services.• Carer training and peer support continues to be provided online. Recent positive feedback: “I can't even tell you how much I took away from your course, everyone who has a child with autism should do this! I don't know how I've managed all this time not knowing what I do now.”• To find out more about supports available for adult or young carers or to refer a carer:<ul style="list-style-type: none">o Visit Your Support Your Way Glasgowo Contact the Carers Information Line on 0141 353 6504.
Children’s Services	<ul style="list-style-type: none">• Home visits / contact have been sustained during the new adjusted arrangements; focusing on support and outcomes to children and families in distress.• Child Protection planning and operational arrangements remain robust.

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	<ul style="list-style-type: none">• Family Support Strategy continues to progress and dialogue remains firm with the Third Sector.• Community Planning continues to contribute to recovery and business continuity agenda.• Chief Social Work Officer (Interim) engages on a weekly basis in the National CSWO Form and Scottish Government around the review of Adult Care.
Adult Services	<ul style="list-style-type: none">• As previously reported, Mental Health Assessment Units (MHAUs) were established in response to the COVID-19 pandemic. The units were initially designed to reduce demand on secondary care services by providing an alternative emergency / urgent care response which reduced footfall through hospital Emergency Departments. Two centres were established in NHS GG&C, with direct access to the units provided to Police Scotland, the Scottish Ambulance Service and the Acute Sector Emergency Departments. Workforce was provided by reassigning staff. Consolidating these pathways is an early priority as part of the unscheduled care re-design.• The Mental Health Management team has now reviewed the MHAUs in the context of the wider unscheduled care response. As a result, a re-designed, longer-term model has been developed. This will consolidate and streamline existing urgent care pathways and deliver a single access point for patients in crisis. This new model of care has now been approved, with full implementation expected by the end of March 2021. As well as patients being seen in the right care setting for their needs, it is anticipated the new model will avoid in the region of 5,000 Emergency Department attendances per annum.• Learning Disability Day Care support staff continue to provide community support to service users and carers. This outreach service was introduced as a consequence of the temporary closure of day centres at Riddrie and Carlton, due to the COVID-19 pandemic. Adult Services are currently contributing to Board-wide planning to consider the potential to re-open building-based day services on a limited basis and in line with the relevant guidelines and safeguards. In the meantime, feedback to date indicates that the outreach service being provided by our staff is being received very positively by service users, their family and carers.

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Older People's Services	<ul style="list-style-type: none">• The Social Work Hospital team continues to ensure hospital discharges are progressed. The closure of some care homes, due to COVID-19, is however impacting on discharge options. We continue to work effectively with acute staff, private care home providers and Public Health on this agenda.• The HSCP Seasonal Flu Vaccination Programme for adults aged over 65 is progressing well. Patients attending the clinics are providing positive feedback to staff of their experience. Setting up and delivering this programme has required a huge effort from staff and the efforts of all involved are greatly appreciated.• The HSCP is also supporting some GP Practices by delivering the vaccinations for their 18-64 age group, planning to begin the process of these clinics is underway.
Operational Care Services incl. Commissioning	<ul style="list-style-type: none">• A very challenging week for all our care homes, due to the increase in the R rate.• This week the senior team are engaging in a consultation exercise across all the care homes, both during the day and in the evening, to talk to staff about potential changes in the care homes that GCHSCP are considering. These changes reflect our lessons learned, feedback and changes in Public Health thinking over recent months. All the staff trade unions have been briefed and are supportive of the HSCP's plan to consult staff on a range of options.• The HSCP's large scale recruitment events are progressing with new recruits starting their induction on 27 October. The plan is to have an available 50 additional staff by the beginning of December to cover COVID-19 absences, annual leave and vacancies in the units.• All the care homes took part in a Microsoft Team's event this week, organised specifically for care homes. Daniel Carter, Consultant with Public Health, led on this event and discussed the impact of Track and Trace, and to agree new processes regarding tracing care home contacts. This was welcomed as the care homes were being impacted by some challenges in the new guidance. An adult care home event is planned for next week.• Home Care Services are delivering an increasing level of service, having undertaken over 88,000 visits this week we are now providing a normal service across all areas.• Having reviewed our Business Continuity plans reflecting on lesson learned these have now been updated in preparation for the winter and ongoing COVID-19 pandemic to support the most vulnerable service users through the winter months.• Home Care Services are introducing a new care diary. The aim is to standardise and improve the information in service users' homes. This will be a planned incremental rollout due

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	<p>to physical distancing and reduced footfall within service users' homes.</p> <ul style="list-style-type: none">• Following recovery we have commenced a review of our improvement plans focusing on service users' health and wellbeing ensuring they are being supported and safeguarded.• Commissioning continues to work across all purchased care services and support them on a multi-agency basis.• Care homes have seen increased incidences of COVID-19 – full support is being offered by the HSCP. This is being seen across all care groups.• There has been a move to a national safety huddle reporting tool and immense work has been undertaken to ensure the effective implementation of this.• Recruitment is underway to enhance the commissioning team and also fill vacant posts.
<p>Public Protection Services incl. Community Justice and Homelessness</p>	<ul style="list-style-type: none">• Homelessness Services Hunter Street - almost 150 flu vaccines were administered last week. There were difficulties getting further supplies however this has been dealt with. No staff issues.• All Residential Homeless Services, including Women's Service - continue to remain stable with a settled staff group. They have full occupancy with varying degrees of risk. No known positive COVID-19 cases amongst staff or service users although a few service users are currently awaiting test results. Discussions taking place around resuming training albeit in smaller groups and adhering to social distancing and current guidelines. Personal Risk Assessments in use for staff returning to work and Display Screen Equipment (DSE) assessments for home working.• Local Area Justice Services and Caledonia Project - workload continuing to increase but to date this has been manageable and new staff will be in post soon. There are issues on capacity of rooms due to social distancing measures however this is being managed through a rota system. Discussions have taken place with Wise Group last week to try and enhance referral process for clients to CBT programme with more outreach. Unpaid Work Recovery – SACRO and Neighbourhoods and Sustainability Services have now resumed but with limited service.• Justice Services (Centre) - centre justice staffing remains stable. Have been affected by staff self-isolating, but this has not had a detrimental impact on service delivery. Mask wearing measures are being observed in all sites. Barlinnie Prison is experiencing an increase in positive COVID-19 cases amongst both staff and prisoners. The situation is being monitored and we have adjusted our staffing rota to further limit the time staff are spending in the prison. We will continue to liaise with SPS to monitor this evolving situation.

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	<ul style="list-style-type: none">• Out of Hours / Social Care Direct – referrals to Social Care Direct continue to increase. Police Scotland have advised there is a backlog of referrals to be passed to social work – this is due to impact of COVID-19. Area teams have been advised this will have an impact on them too. Out of Hours – referrals remain high across both general social work and homelessness, nightshift continues to be busy. Recruitment process is underway for Out of Hours staff.• Public Protection – delivery of the online training programme has begun. There have initially been some issue so material and delivery is being adapted as they arrive. NHS is reviewing the previously identified shielding population with the intention of only the highest risk individuals being required to shield in the event of further increase in restrictions.• Halt Team and the Family Support Service - staff continue to work a blended model of staff alternating between working at home and attending the workplace.• Child Protection - register remains fairly constant. Child Protection activity continues to be very busy.
Primary Care and Early Intervention Services incl. Health Improvement	<ul style="list-style-type: none">• 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.• Good work is good for your health - Occupational Therapists (OTs) prepare to get people back to work: The National Institute of Disability Management and Research (NIDMAR) founded in 1994, is an internationally recognised organisation committed to reducing the human, social, and economic costs of disability. Its primary focus is the implementation of workplace reintegration programmes, which international research has proven is the most effective way of restoring and maintaining worker's abilities, while reducing the cost of disability for the worker, employer, government and insurance carriers. Seventeen Occupational Therapists who contribute to supportive employment or disability management work across Glasgow and Clyde will undertake the NIDMAR training programme this autumn. The course will allow them to enhance their existing skills in identifying factors that restrict individuals from returning to work. Through communication with individuals and their employers, the OTs will advise on reasonable adjustments that can be made within the workplace to facilitate a smooth return to work and contribute to overall health and wellbeing. Given the negative impact of lockdown and the effects of being furloughed, this training comes at an ideal time to allow enhanced support to enable people to get back to work.

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- COVID-19 Assessment Centre Winter Planning: Over recent weeks the leads at Barr St have been linking to the Board's Operational Group to consider how the COVID-19 Assessment Centres (CACs) across NHSGG&C will respond to the predicted challenges of the winter during the pandemic, given that Primary Care always see an increase in patients presenting with respiratory conditions. Work is underway to review the patient pathway, redefine the criteria for CACs and how it can respond to predicted increases in demand, linking to surge planning. The limiting factor for Barr St CAC is the availability of staff to support any increase in demand, with ongoing work to recruit staff to the COVID-19 response services at Barr St and to continue to support staff well-being through the winter period.
- COVID-19 Testing for Care Homes: As part of the COVID-19 testing services at Barr St, the testing Admin Hub has been expanding to support the transition of the Older Peoples Care Home (OPCH) weekly staff testing from Social Care Portal to NHSGG&C labs. The team at Barr St who provide Admin support to all NHSGG&C adult care homes for weekly staff testing has initially supported the transition of the OPCH staff testing for the 5 HSCP residential care units and is working on the incremental transfer of all other OPCHs. This has again required the service to extend its staffing and jointly review the scheduling of workflow with our colleagues in NHSGG&C labs and transport to support the smooth transfer of all Glasgow's OPCHs weekly staff testing to Barr St and NHSGG&C Labs. The team's ongoing commitment, flexibility and support to newly joining members of this new team means we are confident that we are on track for all staff testing in care homes to be transferred to Barr St by the end Oct 2020.
- Community Link Worker Programme: An additional three Community Link Workers (CLW) started in the North West locality in October, bringing the total number to 43 CLWs in the City. An event for CLW practices was held at the end of September, the learning from this session will support the continued development of the programme.
- Event for Practice Managers and Practice Nurses: a virtual event is planned for 27 October which will provide an opportunity to update general practice staff on the Primary Care Improvement Plan and to reflect and share learning from the experiences of recent months.

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

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