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Coronavirus (COVID-19)

Glasgow City HSCP Staff Briefing

Date	Wednesday 23 September 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>

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	<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;"><u>COVID-19 Update page</u></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 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.• Communications support continues to be provided for the HSCP's COVID-19 service contingency and recovery planning arrangements, including weekly briefings and personal video messages from the HSCP's Senior Management Team. Up-to-date HSCP staff communications are available on the HSCP's website on our <u>COVID-19 Update page</u>.
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.• Glasgow City Carer Partnership services are working remotely and supporting carers by telephone or video link.• Parent carers and Young carers continue to be supported through a family support model.• Carers can still access PPE by contacting the Carers Information Line on 0141 353 6504 or self-referring using our <u>online carer self-referral form</u>.• Carer Personalised Self-directed Support is accessible through Glasgow City Carer Partnership services.• Carer training and peer support continues to be provided online.• Carers are being offered support to develop Emergency Plans.• Carer Services provide emotional support for carers.• 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 <u>Your Support Your Way Glasgow</u>o Contact the Carers Information Line on 0141 353 6504o Use the <u>online carer self-referral form</u>
Children's Services	<ul style="list-style-type: none">• Home visits / contact has been sustained during the adjusted arrangements in Glasgow; focusing on support and outcomes to children and families in distress.

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	<ul style="list-style-type: none">• The key strategic planning arrangements for Children’s Services have met to ensure there is a robust and coordinated response within the City: Chief Officers Group, the Child Protection Committee, the Children’s Service Executive Group, Lead Officer’s GIRFEC Group, Community Planning Executive Board and the Clinical and Care Governance Group.• Also aligned with these arrangements, Children’s Locality planning across the city has been re-established.• The Interim Chief Social Work Officer has also met with the 5 Chief Social Work Officers across the Greater Glasgow and Clyde Board to strengthen joint working in the COVID-19 response.• The Interim Chief Social Work Officer also continues to engage on a weekly basis in the National CSWO Form and with Scottish Government around the key national agenda.
Adult Services	<ul style="list-style-type: none">• We continue to progress implementation of our approved Adult Service recovery plans. Implementation will take place over a number of phases, with services gradually beginning to see a wider number of patients and service users. While services will continue to use telephone and ‘attend anywhere’ video appointments where appropriate, the number of face-to-face patient and service user contacts is expected to increase as we progress through the phases of our recovery plans.• Within our mental health hospitals, we are testing asymptomatic staff in those wards where patients are particularly vulnerable – older people and long stay patients – as a proactive preventative measure. This involves around 1,100 staff. It is recognised that the testing programme places additional demands on staff and we would like to take this opportunity to thank our staff for their co-operation. There is strong evidence to suggest that the staff testing programme, along with the rigorous efforts of staff to comply with infection control requirements, has prevented potential outbreaks.• The above measures have also allowed us to bring forward the implementation of electronic patient information systems within those wards, which will benefit patients greatly.• We are pleased to confirm that 2 new mental health wards at Stobhill Hospital are opening this week. Elgin (adult ward) and Appin (older people’s ward) will provide modern, acute inpatient mental health care, including an assessment and admission function, as well as a range of therapeutic interventions provided by a multi-disciplinary team. These new facilities have been delivered through the partnership of NHS Greater Glasgow and Clyde, Glasgow City HSCP and hub West Scotland.

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Older People's Services	<ul style="list-style-type: none">• Reinstatement of services and accommodation continues in line with the agreed HSCP process for approval of Service Recovery Plans.• Services and teams continue to work in an agile manner.• The hospital social work team will now be based across 3 sites: Petershill Park, Langton Road and Admin Building, Queen Elizabeth University Hospital.• Phlebotomy Services continue to provide support to Acute and General Practice by working on a domiciliary basis.• Delivery of Adult Seasonal Flu Vaccination programme for house-bound patients is underway. Our District Nursing Teams have commenced delivery of vaccination to residential care homes and the majority of these residents will be vaccinated by Monday, 28 September.• Business Support staff have started to organise vaccination appointments for over 7,000 patients in their own homes.• Planning to deliver the Adult Seasonal Flu to the over 65 patients is underway, the first appointment letters have been distributed for appointments week commencing 5 October.• Planning for those patients in the 18-64 age group that will be vaccinated by the HSCP is continuing.• We would like to thank all those staff who have come forward to offer support to the programme, however there is still time for staff to indicate their interest and availability.
Operational Care Services incl. Commissioning	<ul style="list-style-type: none">• The care homes are preparing for a potential second wave, reviewing our Business Continuity plans and reflecting on lesson learned from the last 6 months of the impact of the pandemic. The team are focusing on – the well-being of our residents, workforce planning, clinical support to our care homes, testing, a forensic cleaning strategy and infection control and staff support.• Weekly testing for all 5 care homes has transitioned back to Barr Street / NHS labs for all testing. This decision has been welcomed by both management and care home staff, as the units are now receiving test results in 24 hours, with no false positive or weak negatives.• All indoor visiting to our residents remain on hold as per Health Protection Scotland guidelines; however, all 5 homes have robust plans in place for outdoor visiting for families.• The HSCP has had to put on hold our plans to implement a phased re-opening of Older Peoples Day Care. Again this is because we remain in stage 3 of the pathway; however, we remain in weekly contact with our day care services users and families.• This is a public holiday weekend, and Home Care Teams have completed the normal preparations for this period, as the service delivery is now much greater than the levels

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	<p>delivered over normal public holidays. The public holiday is challenging as it requires all the home carers to agree to work on both Friday and Monday to maintain this level of services.</p> <ul style="list-style-type: none">• Home Care Services are delivering an ever increasing level of service having undertaken over 80,000 visits this week.• Staffing has been a particular focus over the last two weeks with both the end of the TV recruitment advert and the planning for this weekend's public holiday.• Home Care Services have experienced an increase in referrals for homecare packages from both community and also following hospital admissions.• Commissioning continues to work across all purchased care services and support them on a multi-agency basis.• Care Homes are engaging well with testing and reporting regime, there is a growing anxiety about access for non-tested staff visiting care homes.• Increase in incidence of COVID-19 in the Glasgow area requires careful consideration about the restarting of several services, e.g., residential respite and day support services.• Additional supports continue to be offered from GCHSCP as need arises.• Overall all services are continuing to show extreme resilience and tenacity as they meet the changing demands of this pandemic.
<p>Public Protection Services incl. Community Justice and Homelessness</p>	<ul style="list-style-type: none">• Centre Justice staffing remains stable. Barlinnie Health & Safety risk assessment is being presented at the ORG. Some staff affected by 14 day quarantine measures.• Concerns regarding remand numbers in Glasgow following the reinstatement of certain court business in Scotland. Total numbers of individuals remanded in custody have risen.• Court business has increased. Asked for a performance report to be run to track the increase. The number of short notice reports have increased and we will continue to monitor this activity.• Met with SACRO yesterday to progress a proposal to create a suite of digital modules for those made subject to Diversion from Prosecution, Fiscal Work Orders, Structured Deferred Sentence and Bail Supervision.• Unpaid Work – Neighbourhood & Sustainability increasing external placement capacity from 29 September. Clients will require to wear face coverings at all time.• Family Support Service – staff working in rotation and no issues at present.• Child Protection activity is very busy across all localities and the nature of the work complex.

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	<ul style="list-style-type: none">• Child Protection and Adult Protection training calendar has now been circulated; all training will be online.• Child Protection Forum held last week over Teams. Over 80 people attended. Sessions went really well although there was a lot of planning and preparation involved beforehand. 3rd sector finding it challenging to adapt services around COVID – feel they are being treated as an equal partner and keen to work collaboratively. They are identifying huge levels of poverty and those just coping families are being pushed into crisis. Mental health is a major issue.• Adult Protection – Service Manager for hospital staff advised that the wards seem to be seeing more admissions. No issues raised from the Police Hub.• MAPPA report no operational issues.• Housing First project starting to pick up.• Have managed to secure a clinic room for Housing First worker – will be 3 new Housing First outreach workers and trying to accommodate in Hunter St.• Homeless are starting a vaccination programme for those most vulnerable and high risk clients.• Across the city a number of 18-25 year olds living in hotel accommodation. List of under 25s produced every week – service trying to engage with as many individuals as possible.• Staffing numbers across Community Homeless Teams remains positive.• Pressure on emergency accommodation seems to have eased over last few days.• 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. Matching risk assessments for referrals against upcoming voids. Ensure right mix within services. No known positive COVID-19 cases amongst staff or service users.
<p>Primary Care and Early Intervention Services incl. Health Improvement</p>	<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.• Phlebotomy has now been available to all practices since April 2020 and demand continues to remain high for the service which was delivered using a mixed model, i.e., domiciliary (provided in the patient’s home) and clinic. The number of calls to our single point of access remain very high with a trial of SCI Gateway referral in the South taking place in September. Next steps is to explore a hybrid model where phlebotomy staff are based in both health centre

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	<p>clinics and in individual practices, with hopes that implementation can commence following lessons learned.</p> <ul style="list-style-type: none">• Treatment rooms continued to provide care but on fewer sites with a reduced intervention list and domiciliary services were set up set up to support patients who were shielding.• Both Services have agreement to remobilise in all existing health centre sites with reduced capacity for social distancing and footfall in line with GCHSCP risk assessment process.• Progress is being made on the introduction of a Pharmacotherapy hub model which enables a team of pharmacy staff to work remotely with a number of practices to support their work on prescribing, hospital discharge letters and other issues.• Activity at the COVID-19 Assessment Centre at Barr Street continues to see increase in footfall over recent weeks and it is anticipated that demand for the service will remain high as we enter the time of year when many patients present with cough symptoms, and we want to ensure that patients who may have COVID-19 are not attending their surgeries. Consequently, the Centre will once again extend its hours to remain open until 10pm which is contingent upon continuing flexibility and staff availability. We are appreciative of the continuing hard work of all staff undertaking shifts and continue to ask for assistance from NHS and social work staff to run the services at Barr Street.• The Barr Street Testing Hub Support has continued to provide the administration support for the weekly staff testing for Adult Care Homes in NHSGGC. Planning is underway for the incremental transition of weekly staff testing from the Social Care Portal to NHSGGC laboratories for staff within Older People Care Homes. This is an ambitious programme of work for the Barr Street Testing Hub to deliver the support for all weekly staff testing in 198 units. We are grateful for the ongoing support of the staff supporting this work and a further call for administration staff has gone out to join the team, through additional hours and continue to working with the 6 HSCPs on the support that is required to operate the central hub at Barr Street.
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