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Coronavirus (COVID-19)

Glasgow City HSCP Staff Briefing

<b>Date</b>	Friday 28 August 2020
<b>To</b>	Staff working within Glasgow City HSCP
<b>From</b>	Glasgow City HSCP Operational Recovery Group
<b>Purpose of briefing</b>	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.
<b>Background</b>	<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><b>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.</b></p>

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	<p><b>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):</b></p> <p><a href="https://glasgowcity.hscp.scot/covid-19-hscp-update">https://glasgowcity.hscp.scot/covid-19-hscp-update</a></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, and now extends to carers – paid and unpaid and personal assistants.</li><li>• EquipU Services are now back to offering full service delivery to all partners.</li><li>• Linguistic Service continues to offer services over the phone.</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 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 at <a href="https://glasgowcity.hscp.scot/covid-19-hscp-update">https://glasgowcity.hscp.scot/covid-19-hscp-update</a></li></ul>
<b>Children’s Services</b>	<ul style="list-style-type: none"><li>• Home visits continue to focus on support and outcomes to children and families in distress.</li><li>• Recovery plans continue to be strengthened to respond to schools re-opening.</li><li>• Work remains in progress around the family support strategy.</li><li>• Specialist Children Services continue to progress the analysis on waiting times for CAMHS.</li><li>• Recruitment of an additional 49 Qualified Social Workers is also being progressed.</li></ul>
<b>Adult Services</b>	<ul style="list-style-type: none"><li>• The majority of Adult Service recovery plans have now been approved by GCHSCP’s Operational Recovery Group. This has been down to the collective effort of many people, including managers and their teams, professional leads, business support and Business Development colleagues, as well as effective partnership working with staff Trade Union and NHS Staffside representatives.</li><li>• Implementation of our approved recovery plans will take place over a number of phases; services will gradually begin to see a wider number of patients and service users beyond those assessed as priority and urgent, which has been the primary focus over recent months. While services will continue to use telephone and ‘Attend Anywhere’ video appointments where appropriate, the number of face-to-face</li></ul>

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	<p>patient and service user contacts is expected to increase as we progress through the phases of our recovery plans.</p>
<b>Older People's Services</b>	<ul style="list-style-type: none"><li>• Business support staff continue to support the reinstatement of services and accommodation.</li><li>• The majority of Service Recovery Plans have been submitted and approved by NHS Staffside, Trade Unions and the Operational Recovery Group.</li><li>• Services and teams continue to work in an agile manner, utilising technology to maintain contact with service users / patients and carers and only where appropriate and necessary, carrying out face-to-face visits.</li><li>• Briefings are in progress with Older People's teams regarding the recovery plan for services and staff feedback has been taken to inform lessons learned, future service delivery and planning.</li><li>• Phlebotomy Services continue to provide support to Acute and General Practice by working on a domiciliary basis.</li><li>• The Hospital Social Work Team has moved from Borron Street and is now working from QEUH and Petershill sites. The team has recommenced visiting service users on wards utilising agreed guidance and this is a positive experience. Referral rates to the team are increasing to near pre-COVID levels.</li><li>• The HSCP will this year be accountable for the delivery of Flu Vaccination to a range of patients:<ul style="list-style-type: none"><li>○ There are over 73,000 patients in the 65 and over age group, including housebound patients,</li><li>○ Flu vaccinations will also be offered to those aged 55-64, there are over 82, 000 patients in this age range.</li><li>○ Work is underway to plan and deliver on this ambitious programme.</li></ul></li></ul>
<b>Operational Care Services incl. Commissioning</b>	<ul style="list-style-type: none"><li>• A citywide working group has been established to consider the planned reopening of Day Care services and the model of care that can be delivered to our service users. This group includes frontline staff, Day Care managers and Trade Union representation. The plan is complex and a range of COVID-19 risk assessments will have to be put place before any unit can reopen. The plan will be discussed both with families and service users to ensure it reflects their care and support needs.</li><li>• Care homes continue to be a service under significant scrutiny. A new digital safety toolkit from Scottish Government was introduced from 17 August to capture data from care homes in a consistent way to enable key issues to be escalated and provide a national picture. The toolkit is in its infancy and the HSCP has been involved in its development. A number of sessions are being planned to</li></ul>

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	<p>engage with managers on how best to use the data and information generated from the new tool.</p> <ul style="list-style-type: none"><li>• The care homes have been working exceptionally hard to meet all the new requirements for indoor visiting. This requires bespoke plans and risk assessments for each care home with sign-off from the HSCP senior management team and Public Health. All care homes have to be COVID-free and must be fully compliant with the weekly testing regime and using the new digital safety tool.</li><li>• The HSCP has agreed a TV campaign to be launched on STV at the beginning of September to recruit for a number of social care assistant posts in care homes. These positions will be additional and will support our care home visiting strategy through the winter and enable the HSCP to allow staff in Day Care to transition back to Day Care centres as these reopen. Many day care staff are currently working in our care homes to ensure we have sufficient skilled resources to support our residents through this difficult period.</li><li>• Home Care services are delivering an increased level of service having undertaken 75,000 visits this week. Focus continues on providing support to the most vulnerable service users.</li><li>• The service's Recovery Plans have been submitted and approved by staff Trade Unions and the Operational Recovery Group. This shall allow us to progress with the planned recovery of the services.</li><li>• The HSCP TV campaign to be launched on STV at the beginning of September is also seeking Social Care Workers for Home Care services. This will help with our ongoing recovery and is critical for future service delivery over the winter period.</li><li>• We are engaging with all our frontline carers to gather their views on lessons learned during the pandemic and also the wider communication strategy within the HSCP.</li><li>• Support continues from commissioning officers to all purchased services.</li><li>• Testing and compliance with national targets for staff testing within care homes has improved and will remain a priority.</li><li>• This week has seen the reintroduction of indoor visiting across care homes and Commissioning are working with care homes and Public Health to support this.</li><li>• Webinars for older people care home managers and staff and multi-agency partners continue and are well attended with good participation.</li><li>• Work is progressing on the rollout of the digital daily huddle for care homes.</li></ul>
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	<ul style="list-style-type: none"><li>• Financial reconciliation and support to providers remains resource intensive with good progress being made in this area.</li><li>• Core work continues in respect of essential business as usual work, approval has been given to fill current vacancies within commissioning which will help with the ongoing work demands.</li></ul>
<b>Public Protection Services incl. Community Justice and Homelessness</b>	<ul style="list-style-type: none"><li>• Staffing levels in citywide Criminal Justice services remains stable.</li><li>• In terms of Community Homeless services, demand for accommodation remains high. Letting is resuming across the city.</li><li>• In Child Protection the HSCP has been responding to the tragic death of a parent who sadly passed away while caring for an infant child. This has received considerable media attention and a review of circumstances remains ongoing.</li><li>• Demand at Social Care Direct is increasing and with schools reopening it is expected that referrals will increase.</li><li>• All Homelessness Residential services continue to be stable. Staff that had been shielding have returned to work with individual risk assessments in place.</li><li>• Staffing levels in Health Visiting Team are stable, and demand for this service is significant.</li><li>• Outreach services delivered by Hunter Street continue to be very busy and challenging.</li></ul>
<b>Primary Care and Early Intervention Services incl. Health Improvement</b>	<ul style="list-style-type: none"><li>• 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 <a href="https://glasgowcity.hscp.scot/primary-care-improvement-plan-bulletins-and-additional-information">https://glasgowcity.hscp.scot/primary-care-improvement-plan-bulletins-and-additional-information</a>.</li><li>• The provision of flu vaccinations forms a significant element of HSCP and General Practice workloads during the autumn. It is clear that physical distancing requirements will make this very challenging for practices, and consequently the Board and HSCPs are working with practices to ensure that we are able collaboratively to vaccinate Glasgow residents who wish to take up their eligibility for the programme.</li></ul>

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[www.glasgowcity.hscp.scot/covid-19-hscp-update](http://www.glasgowcity.hscp.scot/covid-19-hscp-update)

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