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Coronavirus (COVID-19)

Glasgow City HSCP Staff Briefing

Date	Thursday 4 March 2021
To	Staff working within Glasgow City HSCP
From	Glasgow City HSCP Executive Group
Purpose of briefing	The purpose of this briefing is to keep staff up to date on how Glasgow City 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.
Background	<p>Throughout the COVID-19 pandemic, Glasgow City 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 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 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 style="text-align: center;">COVID-19 Update Page</p>

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Glasgow City IJB / HSCP Governance Arrangements	<p>In recognition of the increased pressure on health and social care services caused by the recent resurgence of the virus in the community and the subsequent impact on operational staff managing the response, Glasgow City Integration Joint Board (IJB) has again approved temporary changes to its governance arrangements at its meeting on 27 January 2021.</p> <p>The following changes were approved by the IJB to support frontline staff and managers to focus their attention on managing the operational response:</p> <ul style="list-style-type: none">• agendas for meetings of the IJB and IJB Finance, Audit and Scrutiny Committee are to be reduced to concentrate only on business-critical and / or time-sensitive items that require a decision from Board Members• the Interim Chief Officer and Chief Officer, Finance and Resources will agree with the respective Chairs and Vice Chairs which items will be on the agenda for these meetings• these arrangements will be in effect for the IJB Finance, Audit and Scrutiny Committee on Wednesday 10 February and IJB on Wednesday 24 March• the IJB Public Engagement Committee scheduled for Wednesday 24 February has been cancelled and• the temporary governance arrangements will be reviewed at the March IJB.
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. 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, carers – paid and unpaid and personal assistants.• The hub has also commenced the distribution of the Lateral Flow Testing (LFT) kits to all eligible HSCP staff, Personal

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	<p>Assistants, Adult Day Services and Housing Support across the city.</p> <ul style="list-style-type: none">• 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.
Carer Services	<ul style="list-style-type: none">• Glasgow City Health and Social Carer Partnership (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. 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.• Unpaid Carers providing personal care can access PPE by contacting the Carers Information Line on 0141 353 6504.• 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.
Children's Services	<ul style="list-style-type: none">• Home visits / contacts have been sustained to continue to support children, young people and families in distress.• Child Protection Continuity arrangements have considered the opportunity of making best use of the Winter Social Provision Fund and the Mental Health monies.• GCHSCP Children's Service is adopting a renewed and invigorated approach to supporting families and mitigating against childhood poverty.• The Local Child Poverty Action Plan has been reviewed by the Children's Lead Officer's group and similarly the desire is to ensure this is aligned and promoted across local services.• Dialogue continues with Scottish Government regarding the Mental Health monies to ensure children and young people get the help they need when they need it.• Arrangements are being strengthened and implemented to ensure all children and young people placed in formal care

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	<p>out-with Glasgow are notified to the relevant Chief Social Work Officer.</p>
Adult Services	<ul style="list-style-type: none">• 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. Face-to-face contacts have increased as part of service recovery – supported by the introduction of a home visiting protocol, risk assessments and access to appropriate PPE.• Learning Disability (LD) building-based day centres currently remain closed, with day centre staff continuing to provide outreach services in the interim. The outreach service, staffed by members of staff from LD Day Services, was brought in to provide community-based support to service users in their own home or a community setting. It has been received very positively by service users, carers and families. In line with Scottish Government guidance issued in January 2021, we are now looking to remobilise building-based Learning Disability Services, targeted towards individuals who could benefit most and who are risk-assessed as safe to attend. Timescales for this will take into account the pace of the COVID-19 vaccination programme for our service users.• GCHSCP staff who are in a service user / patient-facing role should now have access to lateral flow test kits and supporting guidance. While participation by appropriate staff is encouraged, it remains voluntary. Lateral flow testing is part of the Scottish Government’s response to the pandemic to help control infection and safeguard staff and others. Arrangements are in place for services to co-ordinate the ordering and distribution of testing kits for appropriate staff on an ongoing basis.
Older People’s Services	<ul style="list-style-type: none">• Supporting hospital discharge: Local Authority Residential Care Discharge to Assess Pathway - a GCHSCP Residential Care discharge pathway was implemented mid- February 2021 to support the unprecedented pressures on Glasgow’s Acute Hospitals. This development complements other effective discharge arrangements already available across Glasgow City, that is, Homecare, Rehabilitation, Reablement, Intermediate Care and Private Nursing Care. <p>When individuals cannot go straight home from hospital during the pandemic, care homes have often been unable to support admissions in circumstances where the hospital ward has any COVID-19 positive cases or the home is closed due to COVID-19. In all such circumstances local authority care home admissions are considered by social work staff.</p>

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- Our 5 in-house residential care homes have implemented robust risk management and infection control arrangements, relating to COVID-19, approved by Public Health Scotland, GGCHB and Scottish Government, to support discharges.

The service initiative will operate from Feb to May 2021 and speeds up hospital discharge. Social work staff will work with ward staff, individuals and their families to gather essential information to support the immediate discharge plan and then follow up with a full social work assessment after hospital discharge. This results in a reduced hospital stay and follow up assessment and care support in a homely setting.

Individuals will be supported by care staff following discharge and, when required, access to Nursing support, Older Persons Mental Health Service and Rehabilitation supports will be co-ordinated. So far 17 admissions have been arranged for individuals.

- Hospital Social Work Team – a citywide team continues to operate from QUEH and Petershill office. Workers are on a weekly rota of home working / office based. Staff have been vaccinated against COVID-19 and lateral flow testing is operational. We continue to receive high number of referrals from acute and noted increased number of Adults with Incapacity. New local authority discharge to assess pathway is up and running and a number of service users have been discharged to a local authority care homes from Acute – this includes those who have nursing needs. Daily ‘huddle’ established to discuss referrals coming to localities. All enquiries to team via Service Manager Jacqui McGoldrick and Team Leaders – Nonie Calder, Cecilia Goh, Maria Gough and Louise Murray.
- Social Work Services Duty Team - the citywide Adult and Older Peoples duty system incorporates 3 teams covering North West, North East and South receiving referrals from a variety of sources including the public, health colleagues and Police Scotland amongst others. They receive all the Adult and Older People’s referrals providing an initial response and short-term interventions to quickly address individual needs where possible.

During the pandemic the Adult and Older People’s Services’ Duty Teams have continued to operate a full duty service to referrals across the city. Each day the three Duty Teams handle upwards of 150 referrals between them. All three areas have adapted to allow for smaller teams to operate safely within our buildings alongside ongoing work from home.

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	<p>The teams have continued to conduct essential home visits throughout the pandemic, using PPE and ongoing Lateral Flow Testing to ensure their safety, and all have been offered their first COVID-19 Vaccine. This has allowed the Duty Teams to continue to respond to crisis situations and to ensure the safety of our most vulnerable citizens.</p> <p>The team have responded to urgent house cleans, supported hospital discharges, prevented hospital admissions and provided a source of information and signposting to other agencies where necessary. The team has also sought to support a reduction in cases requiring full allocation to neighbourhood teams by providing immediate short-term interventions where possible.</p>
<p>Operational Care Services incl. Commissioning</p>	<ul style="list-style-type: none">• The care homes in the city have been working to implement a mindfulness programme and actively engaging with care home frontline staff, encouraging them to take time out to do a range of activities to reflect on their lived experiences in dealing with COVID-19 in care homes.• The care homes are currently rolling out the 2nd vaccination plan with great success. 96% of our residents have received their 1st and 2nd vaccination. All new admissions are being vaccinated either on admission or at the point of discharge from hospital. Staff are also a priority and we are focused on ensuring staff get time to attend their second appointment. All new staff will also be asked to participate in the vaccination programme in the coming weeks and months.• Week beginning 1st March will see all 5 care homes open to indoor visiting. The Scottish Government issued new guidance 'Open to Care' on the 25th February. While the new guidance is complex, we welcome our families and friends back, recognising this re-established family contact is critical to the well-being of our residents. The care homes will, of course, still be subject to the wider COVID-19 guidance if there were to be a positive case. All access to care homes is monitored externally by Public Health.• Home Care Services are delivering a consistent level of service and have, once again, undertaken over 87,000 visits this week and Community Alarm Services has been supporting 9,500 vulnerable service users via our Responder Teams who work 24hr responding to service user sat risk.• The weekly PCR testing continues across Home Care and Community Alarms with a further 15,000 PCR kits being distributed to all frontline teams continuing with the additional layer of protection for our staff and service users.• The recruitment programme continues with 17 new recruits attending induction this week.• Vaccination programme continues to ensure all new recruits and staff who missed out on the first tranche availability get

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	<p>their initial vaccine as others continue to receive their second dose.</p> <ul style="list-style-type: none">• The Home Care Teams continue to use mobile technology enabling staff to continue to provide seamless support and partnership working.• Support continues across all commissioned services.• Vaccination program continues to be supported across all care group services in line with JCVI guidance.• New staff have commenced within commissioning and are undertaking their induction.
<p>Public Protection Services incl. Community Justice and Homelessness</p>	<ul style="list-style-type: none">• Justice Services (Centre) - staffing levels remain stable within all centre services. Staff have been reminded about the welfare support available and team leaders are being asked to make concerted effort around staff mental health and well-being. All services including Court Social Work, Tomorrows Women, POP, Drug Court, Barlinnie and Structure Deferred Sentence Team continue to operate with staff rotas in place. The majority of summary trials remain suspended. Scottish Courts and Tribunals Service (SCTS) are currently working on their recovery planning and are looking to increase court capacity towards the end of the year (September) to start to deal with the backlog.• Scottish Government has set aside £50m in the recently announced budget for justice services. Justice Social Work (JSW) / Community Justice will be allocated money from this which will need to be spent in 2021/22 and will be linked to recovery.• We have now received guidance for JSW services on the Community Orders (Coronavirus) (Scotland) Regulations 2020. This guidance sets out the actions JSW will be required to take as a result of the regulations, recording of data relating to the regulations and suggested notification templates.• Criminal Justice (Citywide) - no significant change in staffing or operating rota. Caledonian Project groupwork will re-start when 'stay at home' rule has been lifted. Compared to the last lockdown, there has been no increase / surge in domestic abuse incidents reported during the current lockdown. Unpaid Work (UPW) recovery - all placements now suspended until further notice. Scottish Government guidance has now been issued regarding reduction in UPW hours and a meeting organised to discuss how this will be managed within Glasgow. Two 'Harm and Harm Reduction' sessions have now taken place with over 70 staff attending. A Naloxone training day has been set up for 5th March.• Residential Homelessness - fairly stable staffing levels across all teams and staff continue to be flexible to ensure 24/7 cover.

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	<ul style="list-style-type: none">• Temporary Accommodation Homelessness - staff numbers remain positive and demand remains high for emergency accommodation. Service continues to meet demand.• Community Homelessness / Homelessness Centre Team - staffing numbers remain positive across the three teams. Demand across teams continues to be high. Demand for statutory homelessness services remains low at the Welcome Centre. Staff working from Simon Community HUB on Argyle Street report that demand is high and positive feedback has been received from staff and partners. Staff engagement sessions have been held with North East Community Homeless Team (CHT) and further sessions organised for the other CHTs.• Public Protection - committees and subgroups taking place as scheduled and workstreams are progressing. The Chief Officers Group has signed off the two Significant Case Reviews and are now working on publication and dissemination of learning from these.• Child Protection - Halt and Family Support Team continue to see service users with no issues. Child Protection Team continues to be very busy and this is reflected in the Child Protection activity in the localities. Glasgow continues to be in discussion with Home Office about being one of the pilot sites for the rollout of the new National Referral Mechanism for child trafficking.• Out of Hours Service (including Homelessness) and Social Care Direct – service has been significantly busier over the past weekend compared to previous weekends. The Operational Manager post will be filled in next few weeks and qualified Social Worker interviews being organised. Social Care Direct Adult Services has been much busier recently.• Practice Audit - Domestic abuse survey materials have been picked up by education and third sector colleagues with a view to running these in their own organisations. Staff debriefing after violence audit has been to the Social Work Professional Governance Board and will now be disseminated to all of the residential sectors.
<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.• COVID-19 vaccination clinics - pharmacy teams across the HSCPs have been assisting with the ongoing COVID-19 vaccination roll out and have worked hard to this without having an impact on the support they provide to practices. <p>Practices are now starting to plan for the delivery of second</p>

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	<p>doses for patients aged 75 and over and for their patients who are shielding.</p> <ul style="list-style-type: none">• Pharmacotherapy Hubs – hub working has been maintained across the city. The teams are focused on developing this resource through recruitment and scoping out suitable premises for the expanding service. Pharmacists, pharmacy technicians, pre-registration pharmacy technicians and pharmacy support workers have been recruited and are now starting to take up their posts.• Polypharmacy Review and Serial Prescribing – the teams continue to deliver medication reviews utilising ‘Near Me’ and telephone consultations to provide pharmaceutical care to patients across the city.
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www.glasgowcity.hscp.scot/covid-19-hscp-update

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