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Coronavirus (COVID-19)

Glasgow City HSCP Staff Briefing

Date	Wednesday 31 March 2021
To	Glasgow City HSCP Staff
From	Glasgow City HSCP Executive Group
Purpose of briefing	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.
Links	If you would like to view a particular service update, then click on its hyperlink: <ul style="list-style-type: none">• Primary Care & Early Intervention Services incl. Health Improvement• Children's Services• Adult Services• Public Protection Services incl. Community Justice & Homelessness• Older People's Services• Carers Services• Operational Care Services incl. Commissioning• Resources
Background	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): COVID-19 Update Page</p>
<p>Health and Wellbeing Supports for Health and Social Care Staff</p>	<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 9am to 5pm 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. NHS Greater Glasgow and Clyde's Heads Up also provides online mental health advice and information.</p> <p>A health and wellbeing web page 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>Glasgow City IJB / HSCP Governance Arrangements</p>	<p>Back in January the IJB approved, for a second time, temporary changes to its governance arrangements in recognition of the increased pressure on health and social care services and operational staff caused by the resurgence of the virus in the community at the time. The changes included reduced agendas and a focus on business-critical and/or time-sensitive items at the IJB and IJB Finance, Audit and Scrutiny Committee and the temporary suspension of the Public Engagement Committee. Again the changes supported frontline operational staff to concentrate their time and focus on responding the pandemic.</p> <p>In March, in recognition of the progress being made to tackle the virus through, for example the vaccination programme, the</p>

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	<p>IJB approved a recommendation to return to normal governance arrangements. The return to normal governance arrangements take effect in time for the IJB Finance, Audit and Scrutiny Committee in April and the IJB in May. The Public Engagement scheduled for May will also go ahead as planned.</p> <p>Governance arrangements will continue to be reviewed in the context of the pandemic and any requirement to re-consider or alter arrangements will be subject to approval at the IJB.</p>
Primary Care and Early Intervention Services incl. Health Improvement	<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.• Lifelink - this is the organisation that delivers our adult stress service in the city for anyone aged 16plus who has low mood, anxiety, depression, or stress. Throughout the last year the service operated via telephone and online. Plans are underway for the reintroduction of face-to-face appointments for a limited number of patients who are unable to engage via other means and who need to be seen. 52 wellbeing classes were delivered for 749 people between April and December 2020. Between April 2020 and February 2021, there were 12,535 appointments with 3,311 individuals.• Employability - Primary Care is likely to see a significant increase in employment and employability related presentations in the coming weeks and months ahead due to the pandemic and economic downturn. Discussions are ongoing with GCHSCP and primary care representatives about the development of an Employability Triage Service for GPs and other primary care staff.• COVID-19 Assessment Centre - Barr St continues to support general practice through the Community COVID Pathway.• COVID-19 Vaccinations - practices are now starting to deliver second doses to their patients (those aged over 75 years, or aged over 16 and shielding).• A presentation on Health Improvement performance was made at the last IJB Finance, Audit and Scrutiny Committee on 10 February 2021 and includes a focus on mental health and wellbeing. It is available to view on our HSCP's website.
Children's Services	<ul style="list-style-type: none">• Home visits / contacts continue to support children, young people and families in distress and protocols are being reviewed in light of the gradual easing of lockdown restrictions.

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	<ul style="list-style-type: none">• Further developments in relation to the plan for the new mental health funding include more targeted support for care experienced young people, and scoping work to understand the mental health needs of children and young people with protected characteristics to ensure that our services are accessible to all children and young people living in the city.• Glasgow City Integrated Children’s Service Plan for 2020-2023 was approved by the IJB, and is now published on the HSCP website.• A version of the Children’s Services Plan will now be developed in collaboration with children and young people• The Plan includes a new priority to ensure that “children and young people are involved and included, and their views are influential in the development and delivery of services”, to reflect the incorporation of the United Nations Convention on the Rights of the Child into legislation.• A key priority for the partnership is to develop our collective approach to including children and young people in the design and delivery of services, in line with the principles of the Promise and the recommendations of the Independent Care Review.• Feedback about the development of the Children’s Services Plan will be provided to the children and young people who took part in the consultation.
Adult Services	<ul style="list-style-type: none">• Engagement sessions were held, virtually, in March with Locality Engagement Forum members and community representatives to share information on priority topics and service updates. The engagement event on 16th March focused on Adult Services and Mental Health services in particular.• Service recovery arrangements continue within Adult Services in line with approved recovery plans. This includes continuing to embed new ways of working, such as seeing patients and service users through ‘attend anywhere’ video appointments, where appropriate.• We are currently looking at how to safely remobilise building-based Learning Disability services on a limited basis, targeted towards individuals who could benefit most. Timescales for this will take into account of the pace of the COVID-19 vaccination programme for our service users.
Public Protection Services incl. Community Justice and Homelessness	<ul style="list-style-type: none">• Justice Services (Centre) - staffing remains stable within all Justice Centre Services. Since January, criminal courts have focussed on the most serious trials, with the majority of summary trials in the Sheriff Court and Justice of the Peace Court adjourned. The Lord President has announced that while there is a need for the current restrictions to continue in the short term, there can be a cautious and

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	<p>incremental easing of the current criminal court restriction. From 19 April 2021, Sheriff Court cited cases will re-start and summary trial courts will return to their pre-January lockdown loadings of three trials programmed with two backup case cases with witnesses on standby. From 7 June 2021, Justice of the Peace Courts will re-start all business. Clyde Quay Team continue to be responsive to changes in restrictions and plans are being progressed around organising groups restarting.</p> <ul style="list-style-type: none">• Community Justice (Citywide) - no significant change in staffing or operating rota. Staff are dealing with higher risk cases coming through courts. Unpaid work placements continue to be suspended and we are awaiting further notice as to when they can re-open.• Homelessness & Asylum Services – staffing remain stable and recruitment continues. Service continues to meet demand.• Community Homelessness / Homelessness Centre Team – staffing numbers remain positive across the teams. Demand across teams continues to be high. Demand for statutory homelessness services at the Welcome Centre remains low. Emergency accommodation modelling / demand planning is ongoing and will be a key part of wider Temporary Accommodation Strategy which is due to be completed by end of June 2021.• Public Protection - Thematic review on Parental MH as a risk indicator in child protection registration is complete.• Child Protection – Halt and Family Support Team continues to see service users with no issues. Both services have a steady flow of referrals. The joint Investigative Interview National Pilot commences this week and 6 social work staff and 6 Police Officers will start their training this week.
<p>Older People's Services</p>	<ul style="list-style-type: none">• The Older People's and South Locality Planning & Transformation Team continue to work from home, and only occasionally over the past few months have team members needed to go into Rowanpark. We have managed all our business remotely, as have others in the HSCP, and continue to work closely with the Older People's Core Leadership Team and South Locality Team to take forward the work of the HSCP. As a team we keep in touch through fortnightly team meetings that have proved beneficial for team support, morale, and one-to-ones to give team members individual support. During this time we have been joined by a number of new staff members: Gareth Williams, Planning Manager, Operational Care Services; Callum Lynch, Community Engagement Officer; Eilidh Connolly, Resource Worker, and the team will be further strengthened by the recent appointment of a Principal Officer for Digital Transformation.

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	<ul style="list-style-type: none">• Home Enteral Feeding Nursing Service - the Home Enteral Feeding Team (HEFT) is a multidisciplinary team including Specialist Nurses and Dietitians. The Service supports the six HSCPs in Greater Glasgow and Clyde. The Nursing component of the HEFT comprises of two WTE Nurses who:<ul style="list-style-type: none">○ provide and enhance nursing assessment, review and support for adults with complex feeding problems requiring enteral feeding tube placement, support and management.○ participate in resolving enteral tube issues thereby avoiding admission to acute sector where appropriate.○ facilitate training and support for patients and staff and○ support cost effective use of enteral tube feeding products and equipment. <p>The service has remained working throughout the COVID-19 pandemic, 8:30 – 16:30, Monday to Friday with Nursing staff operating agilely, continuing to visit patients at home whilst providing necessary training and support for staff, patients and carers to enable safe, effective, patient-centred care to be delivered in the community, away from an acute setting where possible.</p> <p>The volume and complexity of referrals to the Nursing Service has increased over the last year with Enteral Feeding Nursing staff supporting more patients thereby releasing time for Community District Nursing Services to respond to increased patient need in the community.</p> <p>The service has focussed on encouraging patient self-support with materials being developed to guide and advise patients and carers in the management of enteral feeding tubes.</p> <p>The use of technology to manage elements of care is also being considered with MS Teams and 'Attend Anywhere' being used and electronic referral opportunities being developed.</p>
Carers Services	<ul style="list-style-type: none">• GCHSCP staff continue to play a key role in identifying, involving and supporting unpaid carers.• A series of briefings have been developed to support delivery of GCHSCP Carer Strategies. For more information or to book a briefing visit Are You Carer Aware?• Your Support Your Way Glasgow 'Are you looking after someone' web pages have been updated to include Carers (Scotland) Act 2016 Resources. Please visit and bookmark.• Unpaid adult carers aged under 65 and young carers aged 16 or 17 are included in the priority list for the COVID-19 vaccine and carers can now self-register.• Unpaid Carers providing personal care can access PPE by contacting the Carers Information Line on 0141 353 6504.• 29th March until 4th April is world autism awareness week.

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	<ul style="list-style-type: none">• To find out more about 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.
Operational Care Services incl. Commissioning	<ul style="list-style-type: none">• The vaccination programme for our residents' first and second vaccine has gone exceptionally well. All residents who wished to be vaccinated are now fully vaccinated. Our residential staff have all been receiving their second vaccine in the last few weeks with 86% of staff taking up the opportunity.• The 5 HSCP care homes have implemented the new 'Open with Care' guidance issued in late Feb. All care homes have extensive visiting plans in place, giving families and friends time with family members, 7 days a week from 10am – 6pm. Families have been overjoyed at this relaxation of the rules and we have had many emotional moments and rejoicing which has been celebrated across the care homes by our staff.• Community connections has always been important within our care homes and none more so than now. Our primary schools have always played a crucial role frequently visiting our care homes. As our p1-4 returned to school, children across the city turned to writing letters and making Easter gifts for all our residents that don't have family or visitors. The Executive Director, Education Services, put out a request on our behalf and hundreds of cards and gifts starting arriving in our care homes much to the delight of residents and staff alike.• Home Care and Community Alarms are continuing the preparation for the Easter Public Holidays, planning to respond to service user needs.• Home Care continues to use the pod meetings in the local area to provide a multi-disciplinary view on care plan changes.• Home Carers and Community Alarm Responders continue to perform their PCR weekly tests and many of the staff have now received their second dose of the vaccine as we continue to support remaining staff to access appointments for their second vaccinations.• The Home Care Service was delighted to interview some excellent applicants for a summer intern to complete a project within care services focussing on improving communication and engagement.• Work continues to support providers across all commissioned services• No recorded outbreaks within the past seven days.• Testing and vaccinations continue to be promoted and welcomed by our providers.

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	<ul style="list-style-type: none">Continued roll out of Open with Care (visiting) across care homes is welcomed and everyone looks forward to this widening across all services based on government guidance.
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, carers – paid and unpaid and personal assistants.The hub has also commenced the distribution of the Lateral Flow Testing (LFT) kits to all eligible Glasgow City Health and Social Care Partnership (GCHSCP) staff, Personal Assistants, Adult Day Services and Housing Support across the city.EquipU Services continues to offer 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.The HSCP currently has a Communications Survey for HSCP staff and IJB and Council Elected Members to share their views on HSCP COVID-19 communications. The survey will enable the HSCP to reflect on how it's communicated to date, and plan how it communicates over the next period and post-COVID-19. The survey is available at www.smartsurvey.co.uk/s/HSCPCommunications/.

KEEP UPDATED AT ALL TIMES ON OUR WEBSITE

www.glasgowcity.hscp.scot/covid-19-hscp-update

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