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**Coronavirus (COVID-19)**

**Glasgow City HSCP Staff Briefing**

<b>Date</b>	Thursday 29 April 2021
<b>To</b>	Glasgow City HSCP Staff
<b>From</b>	Glasgow City HSCP Executive Group
<b>Purpose of briefing</b>	The purpose of this briefing is to keep Glasgow City IJB Members and Council Elected Members up to date on how Glasgow City Health and Social Care Partnership (HSCP) is managing and responding to the impact of Coronavirus (COVID-19) on its health and social care services in Glasgow, as well as work that is being progressed around the recovery / renewal of services.
<b>Links</b>	If you would like to view a particular service update, then click on its hyperlink: <ul style="list-style-type: none"><li>• <a href="#">Primary Care &amp; Early Intervention Services incl. Health Improvement</a></li><li>• <a href="#">Children's Services</a></li><li>• <a href="#">Adult Services</a></li><li>• <a href="#">Public Protection Services incl. Community Justice &amp; Homelessness</a></li><li>• <a href="#">Older People's Services</a></li><li>• <a href="#">Carers Services</a></li><li>• <a href="#">Operational Care Services incl. Commissioning</a></li><li>• <a href="#">Resources</a></li></ul>
<b>Background</b>	Throughout the COVID-19 pandemic, the HSCP has had business continuity planning and governance arrangements in place to manage and respond to the impact of COVID-19 on its services and the health and social care needs of the City, as well as to plan for the recovery /renewal of services. This has been led and supported by the HSCP's Executive Group, which consists of the HSCP's most senior managers, and the HSCP continues to liaise and work in partnership with staff Trade

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	<p>Unions and NHS Staff Side. The HSCP also continues to link in with Glasgow City Council and NHS Greater Glasgow and Clyde planning structures.</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.</p> <p>This briefing is available on the HSCP's website, and staff can access it from any of their work and personal devices (e.g., computer, laptop, tablet and smartphone): <a href="#">COVID-19 Update Page</a></p>
<p><b>Health and Wellbeing Supports for Health and Social Care Staff</b></p>	<p>NHS Greater Glasgow and Clyde's confidential <a href="#">staff support line</a> 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 9am to 5pm and can be accessed by phoning 0141 303 8968.</p> <p>The <a href="#">national helpline</a> 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 <a href="#">National Wellbeing Hub</a>, which has been specifically developed for staff working in health and social care, has a number of online self-help resources. NHS Greater Glasgow and Clyde's <a href="#">Heads Up</a> also provides online mental health advice and information.</p> <p>A <a href="#">health and wellbeing web page</a> is now available on the HSCP's website for all NHS and Council staff working in Glasgow City HSCP. It has a range of information and links to national and local resources, including the ones above.</p>
<p><b>Primary Care and Early Intervention Services incl. Health Improvement</b></p>	<ul style="list-style-type: none"><li>• Primary Care Improvement Plan (PCIP) - 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 <a href="#">Primary Care and Improvement Plan page</a>.</li><li>• Pharmacotherapy - the pharmacy teams in the South and the North West will have access to space in Clutha House from 10 May to move forward with the hub model to support pharmacotherapy. This model provides efficiency through remote working across multiple practices. It also offers a supportive environment for training new team members.</li></ul>

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	<ul style="list-style-type: none"><li>• Premises - the availability of space for staff and services continues to be a challenge for the implementation of the Primary Care Improvement Plan, but work is underway to develop designs for improvements in a number of health centres in the North East and South of the city that will provide increased and more flexible space for service delivery.</li><li>• Listening and Learning Drop-in Sessions - Gary Dover, Assistant Chief Officer of Primary Care and Early Intervention, and the Clinical Directors, are hosting lunchtime sessions open to all, to share views and experiences about changes in Primary Care, and to hear about future plans and help to shape these. The first two of these sessions have now taken place and a number of people joined, both HSCP staff and general practice staff. Early feedback suggests that they were helpful discussions and more are scheduled for next month (4, 11, 20 and 27 May). For more information, please contact <a href="#">Lynsey McSorley</a>.</li><li>• Community Links Workers - Following the increased budget made available for the provision of Community Links Workers, significant progress has been made in agreeing the allocation of new staff and the procurement process is underway both with existing providers, and where necessary, to identify providers for clusters that did not previously have any workers in post. It is anticipated that the first of this new tranche of staff will be in post during the summer.</li></ul>
<b>Children's Services</b>	<ul style="list-style-type: none"><li>• Home visits / contacts continue to support children, young people and families in distress and also with the return to school and the easing of lockdown restrictions.</li><li>• A workshop involving 55 key stakeholders has met to further implement the aspirations of the Independent Care Review and 'The Promise' - #KeepThePromise.</li><li>• Scottish Government has been in dialogue with the HSCP about the flexible use and effective impact of the £4.2M Winter Social Provision Fund.</li><li>• Children Service Executive Group has reviewed and endorsed the updated Integrated Children's Service Strategic Plan.</li><li>• Citywide Children's Service Managers Group has met to take forward both the response to the pandemic and the goals of the transformational agenda.</li><li>• A comprehensive session also occurred across Specialist Children's Services in Glasgow to establish the next steps of partnership, alignment and towards integration.</li><li>• HSCP Planning is being coordinated around the COP26 Summit planned for October and November this year.</li></ul>

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<b>Adult Services</b>	<ul style="list-style-type: none"><li>• Adult Services is reviewing our service recovery plans in preparation for any potential further easing of COVID-19 related restrictions in the months ahead, which could see a gradual increase in the volume of face-to-face appointments. Notwithstanding that, we will also continue to explore ways in which technology, such as video appointments, can improve service efficiency and offer a greater choice to patients and service users, where it is safe and accessible to do so.</li><li>• We continue to look at how to safely remobilise building-based Learning Disability services on a limited basis, targeted towards individuals who could benefit most. In the meantime, Learning Disability Day Service staff are continuing to provide an effective outreach service to many of our service users.</li><li>• In line with previous communications, Lateral Flow Testing (LFT) kits are available for all HSCP staff who are in a service user / patient-facing role. This includes administration and business support staff who may come into contact with service users or patients. While participation remains voluntary, eligible staff are encouraged to speak with their line manager about how to access a testing kit and supporting guidance.</li></ul>
<b>Public Protection Services incl. Community Justice and Homelessness</b>	<ul style="list-style-type: none"><li>• Justice Services (Centre) – staffing levels remain stable. Justice social work have been awarded additional grant money of £2,299,347 to support COVID-19 justice recovery work. A proposal on how to spend this money was developed and submitted for approval. Following reopening of Courts, justice caseloads are starting to see a steady increase. Work is ongoing in relation to the electronic submissions of all justice social work reports to Glasgow Sheriff Court. Currently recruiting for additional staff. The Scottish Courts and Tribunal Service recovery plans will include the expansion of remote jury centres and a daily increase of Sheriff Summary and Solemn Courts and they expect that the backlog of High Court and Sheriff Solemn cases will be cleared by 2025 and summary trial backlogs cleared by 2024.</li><li>• Community Justice (Citywide) – no significant change to staffing or operating rotas. Service managers have met to look at business impact planning around COP26. Unpaid work has restarted and there has been an increase in requests for court reports. There has been a significant drop in the outstanding hours remaining across the city which is positive news.</li><li>• Public Protection – a Multi-Agency Risk Assessment Conference advisory group has been set up following Scottish Government consultation. The group is currently organising a series of deep dive discussions to explore how</li></ul>

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	<p>we can improve multi-agency risk assessments for victims of domestic abuse. Preparation for Adult Support and Protection inspection is underway. There is no timescales for inspection yet however it is likely to be carried out remotely.</p> <ul style="list-style-type: none"><li>• Child Protection – no staffing issues across the service. The first meeting of both the operational group for the Joint Investigation Interview national model and the National Referral Mechanism devolved decision making operational group have now taken place.</li><li>• Hunter Street – staffing levels and the service are stable. Vaccination programme continues and have, to date, given over 500 vaccines to eligible service users / patients. Now providing a ‘mop up’ session at Hunter Street for those still awaiting their vaccine. When further supply of vaccine is available, a schedule will be arranged for the under 30s.</li><li>• Residential / Women’s Services - settled staff group across all residential teams. Matching and Move On process continues to work well. An engagement session was held with the Senior Management Team and staff appreciated being able to meet the team and engage in conversation with them.</li><li>• Community Homelessness (Centre) – staffing remains stable across community teams. Demand remains high. Continuing to undertake work to understand the drivers for increase in demand since last year.</li></ul>
<p><b>Older People’s Services</b></p>	<ul style="list-style-type: none"><li>• Locality Business Support Teams - our Locality Business Support Teams have continued to work throughout the pandemic, supporting our teams to deliver services within our health centres and buildings. Throughout the pandemic they have shown their resilience and have risen to the challenges of managing buildings at a very difficult time, from closing them down safely, to then carrying out multiple risk assessments of all our premises to ensure that they are COVID-19 compliant and are set out to ensure good social distancing measures are in place. This crucial work allowed the safe reopening of buildings and facilitated return of staff, our contractors and the public to a safe environment. In addition to their core role, Business Support Managers and their teams have been involved in, and indeed pivotal to the delivery of flu vaccination clinics which took place across many of our health centres from October – December 2020. They have been an essential component in the delivery of this programme both in the clinic settings and the flu and COVID-19 vaccination of our housebound patients. This important piece of work could not have happened without them.</li></ul>

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	<ul style="list-style-type: none"><li>• Services and Teams are continuing to review their existing recovery and restart plans in line with the framework for 'opening up' as set out by the Scottish Government. All recovery and restart plans are being developed in partnership with our NHS Staff Side and staff trade union partners, and reflect both Scottish Government and organisational guidance.</li></ul>
<b>Carers Services</b>	<ul style="list-style-type: none"><li>• Glasgow City HSCP staff continue to play a key role in identifying, involving and supporting unpaid carers.</li><li>• 1,938 carers were offered and accepted an Adult Carer Support Plan or a Young Carer Statement during the financial year 2020-21.</li><li>• From 26 April the online system for unpaid carers to self-register for their COVID-19 vaccine will close. After this date, eligible carers will still be able to register through the national helpline on 0800 030 8013. More information at <a href="#">News and Campaigns</a> on Your Support Your Way Glasgow.</li><li>• Updated Terminal Illness Guidance is available to read at <a href="#">Your Support Your Way Glasgow</a>.</li><li>• Unpaid Carers providing personal care can continue to access PPE by contacting the Carers Information Line on 0141 353 6504. This is expected to cease at the end of June 2021.</li><li>• Please bookmark Your Support Your Way Glasgow '<a href="#">Are you looking after someone</a>' to keep updated about supports available for adult or young carers or to refer a carer. Alternatively, contact the Carers Information Line on 0141 353 6504.</li></ul>
<b>Operational Care Services incl. Commissioning</b>	<ul style="list-style-type: none"><li>• The 5 HSCP care homes have extended the protocols around outdoor and indoor visiting, increasing the number of family members able to visit each resident. This mainly impacts on outdoor visiting as we see lockdown measures begin to relax. The care homes can only do this based on a risk assessment approach which balances the increase activity against staffing resources, testing and space. We intend keeping this approach under review with the next key changes due on 17 May.</li><li>• This week will also see the welcome return of hairdressing services and spiritual leaders to our care homes. Again, each visit needs a risk assessment, but our staff and residents are delighted that life in a care home is beginning to see day-to-day community contact return, and we hope in a few weeks' time to facilitate wider interaction with community groups and to restart church services.</li><li>• The care home staff have been working extremely hard over the last four months of the second lockdown. Many have been working through annual leave and working longer shifts to support our 520 residents. Susanne Millar, Chief</li></ul>

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	<p>Officer, joined a regular Teams call with the care home managers and operational managers to thank the whole care home team for their unwavering support and commitment to our residents in what could only be described as 'extraordinary times'.</p> <ul style="list-style-type: none"><li>• Home Care is continuing with their review and distribution exercise for the new HSCP branded care diaries - the service user held records of their care. This diary is fully branded in HSCP colours with logo and new pictures of our staff. The records contained within are more outcome focussed with clear direction for all carers on personal preferences, risk and moving and handling requirements.</li><li>• Home Care is conducting an 'Audit for April' exercise to sample documents and processes as if a mock inspection by the Care Inspectorate to test our readiness for a full inspection.</li><li>• Home Care and Community Alarms is now preparing for the Public Holidays in May, this is following on from the high levels of service provision over Easter Public Holidays.</li><li>• Home Care Services is delivering a consistent level of service and have, once again, undertaken over 88,000 visits this week, sustaining delivery of care and support to approximately 4,600 service users. Community Alarm Services has been supporting 9,500, responding to those at risk and who need support.</li><li>• Commissioning staff continue to support partner providers across all commissioned services.</li><li>• COVID-19 outbreaks have significantly decreased and focus on vaccinations continue.</li><li>• Multi agency work continues to provide positive and proactive support to our partner providers, including themed webinar support sessions.</li></ul>
<p><b>Resources</b></p>	<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, carers – paid and unpaid and personal assistants.</li><li>• The hub has also commenced the distribution of the Lateral Flow Testing (LFT) kits to all eligible HSCP staff, Personal Assistants, Adult Day Services and Housing Support across the city.</li><li>• EquipU Services continues to offer full service delivery to all partners.</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 regular briefings and personal video messages from the HSCP's Senior</li></ul>

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Management Team. Up-to-date [HSCP COVID-19 communications](#) are available on the HSCP's website.

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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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