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Coronavirus (COVID-19)

Glasgow City HSCP Staff Briefing

Date	Thursday 8 October 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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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">• All unpaid carers looking after someone resident in Glasgow are eligible for carer support with a universal offer of information and advice for all as a minimum.• Glasgow City Health and Social Carer Partnership staff continue to play a key role in identifying, involving and supporting unpaid carers.• Jointly is a mobile and online app that makes caring easier, less stressful and more organised by making communication and coordination between those who share the care as easy as a text message. For information about how carers looking after someone resident in Glasgow can access the app for free contact the Carers Information Line on 0141 353 6504.• All unpaid carers are eligible for flu vaccine.• A Young Scots Young Carers Package is available to all young carers, aged 11 to 18 in Scotland.• Carers providing personal care can still access PPE by contacting the Carers Information Line on 0141 353 6504 or self-referring online.• Carer Personalised Self-directed Support is accessible through Glasgow City Carer Partnership services.• Carer training and peer support continues to be provided online.• Carers are being offered support to develop Emergency Plans.• To find out more about supports available for adult or young carers or to refer a carer:<ul style="list-style-type: none">o Visit Your Support Your Way Glasgowo Contact the Carers Information Line on 0141 353 6504.

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Children's Services	<ul style="list-style-type: none">• Home visits / contact is sustained focusing on support/outcomes to children/families in distress.• Review of the 'lessons learned' and governance in COVID-19 remains coordinated.• Child and Adolescent Mental Health (CAMHs) waiting list continues to be reviewed / progressed on a weekly basis.• Children's Integrated Planning – an interim / draft statement has been documented with Scottish Government in light of the impact / delay caused by COVID-19.• Family Support Strategy – Family Support tendering is being rapidly progressed towards publication and providers have been kept informed of developments.• Children's Locality Planning – work is underway to ensure that the investment in relation to the Community Fund is coordinated, aligned and effective.
Adult Services	<ul style="list-style-type: none">• We continue to progress implementation of our approved Adult Service recovery plans. Implementation will take place over a number of phases, with services gradually beginning to see a wider number of patients and service users. While services will continue to use telephone and 'attend anywhere' video appointments where appropriate, the number of face-to-face patient and service user contacts is expected to increase as we progress through the phases of our recovery plans.• Glasgow City HSCP Adult Services are delighted to welcome Newly Qualified Nurses (NQN) who all started in their first substantive (Band 5) nursing posts from Monday, 5 October 2020 across Mental Health Services, ADRS, Prison Healthcare and CAMHS spanning the six HSCPs. All of our Newly Qualified Nurses (NQN) have been working in our frontline services as Band 4 student nurses during April – Sept 2020. We congratulate them on their successful professional nursing registration, as well as their graduate achievement.• Our newly recruited nursing staff will continue to be an asset to our integrated multi-disciplinary teams and we wish them every success in their nursing careers. Newly qualified nurses will continue to be supported by our Practice Development Nurses as well as the Practice Education & Care Home Facilitator Team. In the WHO International Year of the Nurse and Midwife, we continue to applaud the efforts of our nursing workforce with their enduring and compassionate commitment to person-centred care.

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Older People's Services	<ul style="list-style-type: none">• Seasonal flu vaccination for Adults aged over 65 has begun in Glasgow City HSCP – our first clinics commenced on Monday, 5 October.• Karen Lockhart has taken up her post as Older People's Head of Service within North West area this week. She will work alongside the retiring Head of Service, Paul Adams, as he begins his phased retiral from the service, working only on Wednesdays and Fridays.
Operational Care Services incl. Commissioning	<ul style="list-style-type: none">• Glasgow City HSCP's recruitment campaign for both Home Care and Care Homes is going well with significant interest in the 50 new social care posts in residential care. Our new recruits will begin their induction programme in Oct – Dec. These new posts will support the additional tasks generated from families and carers visiting and testing as well as giving a degree of flexibility to address ongoing challenges in our care homes due to potential second wave of COVID-19.• The HSCP has drafted a resilience plan for our care homes, drawing on the lessons learned from first wave of COVID-19. There are significant changes in guidance from Public Health, and crucially feedback from our assurance visits. The plan is currently being phased in across all 5 care homes as each is unique and the plan needs to reflect both the residents care and support needs as well as the logistical challenges of each home• The care homes continue to perform exceptionally well in terms of Testing with 100% compliance across all staffing groups. This is remarkable and is down solely to the commitment of all staff to support our rigorous testing regime.• Home Care Services are delivering an increasing level of service having undertaken over 87,000 visits this week, we have now reached 97% of normal service.• Home Care Services are preparing for a potential second wave, reviewing our Business Continuity plans and reflecting on lesson learned from the last 6 months of the pandemic.• Assessment and review of all current service users has commenced across all areas of Home Care Services, this is to ensure we are in a state of readiness to support the most vulnerable service users through the winter months.• Home Care Services have undertaken a review of the Care Inspectorate inquiry findings report to Scottish Government, incorporating the identified key points into the business continuity and development plans.• Commissioning continues to work across all purchased care services and support them on a multi- agency basis.• Care homes are being impacted to varying degrees by the increase of COVID-19 – full support is being offered by the HSCP.

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	<ul style="list-style-type: none">• Commissioning is supporting the roll out of the flu vaccination programme for purchased services.• Older People Care Homes webinars continue. This week there will be inputs from practice development nurses and associate Clinical Director. Discussions are underway to expand that across other care groups.
Public Protection Services incl. Community Justice and Homelessness	<ul style="list-style-type: none">• Halt Team and the Family Support Service continue to work a blended model of staff alternating between working at home and attending the workplace. No issues identified.• The number of cases on the Child Protection Register is down slightly from the previous week.• Child Protection work continues to be very busy and teams are providing additional worker capacity to meet the demand.• All Residential Homeless Services, including Women's Service, continue to remain stable with a settled staff group. They have full occupancy with varying degrees of risk. No known positive COVID-19 cases amongst staff or service users. Personal Risk Assessments in use for staff returning to work & DSE assessments for home working.• Local Area Justice Services and Caledonia Project – staffing settled into new working arrangements. There has been an increase in short notice reports, which is being raised with the Sheriff Principal. In terms of Unpaid Work, squad placements remain limited, staff utilising personal placements as much as possible in the meantime. Groupwork in Caledonia Project due to restart during October. Demand for Caledonian assessments increasing significantly over past few weeks to pre-COVID-19 levels. Caseloads are starting to increase which has raised queries into how staff manage appointments which are largely office based for Criminal Justice – this is not causing any issues at the moment however will be monitored.• Practice Audit – work continues on the Domestic Abuse surveys and the Child Protection registration scrutiny.• Homelessness Casework – staff numbers remain positive. Meeting on Thursday with Wheatley Group to review Matching Process – all feedback positive, so should continue until at least end December. Our Homeless Services recovery plans have identified a number of people with complex needs in emergency temporary accommodation who would benefit from the bespoke outreach package that Housing First offers. Housing First Assessment Workers have started to engage with those identified with a view to moving them into their own tenancies as early as possible and providing the levels of support they need.• Hunter Street – in light of review, paperwork completed and submitted for various posts. Flu vaccines will be provided across city centre hotels including their staff.

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Primary Care and Early Intervention Services incl. Health Improvement

- 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](#).
- Pharmacotherapy hubs – A Pharmacy Technician led hub-based service for elements of pharmacotherapy has been tested with the Springburn cluster. A team including Pharmacy Technicians and a Prescribing Support Worker has been providing support to seven practices. Working remotely from Stobhill. The team has been undertaking medicines reconciliations from Immediate Discharge Letters (IDLs). The team has been able to action all IDLs with support as required from the pharmacists but it is recognised that numbers are likely to be low as a result of the pandemic – recruitment is underway to increase staffing and further develop skill mix within the team. The model provides support to practices across the working week, and helps release pharmacist time to support polypharmacy review. It is planned that it will take on further activity as the team expands. Over time, it will be rolled out to clusters across the city – though this will be a complex process depending on staffing, training and premises so the timescale is likely to be 18 months to two years.
- Support to Care Homes – Since last year, Advanced Nurse Practitioners (ANPs) have been in post to provide support to Glasgow City HSCP care homes. Feedback from GPs on these roles has been very positive, and the team has decreased demands on GP time from the homes. A further 5 Trainee ANPs have now been recruited and will be supported to undertake training from September 2020.
- Organisational Development Support for the Primary Care Improvement Plan – the Primary Care Improvement Plan Programmes of work are being supported by Collaborative Leadership and Learning Activities. The Organisational Development Team is currently rolling out development programmes for senior leaders, clinical leaders, GPs, CQLs, PQL, practice managers and other key stakeholders involved in this work. The first of the programmes being rolled out from November 2020 aims to develop collaborative working through strategic influencing and impact techniques and behaviours with a variety of stakeholders who may have a conflict of interest, developing capacity to engage, agree and maximise positive outcomes. There will also be an opportunity to participate in a programme to develop group facilitation techniques and tools, building capacity to engage a wide variety of stakeholders in discussions that may have differences of

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	opinion, and how to manage resistance and group dynamics to gain maximum participation and desired outcomes.
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