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Coronavirus (COVID-19)

Glasgow City HSCP Staff Briefing

Date	Thursday 3 December 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> <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): <u>COVID-19 Update page</u></p>

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Health and Wellbeing Supports for Health and Social Care Staff	<p>NHS Greater Glasgow and Clyde's confidential staff support line 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 8am to 6pm and can be accessed by phoning 0141 303 8968.</p> <p>The national helpline 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 National Wellbeing Hub, which has been specifically developed for staff working in health and social care, has a number of online self-help resources. And NHS Greater Glasgow and Clyde's Heads Up also provides online mental health advice and information.</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 regular briefings and personal video messages from the HSCP's Senior Management Team. Up-to-date HSCP COVID-19 communications are available on the HSCP's website.
Carer Services	<ul style="list-style-type: none">• The Scottish Government launched Carers' Wellbeing campaign to encourage carers across Scotland to seek the emotional and practical support that will help them look after themselves.• Recent polling undertaken by YouGov indicates that an additional 392,000 people in Scotland have taken up caring roles during the pandemic.• All carers have the right to an emergency plan as part of their Carer Support Plan or Young Carer Statement. Glasgow's Carer Service can support carers to create an emergency plan.• Unpaid carers and young carers aged 18-64 are entitled to free flu vaccine at participating community pharmacies.• Unpaid carers and young carers are still able to enter someone else's house to provide care no matter what local

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	<p>authority they live in. For details visit COVID-19 related info for unpaid carers.</p> <ul style="list-style-type: none">• Unpaid Carers providing personal care can access PPE by contacting the Carers Information Line on 0141 353 6504.• To find out more about the rights of carers and supports available for adult or young carers or to refer a carer:<ul style="list-style-type: none">○ Contact the Carers Information Line on 0141 353 6504.○ Visit Your Support Your Way Glasgow.
Children's Services	<ul style="list-style-type: none">• Home visit / contacts have been sustained in Tier 4 in tandem with supporting children and families in distress.• The extension to the Integrated Children's Plan has been approved by the IJB enabling further engagement and reflections across the children's network in Glasgow.• Work is ongoing to utilise and align the money / investment from Scottish Government in relation to responding to Mental Health needs exacerbated by the pandemic.• The Glasgow Community Planning Board has been appraised of the progress of the Children's Service Executive Group, the response to the pandemic and the aspirations of the Family Support Strategy.• Work remains ongoing to drive forward the transformational agenda in Children's Services.
Adult Services	<ul style="list-style-type: none">• Adult Services is finalising their service contingency plans for the winter period and the additional demands and service pressures that may follow. This includes consideration of the key lessons learned so far during the COVID-19 pandemic. This will inform how we can best support staff and maintain service delivery, to ensure that we continue to meet the needs of our patients and service users.• Services continue to embed new ways of working, such as seeing patients and service users through 'attend anywhere' video appointments, where appropriate. We anticipate that the number of face-to-face patient and service user contacts will increase as we progress through the phases of our recovery plans.• Learning Disability Day Care support staff continue to receive positive feedback for the outreach service currently being provided. The outreach service was introduced as a consequence of the temporary closure of day centres at Riddrie and Carlton, due to the COVID-19 pandemic.
Older People's Services	<ul style="list-style-type: none">• The HSCP has continued the delivery of the over 65 Adult Seasonal flu vaccination clinics which are taking place up to the end of November 2020. To date:<ul style="list-style-type: none">○ 91,579 people aged over 65 have been invited to attend a seasonal flu vaccination and○ 57,340 have attended.

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	<ul style="list-style-type: none">• In addition, we are continuing to deliver Seasonal Flu Vaccination to our Housebound Population which includes Adults aged 18-64 'at risk' as well as over 65's. This year we have seen a substantial increase in the number of adults included in this programme with over 12,000 patients being identified as housebound.• The HSCP is now embarking on vaccination for an extended group of patients who have not previously been eligible for free seasonal flu vaccination. Adults aged 60-64 will receive an invitation to receive the vaccine this year and the HSCP will be delivering 11 vaccination clinics across the HSCP on each of the following dates: Saturday 5th, Sunday 6th, Saturday 12th and Sunday 13th December. In addition, this age group can also be vaccinated from 1st to 13th December at a participating Community Pharmacies.• We also continue to support a number of GP Practices who are utilising our venues to vaccinate their 18-64 'at risk' age group.• The effort and commitment of all staff to this programme is greatly appreciated.
Operational Care Services incl. Commissioning	<ul style="list-style-type: none">• All care homes in Scotland received a letter explaining that from 7th December, visitor testing would be rolled out across all care homes to facilitate visiting. This is very complex and the guidance, logistics, staffing implications and data security is still to be shared with care homes; however, this is a welcome decision for both staff and crucially families.• Care home planning is well underway for Christmas and New Year. This year we want to maximise our staffing compliment to support our residents to ensure they can enjoy the festive season and to facilitate visiting from families and carers. The care homes have seen 20 new social care staff join the team in the last month to support staff annual leave and to ensure we have enough staff to support all the new challenges that extended testing of visitors will entail.• Home Care and Community Alarm Services are experiencing a number of challenges as the second wave impacts. Our workforce continues to rise to meet these challenges in many areas, this includes agreeing to additional shifts and overtime as the team work to support all the service users.• Home Care Services is delivering a consistent level of service and have once again undertake over 88,000 visits this week.• Home Care and Community Alarm Services are continuing to focus on the upcoming festive period where Tier 4 restrictions will impact on families.• On-going support continues across all commissioned services. This is tailored depending on the best approach within the respective care groups.

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	<ul style="list-style-type: none">• A 100% compliance rate was achieved by commissioned care home services on the national reporting tool TURAS.• Interviews have been set for commissioning staff across three days in December.• Progress is being made with the three live tenders across children and families and the overarching care and support 2019 Framework.• Planning is underway to ensure robust support from commissioning for our provider partners across Christmas and New Year.
Public Protection Services incl. Community Justice and Homelessness	<ul style="list-style-type: none">• Justice Services (Centre) - Staffing within Centre Justice Services remains stable. Staff have prioritised caseloads in light of the Tier 4 restrictions. No issues arising from the additional restrictions now in place. Court business has remained unchanged despite the additional Tier 4 restrictions. MAPPA meetings are continuing over MS Teams. Glasgow is involved in a number of workstreams being developed as part of the Community Justice Scotland's Recover, Renew and Transform plan.• Homelessness Services Hunter Street - No issues as a result of Tier 4. Staff remain positive and outreach continues. Recruitment still ongoing.• Community Homelessness - Staffing numbers remain positive and staff risk assessments are underway. Demand continues to be steady and majority of work continues to be completed over the phone. Offers of settled lets remain high. Overnight Welcome Centre opened on 1 December.• Residential / Women's Services – Housing providers continue to provide permanent housing offers to allow service users to move on and freeing up of emergency beds.• Temporary Accommodation – demand for accommodation remains steady. There has been a good supply of Temporary Furnished Flats being made available for let.• Child Protection – HALT and Family Support Service continue to support and work with service users in both premises. Child Protection work across the city remains busy.• Emergency Out of Hours Social Work and Homelessness services – Nightshifts continue to be busy. Recruitment ongoing for Operations Manager. Service still experiencing intermittent technical issues at weekends for partner local authorities, which is being escalated. Out of Hours have given out a number of food parcels to families in need.• Local Area Justice Services and Caledonia Project – staffing remains stable. SACRO now have an additional base up and running and are hoping to open premises within North West soon which will hopefully increase the number of placements available, including at weekends. Recruitment in the service

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	<p>is ongoing. High level of demand for reports over the past few weeks.</p>
<p>Primary Care and Early Intervention Services incl. Health Improvement</p>	<ul style="list-style-type: none">• Primary Care Improvement Plan: 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.• Collaborative programmes: As part of the Practice Administrative Staff Collaborative relaunch by Health Improvement Scotland (HIS), additional resources have been developed which include the Care Navigation 10 step guide and the Primary Care Communication Toolkit. The programme seeks to support practices to develop their work on care navigation, ensuring that patients are seen by the appropriate health care professional.• The HIS Pharmacy Collaborative has shifted its focus to serial prescribing until March 2021, and 26 practices in Glasgow are now participating. Serial prescriptions are written by prescribers for a period of up to 12 months with a set dispensing interval (e.g., every 28 days). This means that prescribers need to prepare fewer prescriptions, and for patients this means the prescription can be prepared before they attend the pharmacy saving them time. The iHub is offering workshops to participating practices to support issues such as communication and engagement with patients and with community pharmacy, setting up of systems, sharing of resources etc.• COVID Assessment Centre: Over recent weeks the COVID-19 Assessment Centre at Barr St has seen activity levels close to those seen in the spring and staff have once again risen to the challenge to ensure patients are supported for assessment and onward treatment or advice. Work is underway to ensure that we can support the COVID-19 pathway over the festive period and the centre plans to be open on the public holidays to provide out of hours cover.• The Admin Testing Teams at Barr St now process around 6,000 testing kits for residents and staff of Care Homes. Work has been undertaken to review the system and undertake a webinar with Glasgow Older Peoples Care Homes to ensure that testing flow supports all departments working to deliver this programme, i.e., Admin Hub, Transport, eHealth and Laboratories.• Awards news: In connection with her tireless work on the development and resilience of the COVID Assessment Centre, as well as her work on the Primary Care

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	<p>Improvement Plan, Ann Forsyth was nominated for the Scottish Public Service Awards. We are delighted that she has been shortlisted in the Leadership category, and she has our best wishes for success in the final judging.</p>
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www.glasgowcity.hscp.scot/covid-19-hscp-update

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