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Coronavirus (COVID-19)

Glasgow City HSCP Staff Briefing

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| Date | Friday, 5 February 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;"><u>COVID-19 Update Page</u></p> |

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| <p>Message from Susanne Millar Interim Chief Officer Glasgow City HSCP</p> | <p>Role of Chief Social Work Officer - Jackie Kerr, Assistant Chief Officer, Adult Services and North West Operations and Interim CSWO</p> <p>To advise of the ongoing management and governance arrangements for the role of the Chief Social Work Officer (CSWO).</p> <p>Since taking up the Chief Officer role in the Health and Social Care Partnership (HSCP) on an interim basis, I have consequently sustained interim arrangements for the critical role of Chief Social Work Officer. These arrangements have remained under close review and the management of this role will now be undertaken by Jackie Kerr, our Assistant Chief Officer for Adult Services and North West Operations.</p> <p>Jackie will hold this statutory role and will now become a member of the Integration Joint Board. Within this role, Jackie will also oversee the adherence to standards of practice across the delivery of statutory social work functions.</p> <p>In addition, Jackie will sustain the connection into the national agenda and into the national Chief Social Work Officer's regular interface with the Scottish Government and also with the Chief Social Work Advisors Office (CSWAO).</p> <p>This role will continue to maintain the governance of the internal HSCP's Chief Social Work Officer meeting, which administers the oversight of social work practice and standards; in tandem with the current social work governance meeting and arrangements.</p> <p>Attention will continue to focus on our statutory requirements across the care groups and the range of regulatory and registration requirements.</p> <p>I will continue to keep you advised and updated as the role develops. I appreciate if you can provide Jackie with your full support.</p> <p>Many thanks,</p> <p>Susanne Millar Interim Chief Officer Glasgow City HSCP</p> |
| <p>Glasgow City IJB / HSCP Governance Arrangements</p> | <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</p> |

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| | <p>(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. |
| <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 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> |
| <p>Resources</p> | <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 Assistants, Adult Day Services and Housing Support across the City.• EquipU Services continues to offer full service delivery to all partners. |

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| | <ul style="list-style-type: none">• 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 HSCP staff continue to play a key role in identifying, involving and supporting unpaid carers.• Glasgow Carer Centres received £85,000 of additional funding to support unpaid carers. For further information visit short break funding.• Unpaid adult carers aged under 65 and young carers aged 16 or 17 are included in the priority list for the COVID-19 vaccine.• All carers have the right to an emergency plan as part of their Carer Support Plan or Young Carer Statement. Glasgow's Carer Services can support carers to create an emergency plan.• Unpaid Carers providing personal care can access PPE by contacting the Carers Information Line on 0141 353 6504.• Glasgow Carers services continue to provide online training and peer support. "This was a great way to learn to take time out to reset your mind, feel calmer and better equipped when dealing with stress or challenge." (Carer service feedback)• 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 in Tier 4 and Education have confirmed a significant uptake in School Attendance.• Vaccinations have been made available for all front-line staff and the service is examining the best application of the Lateral Flow Test regime.• Engagement event took place with the National Joint Investigation Interview (JII) Team.• Glasgow City HSCP provided a comprehensive submission to Scottish Government on the new child protection procedures; a thank you to all staff who participated and contributed. Children Service Executive Group, Lead Officers and Child Protection Committee all met to coordinate the strategic response; as well as the operational Child Protection Continuity meeting.• The Integration Joint Board on 27 January 2021 approved the Scottish Government / COSLA Mental Health funding |


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| | <p>and the Winter Pressure Fund is progressing alignment of spend across the Partnerships.</p> <ul style="list-style-type: none">• The Family Support Tender (extended to 19 February 2021) enabled a further event to allow us to present providers with the detail of the strategic objectives and change agenda. |
| Adult Services | <ul style="list-style-type: none">• Staff who are in patient-facing / service user-facing roles* are now able to access Lateral Flow Testing (LFT) kits. This test is part of the Scottish Government's response to the pandemic to help control infection and safeguard staff and others. Managers are co-ordinating the ordering and distribution of testing kits for appropriate staff. *The services covered by LFT rollout match those staff groups identified as a priority to receive a vaccination against COVID-19. While encouraged, lateral flow testing is voluntary. Guidance material has been produced to support staff, including an instructional video which can be accessed at the link below. Please note that the testing instructions differ slightly between social care staff and NHS staff and therefore a different video has been produced, nationally, for each:<ul style="list-style-type: none">○ video demonstrating nasal and throat swabs for social care staff○ video demonstrating nasal swab for NHS staff.• Service recovery plans continue to be reviewed regularly to consider whether any further adjustments are required in the way we deliver our services or the range of service provision available. As previously reported, consideration is currently being given to the potential to re-open building-based Learning Disability Day Services on a limited basis, to best meet the needs of service users and carers. |
| Older People's Services | <ul style="list-style-type: none">• Glasgow City Treatment Room and Phlebotomy Services - COVID-19 has led to a rapid acceleration of Community Treatment and Care Services. Due to necessary COVID-19 restrictions, treatment rooms initially had to reduce their interventions to focus on essential interventions and promote patient self-care. Social distancing meant the available appointments and treatment room space were reduced. In order to continue to meet patient demand, a domiciliary service was set up on a short-term basis and treatment room staff were mobilised to see those patients in greatest need within their own homes. The Treatment Room Service was extended to cover all General Practices across the city. Phlebotomy Services also extended their availability to all General Practices and commenced domiciliary visits as well as clinic appointments within health settings. A Single Point of Access telephone line (0141 355 1525), was set up as well as SCI Gateway referrals to access |

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| | <p>Phlebotomy Services. In the summer, Treatment Rooms were able to discontinue the domiciliary aspect and concentrate on clinic appointments. Intervention lists have been extended once again and we are working to ensure there are Treatment Room Services that can be utilised by GPs and their patients within every area of the city.</p> <p>Phlebotomy Services continue to recruit new staff and ongoing training and development ensures that this new and growing workforce is able to meet the demands it faces: currently in excess of 2,400 bloods per week.</p> <ul style="list-style-type: none">• COVID-19 vaccinations to housebound patients - Older People and Primary Care Services continue to support the roll out of the COVID-19 vaccination to Housebound Patients. GP Practices are providing updated lists of their Housebound Patients to the HSCP:<ul style="list-style-type: none">○ the majority of patients aged over 80 have been vaccinated○ we will begin the vaccination of housebound patients in the 70-79 age range and shielding groups this week. <p>This has been a team effort involving Service Managers, District Nursing Team Leaders, Business Support Staff and a wide range of health professionals from across the HSCP and Acute Services supporting this major programme of activity.</p> <ul style="list-style-type: none">• Pilot testing of Mylo the robot - two Older Person's wards in Leverndale Hospital are hosting an exciting new innovation: Mylo the Robot! Mylo has joined the Older People Mental Health wards to see how he might help residents, staff and their families. <p>Mylo has been used in a variety of settings in Ireland with great success. Mylo has a number of applications that can support people from video-calling families, to playing favourite music or just simply providing interactive company. Judging by his first few days, Mylo is proving a hit with residents and staff! We look forward to sharing more about him in future briefings.</p>  |
| <p>Operational Care Services incl. Commissioning</p> | <ul style="list-style-type: none">• Care homes continue to operate under very challenging circumstances and the dedication and commitment of all our staff across the 5 HSCP care homes has been astounding. This week, we actively encouraged staff to take time out and talk about their experiences both at work and at home. The programme, called '15 Minute Conversations', recognises the importance of looking after our mental health and supporting each other to deal with often very heart rendering experiences.• The HSCP care homes uptake of the vaccine, so far, has been phenomenal with 83% of all staff and 96% of our |

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| | <p>residents vaccinated. Staff continue to get access to appointments and our Clinical Director, Dr John O'Dowd, hosted a live webinar with the 5 care homes to answer any questions / concerns from our staff. The feedback from this event has been very positive.</p> <ul style="list-style-type: none">• Recruitment during COVID-19 remains challenging however in the coming months (February and March), a further 36 people will be inducted and join our workforce in variety of roles across frontline care in all 5 care homes.• The care homes continue to work through all the testing regimes, including the additional LFT testing which was added to the guidance at the beginning of January. Our staff have been very understanding of this additional layer of protection to try and identify anyone across our workforce who may be asymptomatic.• Home Care and Community Alarms continue to focus on the vaccination programme seeing 1,768 staff booked for a vaccine so far. On 18 January, weekly PCR testing commenced across Home Care and Community Alarms, including frontline assessment staff. This is helping to tackle community transmission of the virus, allowing speedy self-isolation and asymptomatic diagnosis. A support helpline is in operation for all staff undertaking testing to ensure advice and guidance is available at all times.• Home Care continues to monitor the impact of COVID-19 absences across services but are sustaining delivery of care and support to approximately 4,600 service users. We are facilitating on average 40-50 hospital discharges and approximately 20 new community referrals daily, ensuring the most vulnerable service users continue to receive services to keep them safe and well.• We acknowledge the hard work of the Community Alarms Service who recently achieved accreditation following their Technology Enabled Care Services Association (TSA) annual audit which demonstrates that services are provided in compliance of TSA's Quality Standards Framework. The Community Alarms Service continues to support 9,500 service users, responding to those at risk and who need support.• Commissioning continues to offer support and guidance across all purchased service provision.• Vaccination Programme is moving forward with positive links made with Glasgow Council for the Voluntary Sector (GCVS) to ensure optimum exposure and information is available to the third and voluntary sector.• A significant increase is noted in respect of outbreaks amongst non-care home services and support is being offered to all services. Support webinars will be set up within the next two weeks. |
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| | <ul style="list-style-type: none">• Lateral Flow Testing kits have arrived for distribution to all supported living, housing support and community-based care services. Uptake and feedback will be monitored.• Public Health has organised a range of webinars around outbreak management, testing and best practice. A separate webinar will be run for commissioning and care group staff – this will be on a Greater Glasgow and Clyde basis. |
| Public Protection Services incl. Community Justice and Homelessness | <ul style="list-style-type: none">• Justice Services (Centre) - staffing remains stable within all centre services. A review of risk assessments for all centre justice buildings including the Sheriff Court, Norfolk Street, Adelphi and Barlinnie will take place next week.• Scottish Government will issue indicative funding letters regarding the Section 27 grant allocations to Local Authorities this week. There has been an increase of £213,435 in the budget. The Autumn Budget Revision for 2020-21 also includes additional funding of £2.5 million, referred to as 'COVID Consequentials' which will go to Justice linked to Recovery. Details of this to follow.• Unpaid Work - Scottish Government approved regulations to reduce the unpaid work requirement imposed in existing Community Payback Orders by 35%, with the exception of those imposed for domestic abuse, sexual offences or stalking. They will provide detailed guidance on what this means for service delivery / timescales. A short life working group has been set up in Glasgow to look at how we implement the regulations.• Criminal Justice (Citywide) / Caledonia Project - groupwork in Caledonia Project has been postponed however staff are using time to work on outstanding tasks.• Public Protection – staffing remains stable. Recruitment now completed and start dates being planned. Staff are working on next issue of Public Protection newsletter.• Child Protection – staffing remains stable. Child Protection activity remains high. Work ongoing to review the Initial Referral Discussion Process in preparation for the Joint Investigative Interview Pilot which is due to commence in Glasgow late March / early April.• Hunter Street - staffing levels are stable and service remains very busy. Young People Team now has a caseload of 21 young people.• Temporary Accommodation – staffing levels are stable and service demand remains at a manageable level with agreed arrangements still in place with both the Home Office and Mears Group. The Home Office has produced some proposals around safeguarding and we will meet to discuss our response and next steps. 44 service users in emergency accommodation have date of entry for permanent accommodation. |

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| | <ul style="list-style-type: none">• Community Homeless Service – staff numbers remain stable. Demand across the three teams continues to be high – 13% year-on-year increase compared to January last year.• Out of Hours / Homelessness –The Operations Manager post has now been filled.• Social Care Direct - referral numbers continue to be lower at present.• NORM – new staff have start dates.• Practice Audit - progressing the current audit programme as planned, and recruitment for audit officers will take place at the beginning of March. |
| 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.• COVID-19 vaccinations - all GP practices in Glasgow are taking part in the programme to vaccinate patients aged 75 to 79 and are now receiving deliveries. Most practices will also be vaccinating their patients in the shielding category; only 13 practices out of 142 were not able to offer this safely in their premises and these patients will be invited to the mass vaccination clinics.• Ask for ANI - this is a codeword (Action Needed Immediately) scheme developed by the Home Office to provide a discreet way for victims of domestic abuse to signal that they need emergency help from the safety of their local pharmacy. Victims of domestic abuse will be able to use the codeword ANI in participating pharmacies (including all Boots stores and participating independent pharmacies) to let staff know that they require an emergency police response or help contacting a helpline or specialist support service. Participating pharmacies will display posters in their window and around the pharmacy to let customers know that they can approach their staff to seek help. Any information shared will be treated confidentially.• E-Health investment for Primary Care - the Scottish Government has made available additional funding for IT for general practices. Within NHS Greater Glasgow & Clyde, this will be used to upgrade desktop computers, increase the number of webcams provided to practices and extend Microsoft support. These investments will support practices to undertake remote consultations and facilitate Multi-Disciplinary Team meetings and Teams meetings.• Phlebotomy Service - as part of the Primary Care Improvement Plan, a phlebotomy service is now available to all GP practices in Glasgow City HSCP. GPs request bloods |

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| | <p>to be taken via GP Order Comms and patients can make their own appointment through the service's Single Point of Access (0141 355 1525), or they can be referred by their GP via SCI. Currently, the service is seeing some 2,300 patients per week in clinics or at domiciliary visits; it is hoped to increase clinic space available for the service.</p> |
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www.glasgowcity.hscp.scot/covid-19-hscp-update

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