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Coronavirus (COVID-19)

Glasgow City HSCP Staff Briefing

Date	Friday 6 November 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.• 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">• 81% of carers are providing more care during the COVID-19 pandemic. (Caring behind closed doors)• Glasgow City Health and Social Carer Partnership staff continue to play a key role in identifying, involving and supporting unpaid carers.• Between June and September 2020, 488 carers were referred to Glasgow City Carer Partnership.• All unpaid carers and young carers are eligible for flu vaccine.• Unpaid Carers providing personal care can access PPE by contacting the Carers Information Line on 0141 353 6504.• Carer Self Directed Support (SDS) is accessible through Glasgow City Carer Partnership services. Between June and September 2020, a total of £42k of SDS was accessed by 170 carers.• 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 (Carer information pages have being updated)
Children's Services	<ul style="list-style-type: none">• Looked after and accommodated children continue to remain stable along with stable placements in foster care and residential.• A comprehensive and integrated report with Education Services was submitted to Scottish Government outlining the outcomes secured in relation to the Care Experience Fund.• 850 new devices have been provided by Connect Scotland to disperse to young people in Glasgow to assist digital participation.• The Purchased Foster Care tender has gone live.• A development session for key HSCP leaders to coordinate the transition of Specialist Children's Service has taken place.
Adult Services	<ul style="list-style-type: none">• We continue to progress implementation of our approved Adult Service recovery plans. Implementation is taking place over a number of phases, with services gradually beginning to see a greater number of patients and service users.• Services continue to embed new ways of working, such as seeing patients and service users through 'Attend Anywhere' video appointments where appropriate. However, we also expect the number of face-to-face patient and service user contacts to increase as we progress through the phases of our recovery plans.• Linked to the above, Adult Services are also undertaking work to review our contingency plans in preparation for the winter period

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	<p>and the additional demands and service pressures that may follow. This will include consideration of the key lessons learned so far during the COVID-19 pandemic. This will inform how we can best support staff and maintain service delivery, to ensure that we continue to meet the needs of our patients and service users.</p>
<p>Older People's Services</p>	<ul style="list-style-type: none"> • The Rehabilitation and Enablement Service continues to provide rehabilitation for patients at home and following discharge from hospital with focus on admission avoidance and maintaining patient flow. Referral rates are higher than pre-covid and there are increasing numbers requiring early intervention at home, following hospital admission with COVID-19. Team continue to use Near Me where appropriate for patient consultation, exercise programmes and to support multidisciplinary working. • Older Peoples Community Mental Health Service have been restarting out-patient clinics. Use of Near Me has been limited but telephone consultation and home visits continue to provide assessment and care for patients but also support carers manage due to impact of reduced services and isolation. • Delivery of seasonal Flu Vaccination Clinics for adults aged over 65 is well underway. All Glasgow City residents in this category will have received an appointment letter, with all appointments scheduled to take place in November. Feedback from patients attending the clinics has been positive. • The HSCP is also supporting a small number of GP Practices with the delivery of vaccination of patients in the 18-64 'at risk' category. Clinics for this group of patients got underway in the week commencing 26 October and has been working well. This process is being supported by Treatment Room, Business Support and Primary Care Development Officers. • Delivery of the flu vaccination programme to our housebound population is also well underway with approx. 7,000 patients in this category. This programme is supported by our Community Nursing Teams.
<p>Operational Care Services incl. Commissioning</p>	<ul style="list-style-type: none"> • The HSCP has been working with our Trade Union colleagues to implement a Care Homes resilience plan for the second wave of the pandemic based on our Lessoned Learned. After a period of consultation across all staff directly employed in Social Care, we are in a position to move to implementation of plan next week. All staff will be provided with sets of scrubs and will be given additional time to change at the start of a shift and at the end of a shift, Social Care staff will not wear outdoor clothes while delivering care and support. • The care home teams continue to do a phenomenal job in supporting our residents but the HSCP recognises that the winter months will be very challenging in relation to staffing due to increased absences, the need for staff to take annual leave and the impact of Test & Protect. Over the next month an additional 50 staff will join our workforce to enable a flexible response to managing workforce pressures. • Home Care Services are delivering an increasing level of service having continued to undertake over 88,000 visits this week

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	<ul style="list-style-type: none">• Home Care Services have experienced an increased in requests for homecare packages from both community and also for hospital discharges.• The Community Alarm Centre continues to operate as normal with a slight reduction in call volumes due to additional family supports being in place.• The HSCP's large scale recruitment events are progressing with recruits starting in their new roles. The plan is to have an available 150 additional staff to cover COVID-19 absences, annual leave and vacancies.• The health and wellbeing of the teams is of paramount importance therefore communications from the HSCP have been supplemented by home care specific newsletters with additional supports.• Commissioning continues to work across all purchased care services and supporting them on a multi-agency basis.• Services have seen increased incidences of COVID-19 and full support is being offered by the HSCP.• Work continues on local and national reporting requirements to ensure that this is effective and accurate. Focus continues on the providers compliance with the TURAS national safety huddle tool and the quality of data reported within this.• Webinars continue with Older People and Adult care homes. These are well received and have a strong level of engagement.• Recruitment is progressing to enhance the capacity of the Commissioning team and also fill vacant posts.
Primary Care and Early Intervention Services incl. Health Improvement	<ul style="list-style-type: none">• The Primary Care Improvement Plan continues to progress to implement the major changes in general practice with a number of events taking place on 27 October with key stakeholders (i.e. practice managers and practice nurses) with GP leads exploring the development of the mental well-being model on 28 October. An event on the 4 November reviewed progress with the plan and sought future direction for the final year of the current phase of the plan with the GP leads. Regular bulletins and additional information are available on our HSCP's website at our Primary Care and Improvement Plan page.• COVID-19 Assessment Centre: In the past two weeks the centre has supported the relaunch and media campaign to support the redirection of patients with COVID-19 symptoms to NHS24 and COVID-19 Assessment Centres (CACs) across NHSGG&C to reduce the presentations at emergency departments. BBC Reporting Scotland reported on the work being undertaken in the Assessment Centre on 27th October with staff providing an overview of the role of the centre.• Congratulations to Leanne Black, Advanced Prescribing Support Pharmacist, for her success at the recent Scottish Practice Pharmacy & Prescribing Adviser conference. She received the poster prize for the case study she presented on the polypharmacy reviews she has undertaken during COVID-19 with the care homes in the North West, using Near Me (Attend Anywhere) to have remote consultations with the care home nursing staff.

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

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