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Coronavirus (COVID-19)

Glasgow City HSCP Staff Briefing

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| Date | Friday 3 April 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>www.glasgowcity.hscp.scot/covid-19-hscp-update</p> <p>The latest information about which buildings are currently open and where services are being delivered from is also available at the web link above.</p> |
| Message from LRMT | The LRMT is continuing to convene twice a week and is liaising and working in partnership with the Trade Unions and Staffside to ensure that issues escalating from services are being addressed. As we approach an expected increase in confirmed cases and hospital admissions, the ongoing commitment and effort by staff across the HSCP to deliver services in these challenging circumstances continues to be recognised. |
| Resources | <ul style="list-style-type: none">• Key worker letter for NHS staff is being issued nationally, and relevant NHS staff should receive this soon.• Guidance on the process for managers to record absence relating to COVID-19 for Social Work staff is currently being developed, and should be issued soon. |

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| | <ul style="list-style-type: none"> • Process for staff volunteers being re-deployed to services where there are pressures during COVID-19 continues to be progressed. • Food vouchers have been secured from Aldi, Tesco and Asda with delivery dates currently being confirmed. Vouchers are also being progressed with Morrison's and the Co-op to help localities to deal with a range of issues. • EquipU focusing only on hospital discharge, care home admission, end of life and emergency repairs. • PPE orders and distribution continues to be coordinated and prioritised across the system to ensure services are issued with PPE as soon as it becomes available to the HSCP. • HSCP staff continuing to work with GCC colleagues, GCVS, Glasgow Volunteers and other third sector organisations to develop community support arrangements for vulnerable citizens. • GCVS helpline is now live and further information will be issued. • Range of funding support arrangements being progressed to assist local communities / third sector organisations. • Weekly video messages from Assistant Chief Officers across the HSCP will be available alongside the COVID-19 Glasgow City HSCP Staff Briefing, published on the HSCP's website. Different Assistant Chief Officer will be featured each week, and they will update staff on some of the actions their service area is taking to manage and respond to the impact of COVID-19. • Conference calling guidance for iPhones circulated (for audio conferences of up to 6 people) and more conference call numbers made available for larger meetings. • Work is ongoing to identify additional laptops and phones for key staff to enable remote working where this is possible. |
| <p>Children's Services</p> | <ul style="list-style-type: none"> • Critical visits are continuing, focussing on support/contact to our most distressed families; in particular those with Child Protection Plans. • We are aligned with Scottish Government's national guidance Child Protection (COVID-19) coordinated with our Business Continuity Plan. • We have sustained key dialogue with Education, Police, Third Sector and Adult Services (including Addiction) to support families in distress. • Health Visiting continues to prioritise first visits and immunisations, along with close dialogue with Staff Partnership. • PPE distributed to residential units and available for home visits where appropriate. • We are coordinating with Specialist Children Services (CAMHS and Community Paediatrics) to align the support to young people / children. |
| <p>Adult Services</p> | <ul style="list-style-type: none"> • Two Mental Health Assessment Units (MHAU) are now operational within NHS Greater Glasgow and Clyde (NHSGG&C) to provide an alternative base for patients who are experiencing a mental health crisis / distress and require to be assessed by mental health professionals. The MHAUs will be based at the Nevis Building, Stobhill Hospital and the MacLeod Suite, Leverndale Hospital. • Community Mental Health Services will focus on providing aligned essential care during the current period of the national and local response to COVID-19. HSCPs will co-ordinate and monitor all available mental health staffing resources mutually to maintain consistent collective HSCP essential community mental health care services. This will result in both the consistent delivery of prioritised and condensed community mental health services across the six HSCPs co-located with NHSGG&C, and consistent in-patient admission. • Adult Support and Protection and SW Duty will move to a citywide service at Petershill Park from 6 April 2020. |

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| | <ul style="list-style-type: none"> • All services continue to focus on urgent and priority care needs. Wherever possible and safe to do so, contact with service users and patients in the community should be via the telephone or 'attend anywhere' video calling. |
| <p>Older People's Services</p> | <ul style="list-style-type: none"> • Planning staffing levels across key service areas over Easter weekend in hand. • Continued focus on reducing delays in hospital discharges to support increased bed capacity in Acute. • Single duty arrangements for older people and adults to come into effect from Monday 6 April. • Discussions underway on Out of Hours crisis support. • Supported the move of Hospital teams from QEUH and Royal Infirmary and Hospital Discharge Team to Borron Street. |
| <p>Operational Care Services incl. Commissioning</p> | <ul style="list-style-type: none"> • Home care has moved to delivering services to 3,800 services users. Service users with substantial need are now being contacted directly and are being offered further assistance from British Red Cross and third sector providers. All service users have been given a Home Care line number (0141 353 9292) to contact if their care needs change. • Home care continues to focus on Hospital Discharge which is a critical service to support patients home. • 23 students have completed their induction and will join home care teams across the city to bolster our capacity to deliver services 24/7. 8 retirees have returned in a variety of roles and it was very much appreciated that these familiar faces volunteered to re-join our services. There are plans to continue to recruit additional students over the coming weeks. • The Community Alarm Service is operating with reduced call handling and Local Response Teams but is continuing to support fallers and people at risk 24/7. • Older People Residential Units have seen staff relocated from day care and from Adults LD and has been a welcome additional resource allowing us to maintain our staffing levels. • Our residential teams are working to keep our elderly residents entertained and connected with their families through a wide variety of initiatives, from learning to use Facebook to good old fashion letter writing to keep in touch with friends and family. • 12 student volunteers are scheduled to go through a fast track recruitment next week and will join the OP residential team next week. • As of Monday 30 March 2020 all Commissioning staff were operating from home. • Regular email communication has been issued to providers including on-going funding, CI updates and any other relevant information. • Daily contact (unless agreed otherwise) with each service from nominated link officer. • Negotiation with legal in respect of contractual arrangements and application of SPPN (procurement notices). • Capacity and pressures being recorded at a care group wide level. • Info on systems for prioritising SU has been requested across adults and older people. |
| <p>Public Protection Services incl. Criminal Justice and Homelessness</p> | <ul style="list-style-type: none"> • No significant changes in priorities for Criminal Justice services and staffing levels are stable in citywide and locality services. • Any early liberation programme will impact on demand for homelessness, ADRS and homelessness services and SPS may request emergency provision of services in the early liberation. • A new pharmacy at Hunter Street will facilitate prescribing management and the clinic is taking on all new ORT patients. |

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| | <ul style="list-style-type: none">• Staff at Hunter Street are maximising community prescribing to reduce footfall where necessary and planning on Outreach to most vulnerable is underway• Homelessness emergency accommodation remains available.• A key issue for the homelessness service is about people with no recourse to public funds and discussions are continuing about this.• Homelessness assessments are primarily being carried out over the phone and there has been an offer of accommodation for all requests received |
| Primary Care and Early Intervention Services incl. Health Improvement | <ul style="list-style-type: none">• The request for Health Centres and GP practices to remain open over the Easter weekend to help relieve pressure on Acute services has been positively received, and work is underway to ensure this operational.• The Barr Street Assessment Centre is continuing to operate, and is seeing upwards of 70-80 referrals a day. Work continues to ensure appropriate staffing levels are in place with a view to extending opening hours as the number of referrals is expected to increase. |

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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