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Coronavirus (COVID-19)

Glasgow City HSCP Staff Briefing

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| Date | Friday 29 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 the LRMT was briefed on the enhanced accountability arrangements for care homes that are required to be put in place, and also considered the role of the LRMT as we enter the next phase of the response to the COVID-19 pandemic and what the most effective arrangements will be going forward. More information about this will be available in due course.</p> <p>This briefing will be the last weekly briefing for the time being and will be replaced with a fortnightly briefing. Any important announcements in the meantime will continue to be sent to you via GCHSCP Communications.</p> <p>Again, we would remind 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> |

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| | <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> |
| <p>Resources</p> | <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. • 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. • Further national liaison and dialogue with the Scottish Government around strengthening family support in response to COVID-19. • Recruitment approved for up to an additional 50 Social Workers; and consequently for Children's Services as well. • Initial sense check with Legal around the challenges of family contact for Looked After children. |
| <p>Adult Services</p> | <ul style="list-style-type: none"> • As of the week commencing 25th May, Sandyford central has resumed some services for young people (under 17s only). The clinics will run on Tuesday and Thursday between 4pm-7pm. A young person wishing to book an appointment can do so via the Sandyford website at www.sandyford.org <p>If you're a healthcare professional and would like to refer a young person for this clinic then please call the service via the main switchboard on 0141 211 8130. Further young peoples' service provision will be part of sexual health services wider recovery plan.</p> <ul style="list-style-type: none"> • From 4th May the expanded Sexual Health and HIV Prevention Outreach service commenced. The service is provided at Hunter Street Homeless Services as well a mobile service using the IEP (Injecting Equipment Provision) van. The service provides the following: <ul style="list-style-type: none"> ➢ HIV / BBV / STI testing ➢ HIV PrEP for those at high risk of HIV ➢ Oral contraception or SC contraception for those at risk of unintended pregnancy ➢ Women's vaginal health assessment ➢ Full SRH / HIV prevention assessment for people involved in prostitution and ➢ Full SRH / HIV prevention assessment for people who inject drugs. • On 21st May, the Scottish Government published 'Coronavirus (COVID-19): framework for decision making - Scotland's route map through and out of the crisis'. In line with the phasing and conditions set out in this route map, Adult Services is considering the services that we could start re-introducing and over what period of time. These 'recovery plans' will take into full account the safety of patients, clients and staff. The initial focus of recovery plans will be for the period up to the end of July 2020 |

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| | <p>and staff Trade Unions and Staff Side representatives will be involved fully in the development of these plans.</p> |
| <p>Older People's Services</p> | <ul style="list-style-type: none"> • Current business continuity arrangements continue, and Older People Services has set up arrangements with staff Trade Unions and Staff Side to discuss recovery plans. |
| <p>Operational Care Services incl. Commissioning</p> | <ul style="list-style-type: none"> • Care home large scale testing continues this week with Orchard Grove and Riverside care homes. This has been challenging, both for residents and staff, but a critical exercise to ensure we are maximising the benefit of testing. • Staffing has been a particular focus over the last two weeks, and we have put in place additional staffing resources via our Home Care team who are very experienced and already have skills and knowledge of working with the frail elderly. The additional staff are all qualified staff registered with the SSSC. It has been a very welcome support to all 5 care homes across the city, and this will enable the teams to minimise the use of agency staff and traffic through the care homes. • Home Care has restarted recruitment albeit on a small scale, but it is critical as we start to plan for the future. This will be a developing picture as we rethink our induction programme. • Commissioned services continue to manage well with the various challenges faced as a result of COVID-19. • Additional supports offered to care homes over the Bank holiday weekend were well received by the providers. • Testing processes continue to be implemented across all purchased services supported by close liaison with Public Health to ensure consistency of approach. • Effective multi-agency collaboration continues to support providers and try and avoid duplication. |
| <p>Public Protection Services incl. Criminal Justice and Homelessness</p> | <ul style="list-style-type: none"> • Staffing levels within Criminal Justice remain stable. There has been a slight increase in court business this week. This is the last week of the Emergency Release Programme and despite the first week being busy, there has been good information sharing and planning between key agencies including Health, SPS, community addictions, homelessness and justice services. • Staff are now seeing high risk non-domestic offenders more often on a face-to-face basis. • Physical distancing plans are now in place in Hunter Street. • We now have an additional number of properties that can be used as temporary furnished flats. • There are more people than usual who are presenting out of hours as homeless. • Staffing levels within homelessness teams remain positive; number of requests for accommodation remains high although majority of work continues to be by phone. • Recovery planning is progressing within Homelessness Services and Justice Services with local trade union relations established. • Caledonia Project looking at how revised working space impacts on capacity and will change referral process accordingly. • Staffing levels are stable across Adult Residential with residents and service users being very compliant with restrictions. Guidance is being prepared for physical distancing for residential services. PPE supplies remain healthy. Full key-work sessions with residents now established and are almost back to 'business as usual'. |

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Primary Care and Early Intervention Services incl. Health Improvement

- We have re-established all our workstreams for our Primary Care Improvement Plan so that we can continue to implement the major changes in general practice.
- How we engage with people (GPs, practice staff and the wider public) will be different in the future as a result of physical distancing and our Communication and Engagement Group has been looking at how we can do this effectively in this new world.
- We continue to run the COVID-19 Community Assessment Centre at Barr Street and this now includes 7 teams of staff who are providing the care home COVID-19 testing service. Work is ongoing to look at the options for the future of the network of Community Assessment Centres in Greater Glasgow and Clyde.
- Our pharmacists will be working with GP practices to identify more patients who have long-term conditions and who would benefit from serial prescriptions to reduce the number of visits they will need to make to their practices, and mitigate volume surges and prolonged patient waits by giving community pharmacies more control over repeat medication.

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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