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Coronavirus (COVID-19)

Glasgow City HSCP Staff Briefing

<b>Date</b>	Thursday 30 July 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 continues to focus on hospital discharges, care home admissions, end of life and emergency repairs, and is in discussion with partners on how to bring more services back on line.</li><li>• Ongoing review of financial support to providers during COVID-19 pandemic being undertaken with Commissioning colleagues.</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>• Planning is underway to ensure Children’s Services are ready to respond when schools re-open.</li><li>• Engagement remains with Third Sector around recovery to ensure services are ready to respond.</li><li>• Specialist Children Services are also progressing work on waiting times for CAMHS.</li><li>• Child Protection Contingency meeting has been co-ordinated to strengthen our collective city approach to recovery.</li></ul>
<b>Adult Services</b>	<ul style="list-style-type: none"><li>• Recovery planning continues within Adult Services as we look to gradually reintroduce services that were paused due to the COVID outbreak. In doing so, it provides an opportunity to strengthen new ways of working that have proved to be effective over the last few months, such as a greater use of technology.</li><li>• As part of our recovery planning, the Sexual Health Services base at Parkhead Health Centre is re-opening on 3rd August 2020. The base at Sandyford Central has remained open throughout and the base at Paisley opened on 6th July.</li></ul>

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	<ul style="list-style-type: none"><li>• Adult Services are delighted to confirm that more than 60 of our Year 3 (band 4) mental health nursing students, who opted for paid employment with us in April 2020, have now been offered substantive employment as registered nurses (band 5) from October 2020.</li><li>• Soon to be Newly Qualified Nurses (NQNs) have been offered posts in CAMHS, Forensic, ADRS, Prison Healthcare and Mental Health Services, spanning the six HSCPs. The addition of our soon to be NQNs will be a great asset to integrated multidisciplinary teams and we wish them every success in their new posts.</li><li>• Nursing staff are currently preparing to support the next generation of student nurses due to start the new Nursing &amp; Midwifery Council (NMC) approved pre-registration nurse education programme. The Practice Education &amp; Care Home Facilitator (PEF / CHEF) Team is actively supporting staff with this transition locally and our Practice Development Nurses (PDNs) continue to proactively support staff in practice, ensuring that we continue to invest and develop our current and future nursing workforce.</li></ul>
<b>Older People's Services</b>	<ul style="list-style-type: none"><li>• Business support staff continue carrying out risk assessments of accommodation, in line with the NHSGG&amp;C and GCC guidance, to prepare to support the reinstatement of services.</li><li>• Recovery planning continues, with Hospital Discharge Team re-location to Petershill Park from Borron Street proceeding from 27th July.</li><li>• All Older People's teams will be briefed on the recovery plan via a cascade briefing agreed with staff Trade Unions and NHS Staff Side.</li><li>• Phased recovery plans continue to be developed in line with Scottish Government 4-phase approach.</li><li>• The delayed discharge position has deteriorated sharply following the Glasgow Fair public holiday. Urgent remedial actions are being taken to recover the position.</li><li>• Services and teams continue to support service users, using technology to maintain contact with service users / patients and carers and, where appropriate and necessary, carrying out face-to-face visits.</li><li>• Services are beginning to see an increase in referrals.</li><li>• Local Vulnerable Adults list for each area is well established, monitored and checked daily, with diversion to duty systems when action needed.</li><li>• Continuing to operate central hub where all work is received and triaged and responded to daily including adult protection.</li><li>• Phlebotomy Services continue to provide support to Acute and General Practice by working on a domiciliary basis, the</li></ul>

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	<p>service saw 1,401 patients in the last week. This was a drop from a peak of over 1,500 patients.</p> <ul style="list-style-type: none"><li>• Planning for delivery of the Seasonal Flu Programme to Housebound Patients is well underway.</li><li>• Work is underway to support General Practice in the delivery of the Seasonal Flu Programme for this year.</li></ul>
<b>Operational Care Services incl. Commissioning</b>	<ul style="list-style-type: none"><li>• Care Homes are continuing in their commitment to weekly testing of all staff, with appropriate actions being taken via the advice and guidance of Public Health where any asymptomatic positive results have been identified.</li><li>• Care Homes remain in phase 2 of the Scottish Government’s guidance on visitors, with each service monitoring this. It has been an emotional time for relatives and residents who have been reunited after such a long time.</li><li>• Recovery planning continues within Home Care and we are gradually reintroducing service users that were paused or reduced due to the COVID-19 outbreak. This is based on both increasing staff availability through recruitment and also carers returning to the service.</li><li>• Community Alarms responder calls have seen an increase and we have reached the highest level since the COVID-19 outbreak.</li><li>• Home Care Assessment and Operational Teams continue to review all service users, and we are continuing to focus on service users with the greatest levels of need including new referrals or service users where packages were paused or reduced. All of these assessments and reviews are undertaken in conjunction with Glasgow HSCP Eligibility Criteria.</li><li>• Planning is now focussing on the winter months ahead, with sessions being planned on lessons learned that will help to inform our next steps within both Care Homes and Care at Home. This includes the development of a recruitment strategy with the intention to rapidly recruit ahead of winter.</li><li>• Commissioned services continue to operate satisfactorily with tailored support and information offered from the respective link officers.</li><li>• Extensive work has been done to support older people and adult care homes with establishing robust testing approaches in line with Public Health requirements.</li><li>• Contract management work continues with the return and analysis of the 6-monthly provider returns.</li><li>• Payments have been made to providers under the additional costs COVID-19 scheme.</li></ul>
<b>Public Protection Services incl.</b>	<ul style="list-style-type: none"><li>• Homeless Accommodation – Demand for accommodation remains steady and accommodation remains tight. Temporary furnished flat recovery now in process.</li></ul>

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### Community Justice and Homelessness

- Physical distancing now in place in Hunter Street, including information posters on walls etc.
- Looking to develop an outreach programme to reach groups of young people sleeping rough.
- We have now distributed over 200 mobile phones to service users and they are paying dividends in terms of qualitative and spontaneous communication with service users.
- Public Protection – Much of the Child Protection Committee's / Adult Support & Protection Committee's work can now be done remotely via Microsoft Teams. This is working well. Subgroup meetings are restarting, and work plans are being revised to take account of the impact of COVID-19 and new and emerging risks. Dates for online public protection training sessions have been identified. The team shares a workspace with other sections, and some modification of layout and / or a rota is required to allow the safe return to the office. The Centralised Duty Team for Adult Support & Protection is still working well and the service managers leading on this are looking at moving back to localities. This will probably be August at the earliest and they will also ensure that they have the facilities to move back to a centralised model should there be a further spike in COVID-19. ASP referral numbers are getting closer to normal.
- Out of Hours – staffing is good. Referrals are increasing and this is a direct impact of the physical distancing on the call handling, staff are having to sit in offices where the phones can't be answered directly. Recovery plan submitted.
- All staff in Out of Hours currently being trained on Eclipse for Children and Families in Renfrewshire which goes live on 5th August. By the end of the year, staff will be reading / writing into many different IT systems which is a potential risk.
- Out of Hours Homelessness – continues to be busy on backshifts though to a lesser degree than we have seen in last few months.
- Restart plans for North East and South Community Homeless Teams completed; North West Community Homeless Team's plan will be finalised today. Demand on service continues to be very high and temporary accommodation remains tight. There has been an increase in footfall coming through all 3 teams.
- Residential Homelessness – all services remain stable – staffing levels still healthy. No positive COVID test results for staff or service users currently.
- Care Inspectorate – continue with weekly online updates, now moved to monthly email updates.

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	<ul style="list-style-type: none"><li>• A number of exercises are underway to gather baseline information on our work with Domestic Abuse across the Health and Social Care Partnership.</li><li>• Housing First Team continues to be fully operational from home carrying out assessments already in the system (including CAN cases referred recently) and RAG daily contacts and response. Recovery plan in place and team keen to get back to office base. Approximately 170 cases in the system at various levels between tenancy and ongoing assessment.</li><li>• Community Justice – Significant backlog of cases that need to be completed asap as Court business increases over coming weeks / months.</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>• NHS Scotland's national screening programmes, which were paused in March because of coronavirus (COVID-19), continue to resume safely, carefully and in a series of stages. Information on the resumption of screening programmes is available on <a href="#">NHS Inform</a>.</li><li>• Breast screening is the next service to resume on 3 August. Letters will be prioritised for those invited for breast screening before the pause who were unable to attend or had their appointment cancelled. More information is available on <a href="#">when NHS Scotland's national screening programmes will resume</a>.</li><li>• Bereavement training – As we work through the disruption and impact of COVID-19, the loss of life and the challenges communities have faced grieving in the midst of a pandemic have been challenging, and it is important for staff to feel able to have conversations about death, bereavement and grief and that staff are still able to access opportunities to increase their knowledge and understanding of these issues. As part of the Primary Care Improvement Plan, we have worked with Childhood Bereavement UK who will be hosting multiple interactive bereavement seminars over the coming months, starting in August 2020. These webinars will be open to general practice staff and members of the MDT aligned to practices.</li><li>• The COVID Assessment Centre in Barr Street continues to respond to the needs of those presenting with COVID-19 symptoms and who require to be assessed following triage by their General Practice or the COVID hub. In recent weeks the demand for this service has reduced, though</li></ul>

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	<p>patients are now presenting with wider problems and long term conditions, and this may impact on the service model.</p> <ul style="list-style-type: none"><li>• Since April, the pathways for COVID-19 testing have been developing and expanding and the HSCP has set up a testing response team to administer and support symptomatic, new resident, care home outbreaks and staff testing in care homes.</li><li>• Health Improvement secured and are co-ordinating the dispersal of the 194 Connecting Scotland (iPad, Chromebooks and MiFi) devices to receiving services across GCHSCP over the next fortnight.</li><li>• Health Improvement are working locally and citywide with partners on a range of recovery aspects including mental health, social isolation, poverty and food.</li><li>• Health Improvement staff are gathering intelligence on changes in health patterns since lockdown including drugs, alcohol and wider arenas of well-being for longer term public health planning as part of the city, health board, national and international effort.</li></ul>
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